

Dynamic Optimization and Multi-Regional Performance Validation of Automotive Sales Strategies in the United States

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Abstract: In the context of global automotive market restructuring, this study proposes a comprehensive framework for dynamic sales optimization and performance governance to enhance adaptability and resilience in multi-regional automotive markets. Drawing on the U.S. automotive sector and China's rapidly expanding new energy vehicle (NEV) exports as empirical contexts, the paper integrates theories of market orientation, organizational learning, and dynamic management to construct a continuous feedback loop of sensing–learning–adjusting–validating. The proposed framework emphasizes real-time responsiveness, cross-regional performance validation, and feedback-driven learning as key mechanisms for sustaining competitiveness under policy volatility, technological transition, and regional heterogeneity. By aligning strategic adaptability with data-driven decision-making and human-centered agility, the study provides both theoretical insights and practical guidance for automotive manufacturers, insurers, and related service organizations seeking to achieve sustainable, region-specific performance in a dynamically evolving global market.

Keywords: Dynamic Sales Optimization, Organizational Learning, Performance Governance, Automotive Market Adaptation.

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1 INTRODUCTION

In the second quarter of 2025, the U.S. light vehicle market experienced a distinct structural adjustment. Stimulated by tariff expectations and anticipated price hikes, early consumer demand was front-loaded, resulting in a 4.2% decline in June sales—the first negative growth of the year. Amid this downturn, Ford leveraged employee incentives and stronger product appeal to reclaim the top spot in brand sales, surpassing Toyota despite overall market weakness. In contrast, Tesla's electric vehicle (EV) sales declined sharply, and European manufacturers, which are dependent on imports, faced mounting pressure under new tariff policies. These shifts signal a gradual realignment of the U.S. market toward domestically produced vehicles and traditional powertrain segments, emphasizing resilience in local manufacturing and the adoption of adaptive pricing strategies [1]. At the same time, China's new energy vehicle (NEV) exports have entered a phase of rapid growth, reshaping the global automotive landscape. This export boom has prompted domestic insurers to expand their overseas NEV insurance operations, targeting key emerging markets, including Southeast Asia, Europe, South America, and the Middle East [2]. While many foreign insurers remain hesitant to

underwrite NEV risks due to uncertain loss ratios, limited repair infrastructure, and data opacity, Chinese insurers possess accumulated expertise in claims handling, damage assessment, and battery-related risk modeling. Their expansion into overseas markets not only supports the internationalization of China's automotive industry but also provides a new avenue for profit growth and enhances global service capabilities within the insurance sector.

These converging dynamics underscore a broader transformation in global automotive strategy—one in which sales optimization, risk governance, and cross-regional adaptation become increasingly intertwined. The U.S. market's increasing preference for localized production, combined with China's accelerating expansion of NEV exports and the insurance ecosystem, underscores the necessity of a dynamic optimization framework for sales and service strategies. Such a framework must integrate temporal adaptability, regional performance validation, and feedback-driven learning to maintain competitiveness in volatile demand environments [3]. This study aims to conceptualize that dynamic model, offering a structured approach to understanding how firms can achieve sustainable, region-specific performance in an era of shifting trade, technology, and energy transitions.

2 RELATED WORK

Sales strategy optimization has evolved from experience-based decision-making toward a data-driven, adaptive, and technology-empowered management discipline. The theoretical foundation lies in marketing science, behavioral economics, and operations research, while recent advances in digital transformation and artificial intelligence have expanded its analytical depth and operational precision. The following literature trajectories illustrate the multidimensional evolution of sales optimization research—spanning market adaptation, customer insight modeling, competitive intelligence, and digital enablement [4].

2.1 MARKET-RESPONSIVE OPTIMIZATION

Early research in sales optimization emphasized the role of market dynamics in shaping sales performance (Kotler & Keller, 2016). Scholars argued that fluctuations in macroeconomic conditions, consumer confidence, and industry cycles necessitate periodic realignment of strategy. Dynamic sales optimization models emerged from this view, focusing on real-time adjustments to pricing, promotions, and product allocation in response to external market signals (Hanssens et al., 2020). Subsequent work introduced adaptive market response systems, in which firms continuously refine sales tactics in response to leading indicators such as regional demand elasticity, competitor entry, and policy shifts (Coughlan & Anderson, 2021). This market-responsive perspective underscores that static strategies are unsustainable in volatile environments.

