



Institute of Supply Chain Innovation  
香港大學供應鏈創新研究院

# Institute of Supply Chain Innovation

## Inaugural Workshop Recap

### 供應鏈創新研究院 創院專題研討會回顧

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*“Shaping the Future of Supply Chains with Agentic AI”*

*以智能体 AI 塑造供应链的未来*

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## Overview | 概览

On 28 July, the inaugural workshop for the Institute of Supply Chain Innovation (ISCI) was successfully hosted at HKU Innovation Wing Two.

7月28日，供应链创新研究院（ISCI）首届研讨会于香港大学谭荣芬创科翼二期成功举办。

Exploring the intersection of supply chain management and emerging digital technologies—specifically the rise of AI agents—the event centred on the theme, *“Shaping the Future of Supply Chains with Agentic AI.”* It drew a diverse audience of academics, industry professionals, alumni, and students.

本次活动聚焦供应链管理与新兴数字技术的交汇领域——尤其是 AI 智能体的兴起——以“以智能体 AI 塑造供应链的未来”为主题，吸引了学术界、产业界、校友及学生等多元参与者。

The overarching consensus of the workshop was clear: AI-driven supply chain transformation goes far beyond isolated efficiency gains or simple software replacements. Instead, it requires restructuring business operations, human expertise, data, rules, and AI agents into a governed, composable capability system designed to execute complex, collaborative decisions.

研讨会达成的核心共识十分明确：AI 驱动的供应链变革远非孤立的效率提升或简单的软件替换，而是需要将业务运营、人才专长、数据、规则与 AI 智能体重构为一个可治理、可组合的能力系统，以执行复杂的协同决策。

## Opening Addresses | 开幕致辞



**Professor Zuojun Max Shen**

*Chair Professor*

***Logistics and Supply Chain Management, HKU***

*Founding Director*

***Institute of Supply Chain Innovation, HKU***

In his opening address, Professor Zuojun Max Shen strongly emphasised that ISCI will not be a mere "paper institution". Rather, the institute is designed as a collaborative platform where enterprises bring real-world data and disruptive industry challenges for joint research. He highlighted: "If we are just hiding in our offices writing a few papers, we are missing great opportunities. We must collaborate with enterprises to solve the most pressing challenges they face today."

申作军教授在开幕致辞中强调，ISCI 绝不会是一个"纸上谈兵的机构"。研究院的定位是一个协作平台，企业可带来真实数据和颠覆性行业挑战，开展联合研究。他指出：

"如果我们只是躲在办公室里写几篇论文，就会错失重大机遇。我们必须与企业合作，解决他们当今面临的最紧迫的挑战。"



**Professor Zhixi Wan**

*Deputy Director*

*Institute of Supply Chain Innovation, HKU*

*Area Head*

*Innovation and Information Management, HKU*

Event moderator Professor Zhixi Wan further outlined ISCI's core mission. This includes conducting frontier joint research, driving technological innovation, and building supply chain demonstration projects and industrial ecosystems. He emphasised that ISCI's operating model—which encompasses hosting international forums, publishing industry white papers, and advancing executive education—is fundamentally aimed at creating a verifiable, tangible impact on the industry.

研讨会主持人万智玺教授进一步阐述了 ISCI 的核心使命，包括开展前沿联合研究、推动技术创新、建设供应链示范项目和产业生态。他强调，ISCI 的运营模式涵盖举办国际论坛、发布行业白皮书和推进高管教育，以对行业产生可验证、可感知的实际影响为根本目标。

## Industry Presentations | 行业演讲

The workshop also featured two distinguished industry leaders who shared their firsthand experiences with Agentic AI in enterprise-level transformations.

研讨会邀请了两位杰出的行业领袖，分享他们在企业级智能体 AI 转型中的一线经验。



**Dr Jianfeng (Jeff) Liu**

*Vice President  
R&D*

*Head of China  
StraightShip*

Dr Jianfeng (Jeff) Liu delivered a compelling presentation titled, *"From Digital Supply Chains to Agentic Collaborative Network Cross-Border Logistics."* He argued that in the face of AI, the greatest bottleneck is not the technology itself, but the slow shift in human cognition. Rather than simply adopting new tools for localised efficiency, organisations must fundamentally redefine how they create value to fully leverage AI's capacity to manage complexity.

刘剑峰博士发表了题为"从数字供应链到智能体协作网络跨境物流"的演讲。他指出，面对 AI，最大的瓶颈并非技术本身，而是人类认知转变的缓慢。组织不能仅仅采用新工具来实现局部效率提升，而必须从根本上重新定义价值创造方式，以充分发挥 AI 管理复杂性的能力。

*"The risk is not AI replacing humans, but humans who have mastered AI tools replacing those who haven't,"* he cautioned.

"风险不在于AI 取代人类，而在于掌握了AI 工具的人取代那些尚未掌握的人。"刘博士如是劝诫。

Detailing how StraightShip has navigated this shift internally, Dr Liu explained their transition from linear processes to a dynamic, graph-based organisational framework. He shared their enterprise-level roadmap: building an agentic graph composed of modular "capability nodes," training these agents on specific skills for standardised use cases, and ultimately deploying an agentic operating system. Crucially, he highlighted the immense strategic value of AI making mistakes (or "bad cases"). In an AI-driven environment, capturing and analysing that 0.01% error rate is precisely how an organisation's capability nodes continuously learn and evolve.

