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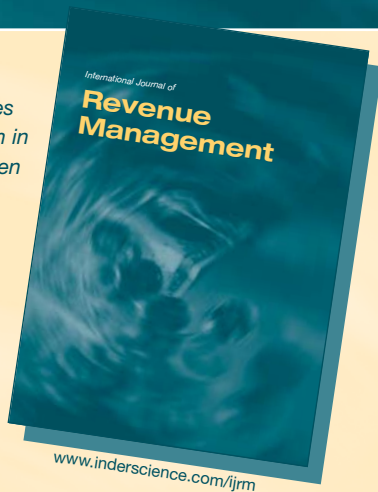
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Contents

IJRM publishes original papers, theory-based empirical papers, review papers, technical reports, case studies and management reports. Special Issues devoted to important topics in revenue management will occasionally be published. Manuscripts submitted will be reviewed rigorously and thoroughly by leading researchers and practitioners in the field.

Topics covered include:

- Revenue or yield management
- Customer relationship management, consumer behaviour
- Knowledge management, value creation
- Cluster analysis, branding, segmentation, channel management
- E-commerce/business, strategy/strategic alliances
- Supply chain/demand management, production/operations management
- Business processes and management, ERP
- Forecasting, hedging/risk management
- Database/data warehouse management, data mining, business intelligence
- Computerisation, software development
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- HRM, decision support systems, performance measurement/evaluation
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