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13TH HSSS NATIONAL & INTERNATIONAL **CONFERENCE**

SYSTEMIC ORGANIZATIONAL EXCELLENCE



2-3 June, 2017



University of Peloponnese | Sparta, Greece



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PROGRAM

UNDER THE AUSPICES OF



University of Piraeus
Dept. of Informatics

UNDER THE AUSPICES OF



University of Peloponnese
Dept. of Sports Organization & Management

IN COLLABORATION WITH



MYTHICAL
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Welcome Message

On behalf of the Hellenic Society for Systemic Studies (HSSS) we would like to invite you to the 2017 HSSS 13th. National & International Conference, organized under the auspices of the Department of Informatics of the University of Piraeus and the Department of Sports Organization and Management of the University of Peloponnese, which will take place in Sparta, Greece.

The HSSS's annual National and International Conference is held alternately in different cities of Greece in collaboration with and/or under the auspices a local University or Department of a local University or with a contribution of a relevant international or Greek organization.

The main theme of the Conference, is to present the dynamic scientific area of "Systemic Organizational Excellence" with applications in organizations and enterprises across a wide spectrum of both service and production industry sectors.

Given the dynamic nature of this challenging area, Systemics will bridge the gap between theory and practice and will promote the use of effective Methodologies and Multi-Methodologies in managing today's organizational complexity for Stakeholder Engagement.

Our interdisciplinary international community has the scientific systemic tools and powerful specialized software to tackle up-to-date multi-dimensional strategic complex problems and to manage their complexity in different applied areas of practice.

The prominent national and international invited speakers in the scientific program, the exciting professional panels, the professional round table, and the professional workshop, will attract the attention of a large number of our colleagues. Further, the participation of the International Federation for Systems Research (IFSR) members, the International Academy of Systems and Cybernetic Sciences (IASCYS) members, together with renowned consultancy firms of national and international stature, will make this Conference a very successful and memorable one in the history of HSSS Conferences.

Who should attend?

- * Academics: Communicate your research results with colleagues around the world.
- * Consultants: Present the power of systems thinking, modeling and simulation in your applied, client-oriented work.
- * Practitioners: Show modeling and simulation at work in your organizations.
- * Graduate students: Share your developing research in a constructive environment.
- * Undergraduate students: Have a good experience within a challenging and professional environment.

Athens is the capital of Greece. Its economy is also supported by manufacturing, trade, services and tourism.

Athens is an ideal place for bringing together colleagues from all over the world to promote and exchange ideas, knowledge and experience for the benefit of both organizations and enterprises in effectively meeting the needs of a challenging international community.

Chair of the Organizing Committee

Mr. Panayiotis Papaioanou
University of Piraeus,
HSSS
Piraeus, Greece

Chair of the Scientific Committee

Professor Athanasios Kriemadis
Dept. of Sports Organization and
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HSSS President

Professor Nikitas Assimakopoulos
University of Piraeus

Acknowledgements

*The Board of Directors of the
Hellenic Society for Systemic Studies
&
the Organizing Committee of the
13th National & International Conference
would like to thank
all those who have contributed to
ensure the conference come to success;
reviewers, presenters, authors, sponsors,
support team and other conference assistants.*

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TABLE OF CONTENTS

WELCOME MESSAGE	2
<i>ACKNOWLEDGEMENTS</i>	3
SPONSORS	3
BRIEF PROGRAM	6
PROGRAM TIMETABLE	7
FRIDAY 2ND. JUNE, 2017	7
SATURDAY 3RD. JUNE, 2017	9

Brief Program

Friday 2nd. June, 2017

09:00 – 18:00 Registrations Open
10:30 – 12:30 Opening Ceremony with Keynote Addresses
12:30 – 14:00 Welcome Reception
14:00 – 15:30 Workshops & Parallel Session
15:30 – 16:00 Coffee Break
16:00 – 17:30 Workshops
17:30 – 18:00 Coffee Break
18:00 – 19:30 Professional Panel, Workshop & Parallel Sessions