在阐述 StraightShip 如何在内部推进这一转变时，刘博士介绍了他们从线性流程向动态图结构组织框架的转型。他分享了企业级路线图：构建由模块化"能力节点"组成的智能体图谱，针对标准化应用场景训练智能体的特定技能，最终部署智能体操作系统。他特别强调了 AI 犯错的巨大战略价值——在 AI 驱动的环境中，捕获和分析那 0.01% 的错误率，正是组织能力节点持续学习和进化的方式。

To scale this vision across the broader industry, Dr Liu highlighted an ongoing joint research project on the *"Digital and Intelligent Transformation of Cross-Border Logistics,"* a strategic partnership between ISCI, StraightShip, and Amazon Web Services (AWS). This initiative aims to deliver highly actionable outputs, including comprehensive benchmarking studies to establish industry standards, an upcoming white paper to drive market awareness, and joint programs dedicated to talent cultivation. He concluded that charting this researchable, replicable, and industrialized path represents a prime opportunity for ISCI to deepen its partnerships with the corporate sector.

为将这一愿景推广至更广泛的行业，刘博士介绍了正在进行的"跨境物流数智化转型"联合研究项目——这是 ISCI、StraightShip 与亚马逊云科技（AWS）之间的战略合作。该项目旨在产出高度可落地的成果，包括建立行业标准的综合基准研究、即将发布的行业白皮书，以及致力于人才培养的联合项目。他总结道，开辟这条可研究、可复制、可产业化的路径，是 ISCI 深化与企业合作的重要机遇。



**Dr Yuan Qu**

**CEO**

**OptiMax AI**

**Postdoctoral Fellow**

**Department of Data and Systems Engineering, HKU**

Next, Dr Yuan Qu presented on “AI Empowerment: Reshaping the Future of Supply Chains.” Dr Qu traced the evolution from basic generative AI to autonomous agents, outlining a framework for AI-native decision-making, graph-based models, and enterprise-level agent orchestration. To caution enterprises, he referenced the recent "OpenClaw Boom" (a surge in simple, consumer-grade AI agents). While toy agents are easy to build, he stressed that true enterprise-grade deployment demands rigorous data security, governance, and seamless integration with complex legacy systems like ERP and MES.

曲源博士发表了题为“AI 赋能：重塑供应链的未来”的演讲。他梳理了从基础生成式 AI 到自主智能体的演进历程，提出了 AI 原生决策、图模型和企业级智能体编排的框架。为向企业发出警示，他引用了近期的“开源龙虾热潮”（即简单消费级 AI 智能体的激增）。虽然玩具级智能体易于搭建，但他强调，真正的企业级部署需要严格的数据安全、治理机制，以及与 ERP 和 MES 等复杂遗留系统的无缝集成。

Because traditional Large Language Models (LLMs) fundamentally operate by predicting the next word, they are prone to hallucinations. To counter this, Dr Qu advocated for combining graph-based models with enterprise knowledge graphs. This approach ensures semantic consistency, traceability, and strict rule enforcement, thereby drastically reducing AI hallucinations. He illustrated this with practical applications of OptiONE, OptiMax's enterprise solution, highlighting "RiskOps" for global supply chain risk monitoring and "FactoryOps" for

hyper-complex manufacturing scheduling (such as semiconductor automated transport systems).

由于传统大语言模型（LLMs）本质上通过预测下一个词来运作，它们容易产生幻觉。为此，曲博士主张将图模型与企业知识图谱相结合。这一方法确保了语义一致性、可追溯性和严格的规则执行，从而大幅减少 AI 幻觉。他以 OptiMax 的企业解决方案 OptiONE 的实际应用加以说明，重点展示了用于全球供应链风险监测的"RiskOps"和用于超复杂制造排程的"FactoryOps"（如半导体自动化运输系统）。

## Discussion & Closing | 讨论与总结

Following the insightful presentations, the workshop transitioned into a vibrant Q&A and open discussion session. Attendees eagerly engaged with the speakers to exchange ideas.

在精彩的演讲之后，研讨会进入了热烈的问答与开放讨论环节。与会者积极与演讲嘉宾互动交流。





Looking ahead, ISCI remains deeply committed to fostering international academic collaboration and integrating industrial resources. By leveraging HKU's interdisciplinary strengths across Engineering, Business, and Law, alongside its expansive alumni network, the institute is poised for significant impact. Moving forward, beyond the realm of Agentic AI, ISCI will also prioritise critical research into ESG, sustainable supply chains (including carbon footprint tracking), and strategies for navigating complex global trade and tariff policies.

ISCI 将继续致力于促进国际学术合作和整合产业资源。依托香港大学在工程、商业和法律等领域的跨学科优势及广泛的校友网络，研究院有望产生重大影响。展望未来，除智能体 AI 领域外，ISCI 还将重点推进 ESG、可持续供应链（包括碳足迹追踪）以及应对复杂全球贸易与关税政策等关键研究。

