

International Journal of

Services *and Standards*

Editor-in-Chief:
Dr. Kai S. Koong

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Scope of the Journal

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Contents:

IJSS publishes original and review papers, technical reports, case studies, conference reports, management reports, book reviews, and notes, commentaries, and news. Contribution may be by submission or invitation, and suggestions for special issues and publications are welcome.

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- Case studies and practical applications to illustrate service standards design, development, management and implementation.

Topics covered include:

- Major role of standardisation in the IT industry
- Standardisation of/for services
- Service learning standards/research
- Quality services, information quality standards
- Service standards/warranty/guarantees
- Trading standards, service standards initiatives
- P3P and privacy, W3C and standards, computer standards/interfaces
- Strategy for client-sensitive service standards
- IT and service standards management/management standards
- E-procurement, supply chain management
- Service process/standards models, ISO and service standards
- Service standards: where do we go from here?
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- Accounting standards, service standards for global markets
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