Saturday 3rd. June, 2017


09:00 – 15:00 Registrations Open
09:00 – 10:30 Parallel Sessions
10:30 – 12:00 Workshops & Parallel Session
12:00 – 12:30 Coffee Break
12:30 – 14:00 Keynote Addresses & Parallel Sessions
14:00 – 15:00 Light Lunch
15:00 – 16:30 Workshops & Parallel Session
16:30 – 17:00 Coffee Break
17:00 – 18:30 Professional Round Table
18:30 – 18:45 Closing of the Conference
20:30 – 02:30 Gala Conference Dinner with dance

Program Timetable


Friday 2nd. June, 2017





09:30 – 18:00	Registrations Open
10:30 – 12:30	Opening Ceremony
	Hall: HALL 01
	Opening Ceremony with Keynote Addresses
	Chair: Mr. Panayiotis Papaioanou
	Opening by the Bishop of Monemvasia and Sparta
	Salutation by the President of the HSSS, Professor N. Assimakopoulos
	Salutation by the Chair of the Scientific Committee, Professor Athanasios Kriemadis
	Salutation by the Chair of the Dept. of Sports Organization and Management, Un. of Peloponnese, Professor Antonios Travlos
	CSAP Certification Projects: Distinction
	Salutation
<u>KN-01</u>	Presentation of the UES-EUS
	Andree Piecq
<u>KN-02</u>	Excellence in Systems Thinking: How Can We Introduce Systems Thinking to People Coming to It for the First Time?
	Gerald Midgley
<u>KN-03</u>	Business Ethics for Organizational Excellence
	John Thanopoulos
12:30 – 14:00	Welcome Reception
14:00 – 15:30	Workshops
14:00 – 15:30	Hall: HALL 01
	<u>WS-01</u> Workshop 01
	A systemic modelling tool to pilot the Organizations: "the Gyroscope"
	Andree Piecq
14:00 – 15:30	Hall: HALL 02
	<u>WS-02</u> Workshop 02
	Systemic Cancer treatment Excellence
	Elior Kinarthy
14:00 – 15:30	Hall: HALL 03
	<u>WS-03</u> Workshop 03
	Best Practices in Business Analysis and Software Solutions for the Shipping Industry
	Panteleimon Pantelis
15:30 – 16:00	Coffee Break at HALL 01
16:00 – 17:30	Workshops & Parallel Session
16:00 – 17:30	Hall: HALL 01

	WS-04	Workshop 04
		Corporate Governance
		John Thanopoulos
	WS-04.01	Corporate governance as a leading factor of sustainability: A path of the Ethical Corporate Culture in the 21st century
		Caminis D., Thanopoulos J., Pekka-Economou V.
16:00 – 17:30		Hall: HALL 02
	WS-05	Workshop 05
		Destination Management in Practice
		Sotirios Varelas
16:00 – 17:30		Hall: HALL 03
	EA-01	Organization Development and Finance
		Chair: Travlos A., Dimitropoulos P.
	EA-01.01	Sport Psychology and Organizational Change Management: Marriage on terms!
		Travlos A.
	EA-01.02	The impact of religiosity and gender diversity on banks economic risk: A panel data econometric approach
		Dimitropoulos P.
	EA-01.03	Corporate governance, investment in player contracts and financial performance in football clubs: A panel data econometric analysis
		Dimitropoulos P., Scafarto V.
	EA-01.04	Conditions of the development of Sport in Local Government
		Stella A., Zirinis P., Marinaki R.
	EA-01.05	Strategic HRM in Event Organizations
		Drakopoulou C., Antonopoulou P.
17:30 – 18:00		Coffee Break at HALL 01
18:00 – 19:30		Parallel Sessions
18:00 – 19:30		Hall: HALL 01
	EA-02	Strategic Organizational Excellence
		Chair: Kriemadis A.
	EA-02.01	Excellence in Managing Sport Organizations
		Kriemadis A., Koronios K., Papaioannou A., Sioutou A., Avgerinou V., Kourtesopoulou A.
	EA-02.02	Leadership and teamwork competencies as major contributors to professional sports performance excellence
		Kourtesopoulou A., Kriemadis A., Papaioannou A., Sioutou A., Avgerinou V.
	EA-02.03	Comparing Leadership Preferences among Generations in Sport Organizations: Evidence from Greece
		Koronios K., Mavromati M., Kriemadis A., Gkatsis G., Leivaditi E.
	EA-02.04	Restructuring the Public Administration in the period of Economic Crisis
		Chronopoulou G.
18:00 – 19:30		Hall: HALL 03
	EA-03	HealthCare and Public Sector
		Chair: Giannakou S.