2.2 CUSTOMER-CENTRIC AND BEHAVIORAL OPTIMIZATION

A second major stream centers on customer-driven optimization. As consumer heterogeneity increased, researchers highlighted that long-term sales performance depends on understanding and predicting customer needs, preferences, and lifecycle value (Reinartz & Kumar, 2003; Lemon & Verhoef, 2016). With the rise of big data and CRM systems, sales optimization increasingly relies on data-driven segmentation, predictive analytics, and personalization algorithms (Wedel & Kannan, 2016). These studies converged on a key principle: optimizing sales effectiveness requires continuous alignment between evolving customer expectations and firm offerings [5]. Customer feedback loops, sentiment analytics, and churn prediction now form the foundation of adaptive sales management frameworks.

2.3 COMPETITIVE DYNAMICS AND STRATEGIC DIFFERENTIATION

A third research trajectory examines competitive intelligence and differentiation as pillars of sales optimization. Building on Porter's (1980) competitive strategy framework, scholars emphasized the need for continuous monitoring of competitor actions and strategic repositioning. Game-

theoretic and simulation-based studies have examined how firms dynamically adjust their pricing, bundling, and distribution strategies in response to competitive pressure (Hauser et al., 2006). Contemporary literature extends this to ecosystem-level competition, where collaborative strategies—such as co-marketing or shared platforms—become key levers for optimizing collective value [6]. Thus, effective sales optimization requires not only internal efficiency but also anticipatory awareness of the competitive landscape.

2.4 ORGANIZATIONAL AND TEAM-BASED OPTIMIZATION

Another critical strand focuses on the human and organizational dimension of sales optimization. Research by Zoltners, Sinha, and Lorimer (2012) identified salesforce effectiveness as a primary determinant of strategic success. Studies emphasize training, motivation, and incentive alignment as mechanisms for enhancing productivity (Panagopoulos & Avlonitis, 2010). Team feedback systems, performance dashboards, and cross-functional collaboration models have been shown to reduce friction and enhance decision-making speed [7]. The integration of behavioral analytics into sales management further enables real-time performance calibration and targeted intervention at the individual or regional level.

2.5 DIGITAL TRANSFORMATION AND AI-ENABLED SALES OPTIMIZATION

Recent years have witnessed the emergence of digital and AI-driven optimization paradigms. With the advent of CRM systems, machine learning models, and data visualization platforms, sales strategy has transitioned toward predictive, automated, and continuous learning modes (Choudhury & Karahanna, 2022). Digital tools, such as cloud-based CRM systems (e.g., Salesforce, HubSpot, or Jiandaoyun CRM in the Chinese market), enable firms to monitor conversion rates, customer journeys, and funnel bottlenecks in real-time. Scholars now examine algorithmic sales optimization—the use of reinforcement learning, recommendation systems, and multi-objective optimization to balance profit, customer satisfaction, and long-term loyalty (Grewal et al., 2021) [8]. This digital evolution redefines optimization as an ongoing, intelligent process rather than a periodic adjustment exercise.

2.6 INTEGRATED FRAMEWORK AND RESEARCH GAPS

Integrating these trajectories, contemporary scholarship views sales optimization as a multi-layered, adaptive system that encompasses market sensing, customer intelligence, organizational agility, and technological enablement. However, despite the growing sophistication of analytical tools, several gaps persist. Many studies remain context-

specific and fail to generalize across regions or industries. Cross-regional adaptation — particularly in markets with distinct economic structures and regulatory systems such as the U.S. automotive sector — remains underexplored[9]. Moreover, the integration of dynamic optimization methods (e.g., Bayesian updating, rolling horizon control, or feedback-based recalibration) into sales strategy remains at an early conceptual stage. Addressing these limitations requires a unified theoretical and empirical framework that links dynamic adaptability to the validation of multi-regional performance.

