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International Journal of Production Economics

Special Issue on

Service Science

Special Issue Guest Editors

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Introduction

Since the notion of service science was first introduced in 2004, it has attracted much attention from government, industries and academia all over the world. Traditional services are mainly provided via direct human activities, which are subjective, invisible, and sometimes even untraceable, rendering their performance and quality difficult to manage. Due to advances in information and networking technologies, among others, personalized/customized and automatic services can now be deployed even without human intervention. The capacity and the scope of services have been expanded beyond their conventional realm and require systematic and rigorous study. Service science has since become a major area in such research endeavours and is heralded as one of the key engines that will propel the economy in the future.

Nevertheless, to design and manage services, with the goal of enhancing the quality and economic consequences of service systems, the focus remains to be on the “resources”—the creation and management of them. People responsible for service design and service operations management need to know more precisely what customer needs are. After a number of paradigm shifts, service operations and systems now heavily depend on informatics. Services can be significantly improved with the informatics obtained by ubiquitous data acquisition devices. By using scientific and engineering methodologies to turn services into objective artefacts, services can be studied, managed, and evaluated economically under the realm of science. While the characteristics of science enable the generation of novel knowledge and systems, those of engineering aid the utilization of such knowledge to create operable systems. One can then utilize such systems to create and capture customer values. As such, service science is to develop scientific methods and principles to manage service processes and resources, achieving effectiveness and efficiency.
In this special issue, we seek to publish the latest research on service science that employs both quantitative and quality research methodologies such as modelling, optimization, algorithms, simulation, economic evaluation, questionnaire surveys, event studies, case studies etc. The aim of this special issue is to compile and disseminate state-of-the-art methods and management principles for the development of knowledge-based services, investigating and analyzing pertinent issues related to the designated theme. We invite papers on cutting-edge research into the following topics:

Service Science — Theory of Service Production-Consumption; Principles of Service Science; Process of Value Co-production; Cognition Science in Services; Logic, Language, and Modelling; Creativity and Service Innovations; Social Network Analysis; Dynamics of Service-oriented Systems; Service Quality, Measures, and Benchmarking; Green Services

Service Management, Operations, and Marketing — Globalization and Localization; Service Operations and Productivity; Service Simulation; Workforce Management; Business Transformation; Service Lifecycle Management; Risk Management; Legal Issues; Service Marketing; Service Satisfaction; Service Pricing; Servicetized Products; Service Economics; Economic Evaluation

Service Engineering and Systems — Technology-enabled/enhanced Services; System Complexity, Scalability, Sustainability, and Adaptability; Service Infrastructure and Cyber-infrastructure; Logistics and Supply Chain Management; Service Value Networks; Service Computing; System Configuration and Reconfigurability; Self-service Systems; System of Systems; Data Warehousing, Data Mining, and Business Intelligence; Web 2.0, BPM/BPI, and SOA 2.0 in support of Innovative Services

Applications and Case Studies — Healthcare; Investment and Financial Engineering; Trade and Exchange; Banks, Real Estate, and Insurance; Education; Homeland Security; Wholesale and Retailing; Utilities and Transportation; Governmental Services; Manufacturing, Construction, and others

Manuscript Preparation and Submission

To prepare their manuscripts, authors are asked to closely follow the “Instructions to Authors” that is presented at the back of any recent issue of the International Journal of Production Economics. Manuscripts will be refereed according to the standards of IJPE. Manuscripts should be submitted via IJPE’s electronic submission system by 15 January 2011. For further enquiries, please contact any of the guest editors.

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