EA-03.01	A systemic perspective for the development and implementation of bench-learning schemes to European Medicinal Agencies
	Giannakou S., Assimakopoulos N., Varsos D.
EA-03.02	Systemic Approach of the action for the prevention and management of overweight and obesity in childhood and adolescence in Greece
	Kassari P., Papaioannou P., Charmandari E.
EA-03.03	The Use of System Dynamics and the DCSYM Systemic Methodology in the Public Sector entity "EYTYKA"
	Kontoes A.
EA-03.04	Emergent Uses of Social Media During Social Crises.
	Drakos I.
EA-03.05	Implementation of COSO – ERM in General Interest Companies in Greece: A Systemic approach.
	Drakos I.
18:00 – 19:30	Hall: HALL 02
 EA-04	Business Organizational Excellence
	Chair: Papaioannou P.
EA-04.01	Integrating the context and the processes of the organization into a systemic whole in order to address risk assessment and other issues in an ISO 9001 Management System
	Papaioannou P.
EA-04.02	Systemic Approach of a Small Business
	Patrikalaki E.
EA-04.03	Systemic Methodologies in Consumer's Behavior
	Mavrou M. E.
EA-04.04	Digital Forensics & Incident Response: Preserving the Chain of Custody with DCSYM Analysis
	Mantas N.
EA-04.05	The use of DCSYM Systemic Methodology in Inditex Hellas: designing the current structure, improving the functionality and comparison among designs.
	Kontolitu E.
EA-04.06	The DCSYM Systemic Methodology for Inter-Departmental Effective Communication in a Printing Company
	Maraki I.

Saturday 3rd. June, 2017

09:00 – 15:00	Registrations Open
09:00 – 10:30	Keynote & Parallel Sessions
09:00 – 10:30	Hall: HALL 01
 EA-05	Business Process Modelling
	Chair: Sakellaris E.
EA-05.01	Systems Approach to Document Management

	Sakellaris E.
EA-05.02	Systemic Approach of Human Resources Planning as Strategic Tool for the Development of the Companies
	Doukas P.
EA-05.03	Business Process Re-Engineering: The use of CRM Systems
	Miaris A., Assimakopoulos N.
EA-05.04	The use of CRM Business Processes: A case study in Corfu Sunspots Tourist Agency
	Riggas A., Miaris A.
EA-05.05	Business Dynamics for a Pharmaceutical Company with the use of Business Model Canvas, Systemic Methodologies and their relevant software: DCSYM, VENSIM, FORIO
	Mahmudi N.
09:00 – 10:30	Hall: HALL 02
 EA-06	Business Process Modelling (II)
	Chair: Charalambous N.
EA-06.01	Systemic Approach To Private Insurance And The Impact Of Risk Management
	Charalambous N.
EA-06.02	The use of the Business Model Canvas on Dynamic Monitoring of Facebook's Business Plan
	Pylalis D.
EA-06.03	The use of the Business Model Canvas on Dynamic Monitoring of IKEA's Business Plan
	Chatzigianni E.
EA-06.04	The Use of DCSYM Systemic Methodology in an International Insurance Company
	Papadopoulou E.
EA-06.05	How far and how deep can innovation be introduced and absorbed in the (present) market?
	Vlassis P., Mpitsi M., Tzamouris T.
09:00 – 10:30	Hall: HALL 03
 KN	Chair: Stathatos N.
KN-04	Complexity, Systems Thinking and ICTs
	José Pérez Ríos
10:30 – 12:00	Workshop & Parallel Sessions
10:30 – 12:00	Hall: HALL 01
 WS-06	Workshop 06
WS-06.01	Inside the numbers: intangible resources and firm performance
	Koumanakos E.
WS-06.02	Foreign football player mobility in Greece
	Dimitropoulos P.
WS-06.03	Talent management in youth sports. The case of Promitheas Patras.
	Limperopoulos V.
10:30 – 12:00	Hall: HALL 02
 EA-07	Sport Strategic Management