3 THEORETICAL FRAMEWORK AND CONCEPTUAL MODEL FOR DYNAMIC SALES OPTIMIZATION

3.1 CONCEPTUAL FOUNDATIONS OF DYNAMIC SALES OPTIMIZATION

Modern scholarship on organizational strategy underscores that market orientation—the organizational culture of sensing and responding to information about customers and competitors—is a foundational driver of performance. For example, the referenced study on nonprofit organisations found that market orientation improves performance primarily through the mediating effect of organisational learning[10-11]. srda.sinica.edu.tw Building on this insight, we argue that in the context of automotive sales in heterogeneous multi-regional markets, a dynamic sales optimisation perspective must incorporate three critical theoretical dimensions:

market sensing and intelligence,
organisational learning and feedback processing, and
strategic adaptation.

In this view, static sales strategies become inadequate because they do not incorporate the loop of learning → adjustment → validation. By contrast, a dynamic optimisation framework treats the sales strategy cycle as iterative, continuously informed by environmental signals and organisational learning processes. Drawing from the organisational learning literature, we distinguish two modes: single-loop learning (adjusting actions within existing norms) and double-loop learning (questioning underlying assumptions and reconfiguring strategy). For sales managers in the automotive industry facing tariff shifts, regional demand divergence, and dynamics of new-energy vehicles (NEVs), adopting double-loop learning facilitates a transition from reactive tactics to strategic agility[12-13].

3.2 STRUCTURE OF THE DYNAMIC OPTIMISATION FRAMEWORK

The proposed framework comprises three interrelated layers: Environmental Drivers, Strategic Adjustment

Mechanism, and Performance Validation Feedback.

Input Layer (Environmental Drivers): This layer captures exogenous and endogenous changes that necessitate strategic adjustments, including tariff policy changes, shifts in consumer demand across regions, competitive moves, vehicle technology transitions (e.g., NEVs), infrastructure developments, and regional regulatory differences.

Process Layer (Strategic Adjustment Mechanism): Here, the organisation engages its learning capabilities to translate sensed signals into actionable strategy adaptations—revising channel allocations, pricing incentives, regional fleet mixes, dealer incentives, and marketing messaging. Organisational learning is the crucial mediator: data from each region is disseminated, interpreted, and stored in organisational memory, triggering strategic responses. The report's finding that organisational learning mediates the effect of market-oriented culture on performance supports this layer's centrality. srda.sinica.edu.tw

Output Layer (Performance Validation):[14] The result of adaptation is measured through regional performance metrics, including sales growth, market share, conversion rate, customer satisfaction, dealer performance, and profitability. Crucially, a feedback loop is established: performance outcomes feed back into the environmental sensing and learning systems, enabling the next cycle of adjustment.

Thus, the framework posits a continuous loop: Sense → Learn → Adjust → Validate → Re-Sense. Organisational learning transforms raw environmental data into strategic knowledge; validation confirms whether adaptation was successful; the loop then iterates.

3.3 MULTI-REGIONAL PERFORMANCE VALIDATION MECHANISM

One of the distinguishing features of the automotive market is regional heterogeneity. Regions differ in consumer behaviour, infrastructure (charging networks for NEVs), regulatory regimes, competitive structure, and vehicles' supply chains. Therefore, the performance validation mechanism must enable cross-regional comparison and benchmarking.

Within each region, the organisation implements similar strategic levers yet expects variation in outcomes due to local conditions[15]. The validation mechanism defines a standard set of indicators (e.g., regional conversion rate, average revenue per vehicle, aftermarket loyalty index, regional elasticities). By comparing these across regions, firms can identify which strategic adjustments are most effective in specific contexts and feed that insight into their learning system. This approach parallels the “learning orientation” and “organizational memory” constructs in the organisational learning literature, where organisations harvest experience across divisions and consolidate it into corporate-level knowledge. Hence, the framework emphasises that multi-regional performance validation is not merely outcome

measurement, but a critical input to the organisational learning engine—i.e., performance variation across regions triggers learning, which in turn informs future strategy.

