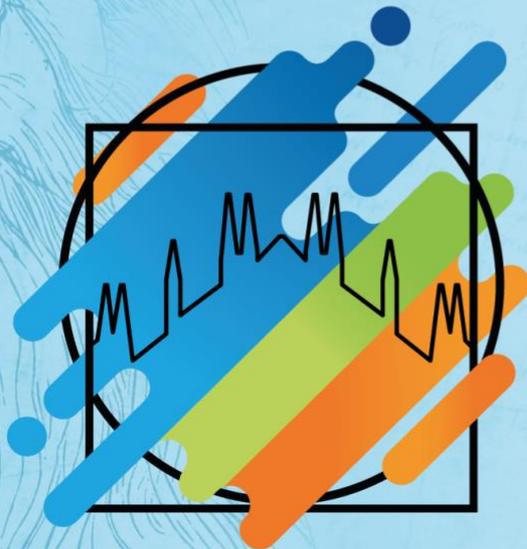




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# ART AND SCIENCE OF PROCUREMENT

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# BOOK OF ABSTRACTS



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***CP 69 - Corporate culture and its impact on supplier satisfaction: Is good relational behaviour always relevant in buyer-supplier relations?***

Annina Henn, Frederik Vos and Holger Schiele  
*University of Twente, Netherlands*

The increasing importance of preferred customer status and supplier satisfaction unveils new opportunities to gain competitive advantages as buying firm. Relational behaviour plays a major role to have satisfied suppliers. The goal of this quantitative research paper is to identify the interaction effect of a suppliers' corporate culture and relational behaviour on supplier satisfaction through polynomial regression. Results show that intensifying the relationship with suppliers, that have a high focus on stability and control and that are not highly flexible, has the most potential to improve supplier satisfaction through relational behaviour.

Keywords: Supplier satisfaction; Corporate culture; Relational behavior; Buyer-supplier relationships; Polynomial regression

***CP 83 - I Hear You: The Impact of Collegial Advice-giving and –taking on Buyers' Cross-functional Interactions***

Jiachun Lu<sup>1</sup>, Lutz Kaufmann<sup>1</sup> and Craig Carter<sup>2</sup>  
*1 WHU – Otto Beisheim School of Management, Germany*  
*2 Arizona State University, United States*

While the PSM literature seems to assume cross-functional sourcing teams as a clean-slate, the sociology and psychology research demonstrate that overlooking previous interactions limits our understanding of team dynamics. Boundary-spanning buyers constantly share and acquire knowledge via (in)formal communication, and these exchanges also occur prior to the formation of formal sourcing teams. Building on social exchange and impression management theory, this research focuses on effects of informal/casual advice-giving and –taking prior to establishing the sourcing team. Results from scenario-based experiments show that advisors' negative experience of advice-rejection overshadows activities, interpersonal relationships, and team dynamics in the ensuing cross-functional sourcing collaboration.

Keywords: Cross-functional sourcing team; Advice; Scenario-based experiments; Social exchange theory; Impression management

***CP 85 - Procurement practices for home care of Finnish and Dutch municipalities: a country comparison***

Niels Uenk<sup>1</sup> and Suvituulia Taponen<sup>2</sup>  
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*2 Aalto University, Finland*

We compare how Finland and The Netherlands, organise home care services, both in legislation and in procurement practices. In both countries municipalities are responsible for coordinating home care. We find Finnish municipalities rely to a great extent on inhouse provision, and when contracting, use lowest price competitive procedures. Dutch municipalities rely completely on outsourcing, awarding contracts on quality criteria. Both countries have 'open' systems, where every qualifying care provider is permitted to provide care – relying on clients' choice. From an agency theory and service triad perspective Dutch municipalities, and Finnish citizens are more at risk of care provider opportunism.

Keywords: Home care; Country comparison; Public procurement; Service triads