	Chair: Kriemadis A.
EA-07.01	Sport Business Excellence: A Systemic Approach Papaioannou A., Kriemadis A., Kourtesopoulou A., Sioutou A., Avgerinou V.
EA-07.02	Excellence in Managing Sport Organizations Kriemadis A., Koronios K., Papaioannou A., Sioutou A., Avgerinou V.
EA-07.03	TQM and Sports Sioutou A., Kriemadis A., Papaioannou A., Kourtesopoulou A., Koronios K.
EA-07.04	A Systems Approach for the Organizational Excellence in a Public Secondary School Katsipis M.
10:30 – 12:00	Hall: HALL 03
 EA-08	Strategic and Operations Management Chair: Douvis I., Antonopoulou P.
EA-08.01	Business Excellence Models and Information Systems Evaluation Models: A comparative approach Katsanakis I.
EA-08.02	Revisiting effective organizational measures to maximize utilization of mega sport venues Vrondou O., Douvis I., Katsoni V.
EA-08.03	Optimizing the UEFA brands through the introduction of social responsibility constructs as dimensions of successful brand building and safeguarding. Douvis I., Kyriakis V., Vrondou O., Papagiannopoulou Ch.
EA-08.04	Touristic Development in terms of Sustainability: Identifying the Extrovert Identity of Piraeus Sirou S., Antonopoulou P.
EA-08.05	New Training Methods and Good Practices: E-learning Oikonomou I., Kioussis A.
12:00 – 12:30	Coffee Break at HALL 01
12:30 – 14:00	Keynote Addresses & Parallel Sessions
 KN	Hall: HALL 01 Chair: Varsos D.
KN-05	A Conceptual History of Structural Modeling Dye K.
KN-06	"Democratic" voting often produces inferior solutions when striving for Organizational Excellence in corporate, political or other forms of governance Laouris Y.
12:30 – 14:00	Hall: HALL 02
 EA-09	Business Process Modelling Chair: Alexiou I.
EA-09.01	Digital transformation of organization in a unstable environment: The need of systemic methodologies for a smooth transition and development of organization Alexiou I., Fasoulas S., Patsi D.
EA-09.02	Achieve Organizational Excellence through systemic approach

	in leadership
	Fasoulas S., Patsi D., Alexiou I.
EA-09.03	DCSYM and SWOT Analysis as Tools of Process Recording in a fictional Driving School An Overview of the past improvements and upcoming new methodologies that are to be used
	Stathatos N.
EA-09.04	Systemic Approaches to Strategic Planning for Optimization of the Organizational Structure of a construction company
	Bratitsis M.
EA-09.05	Design and implementation of an intelligent Energy Management system in retail stores
	Karampatos G.
12:30 – 14:00	Hall: HALL 03
	EA-10 Creativity and Innovation
	Chair: Charalambous N.
EA-10.01	Architecture & Modern Physics
	Iovita V.
EA-10.02	Mergers and Acquisitions in Banking Sector
	Malagkoniari M.
14:00 – 15:00	Light Lunch, HALL 01
15:00 – 16:30	Professional Panel & Workshop
15:00 – 16:30	Hall: HALL 01
	PP-01 Stakeholders are the major complexity enhancers in Project, Program and Portfolio Management: How can Systems Approach help Dealing with this Complexity?
	Chair: Giotis T., Chatzipanos P., Papaporfyriou P.
15:00 – 16:30	Hall: HALL 02
	WS-07 Workshop 07
	Live demonstration of the majority taking "wrong" decisions
	Laouris Y., Dye K.
16:30 – 17:00	Coffee Break
17:00 – 18:30	Professional Round Table
	Hall: HALL 01
PRT	A Systems Approach to Organizational Excellence
	Chair: Varsos D.
	Contributors
	Gerald Midgley
	Yiannis Laouris
	Kevin Dye
	John Thanopoulos
	Andree Piecq
	Elior Kinarthy
18:30 – 19:00	Closing of the Conference
	Hall: HALL 01
20:30 – 02:30	Gala Conference Dinner with dance





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