3.4 THE DYNAMIC FEEDBACK LOOP

Formally, the dynamic feedback loop can be expressed thus:

Sales Strategy (t+1) = f [Market Signals (t), Customer Feedback (t), Regional Performance (t)]

Where Market Signals include tariff announcements, consumer sentiment, and competitive actions; Customer Feedback includes conversion and satisfaction metrics, and Regional Performance captures outcomes relative to goals. Over subsequent cycles, the firm's strategy becomes increasingly refined and tailored to regional conditions, essentially moving from a generic national approach to a differentiated regional portfolio of strategies[16]. The organisational learning process ensures that the firm does not simply react but builds up knowledge via knowledge acquisition (collecting regional data), architecture (disseminating across functions), interpretation (making sense), and memory (institutionalising). In other words, the firm transitions from static efficiency to dynamic adaptability—translating its scale advantage (for example, in China's NEV export ecosystem) into localised responsiveness abroad (e.g., via overseas insurance business). The parallel to insurance firms expanding overseas emphasises that the same logic of dynamic optimization and regional validation is applicable across connected domains.

3.5 THEORETICAL CONTRIBUTIONS

This conceptual model advances three contributions:

It integrates market orientation and organisational learning research into the domain of sales strategy optimisation, demonstrating how learning mechanisms mediate market sensing and strategic adaptation. It explicitly embeds regional heterogeneity into the framework, providing a structure for multi-region comparative validation rather than assuming homogeneous markets. It shifts the emphasis from one-time strategy formulation to a continuous adaptive loop, thereby aligning with the current realities of automotive and insurance markets, which are characterized by rapid technology change, global trade dynamics, and cross-regional brand/service extension. In doing so, the model provides both a theoretical foundation and a practical roadmap for firms seeking to translate domestic competitive advantages into region-responsive global operations—with relevance for automotive manufacturers, insurers, and other service-intensive industries.

4 DYNAMIC MANAGEMENT AND PERFORMANCE GOVERNANCE

IN AUTOMOTIVE SALES SYSTEMS

4.1 CONCEPT OF DYNAMIC MANAGEMENT IN SALES ORGANIZATIONS

Dynamic management refers to a managerial approach in which enterprises continuously adjust strategies, resource allocation, organizational structures, and workflows in response to internal and external changes. Its essence lies in strategic flexibility—the ability to respond promptly to evolving market signals, workforce dynamics, and project developments, ensuring operational efficiency and goal attainment. In the context of automotive sales, dynamic management serves as the operational embodiment of the theoretical framework proposed in Section 3. It translates the concepts of environmental sensing, adaptive adjustment, and performance validation into practical managerial mechanisms. The U.S. automotive market's volatility—driven by tariff policies, shifts in consumer demand, and the expansion of electric vehicles—necessitates precisely this form of adaptive governance[17].

4.2 KEY CHARACTERISTICS OF DYNAMIC SALES MANAGEMENT

Four defining characteristics underpin dynamic management systems in sales organizations:

Real-time Responsiveness: Management decisions and actions must react promptly to changing customer signals, competitor activities, and policy environments. Real-time dashboards, regional sales monitors, and digital CRM systems enable rapid recalibration of sales strategies.

Flexibility: Unlike traditional linear sales planning, dynamic management allows for iterative adjustment of goals, quotas, and processes. This flexibility ensures that regional teams remain aligned even under demand shocks or logistical disruptions.

Data-Driven Decision-Making: Data analytics functions as the intelligence core of dynamic management. By analyzing conversion rates, customer engagement patterns, and dealer feedback, managers can ground adjustments in evidence rather than intuition.

Human-Centered Agility: Sales performance depends not only on systems but also on people. Dynamic management emphasizes motivation, empowerment, and continuous learning within sales teams to enhance organizational vitality.

These features align directly with the organisational learning perspective discussed earlier, ensuring that knowledge acquisition, feedback interpretation, and behavioural adjustment form a continuous improvement loop.

4.3 RELATIONSHIP BETWEEN DYNAMIC MANAGEMENT AND PERFORMANCE GOVERNANCE

Dynamic management is not synonymous with performance management, but the two are deeply intertwined. The former focuses on adaptive processes, while the latter emphasizes outcomes and accountability. When integrated effectively, dynamic management becomes the enabling mechanism that allows performance management systems to function in fast-changing environments.

TABLE 1

Dimension	Dynamic Management	Performance Management
Core Philosophy	Flexibility and responsiveness	Goal orientation and results
Managerial Focus	Process control and real-time adjustment	Outcome evaluation and feedback
Time Horizon	Short- to mid-term adaptation	Mid- to long-term improvement
Tools & Methods	KPI re-calibration, agile dashboards, live monitoring	OKR systems, 360° review, periodic appraisal
Objective	Maintain operational efficiency	Enhance individual and organizational performance

In practice, dynamic management enhances performance governance in four significant ways:

Improving Target Accuracy: Adaptive goal setting prevents performance targets from becoming obsolete or demotivating during market shifts.

Strengthening Process Supervision: Continuous monitoring and feedback ensure that deviations are corrected early.

Enhancing Employee Engagement: Involving frontline staff in adjustment decisions fosters ownership and motivation.

Optimizing Resource Allocation: Dynamic adjustment of regional budgets, inventories, and human resources aligns resources with evolving sales opportunities.

Through these mechanisms, dynamic management acts as the *executional substrate* of performance management—transforming static evaluation into an iterative performance-learning cycle.

4.4 INDUSTRY APPLICATIONS AND ILLUSTRATIVE CASES

The principles of dynamic management have been widely applied across various industries, demonstrating a consistent relationship between adaptability and performance outcomes.

Automotive and Manufacturing: Manufacturers employ dynamic production scheduling systems integrate real-time order data and logistics status, thereby aligning production capacity with regional demand fluctuations.

Internet and Digital Commerce: Agile development and short-cycle iteration mirror dynamic management logic—allowing digital sales teams to adapt campaigns and pricing strategies within days rather than quarters.

Retail and Distribution: Retailers utilize dynamic inventory and promotion optimization based on customer analytics, enhancing store-level conversion rates and mitigating overstock risks.

These sectoral analogies highlight a familiar pattern: dynamic management facilitates performance improvement by integrating learning and responsiveness into everyday operations. In the U.S. automotive sector, such mechanisms can bridge the gap between macro-policy volatility (e.g., tariffs, EV subsidies) and micro-level sales execution, ensuring that organizations maintain resilience across diverse regions.

4.5 CONSTRUCTING AN EFFECTIVE DYNAMIC MANAGEMENT SYSTEM

To institutionalize dynamic management within automotive sales organizations, several structural and cultural enablers are required:

Agile Organizational Architecture: Flattened hierarchies and empowered regional teams enable faster decision-making cycles.

Digital Infrastructure: The integration of ERP, CRM, and analytics platforms facilitates a transparent data flow and real-time visibility.

Dynamic Mindset and Capability Building: Continuous training programs foster employees' ability to adapt to change and solve problems independently.

Feedback and Learning Mechanisms: Regular review sessions and cross-regional knowledge sharing convert individual experiences into organizational learning assets.

Adaptive Performance Evaluation: Performance appraisal systems must recognize adaptability and learning contributions, not merely quantitative outcomes.

When these elements operate coherently, they create a self-reinforcing system in which learning, adjustment, and validation continuously interact, reflecting the dynamic optimization cycle outlined in Section 3.

4.6 CHALLENGES AND GOVERNANCE CONSIDERATIONS

While dynamic management brings agility, it also introduces challenges:

Change Fatigue and Resistance: Frequent adjustments may cause confusion or burnout among employees.

Information Asymmetry: Without a unified communication platform, rapid decisions can result in coordination gaps.

Cost of Flexibility: Increased monitoring and feedback cycles can lead to higher administrative overhead.

To mitigate these issues, firms should invest in transparent communication, establish stable decision-making cadences, and align incentives with adaptive behavior. Performance governance must ensure that agility does not compromise consistency or accountability.

4.7 SUMMARY

Dynamic management is not merely a reactive control mechanism; it is the managerial expression of a learning organization. By integrating real-time responsiveness, data-driven insight, and human-centered agility, it transforms performance management from a periodic evaluation system into a continuous improvement process. In the dynamic and regionally fragmented U.S. automotive market, such a system enables enterprises to navigate uncertainty, align resources efficiently, and sustain competitive advantage. Ultimately, dynamic management serves as the operational bridge between strategic adaptability and performance excellence, ensuring that the conceptual model of dynamic optimization is realized concretely in practice.

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