
Editorial

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Biographical notes: Krisztina Demeter obtained her PhD degree at Corvinus University of Budapest (as called today) in 2001. She has been Associate Professor there since 2002. She played an important role to establish courses in Operations and Service Management at the university. She has numerous publications both in English and in Hungarian. She has responsibilities in European Operations Management Association and in International Society for Inventory Research. Her major research fields are manufacturing strategy and supply chain management. She takes part in international (IMSS and GMRG) and Hungarian research programs (e.g., research on competitiveness, supplier capabilities in the automotive industry).

European Operations Management Association (EurOMA) is a Europe-based network for academics and managers in the field of operations management, including manufacturing, services, supply chains and the like (see www.euroma-online.org). One of the most important activities of EurOMA is the annual conference, which nowadays attracts more than 300 people from all over the world. The *12th International Conference of EurOMA* took place in Budapest in 2005, with the theme “Operations and Global Competitiveness”. This was the first occasion that EurOMA chose a place in Central and Eastern Europe.

International Journal of Services and Technology Management is one of the journals that publish a special issue for the best papers of the conference. The *International Journal of Operations and Production Management* (No. 1, 2007), the *Supply Chain Forum: An International Journal* (June, 2006) and the *International Journal of Manufacturing and Technologies Management* (date not decided yet) also devote a special issue to selected EurOMA 2005 conference papers.

Service operations management has always played an important role in the life of EurOMA conferences. Although the manufacturing field usually attracts more researches than services, the number of service papers increases year by year.

This special issue contains five service-related papers presented at the conference. One of the papers investigates a general issue using a wide-scale survey. The rest of the papers are more specific. Two papers focus on service issues in manufacturing companies, and other two concentrate on quality in service settings.

More specifically, Daniel I. Prajogo (Monash University, Australia) and Mark Goh (National University of Singapore) use a sample of 190 Australian service firms to examine the effect of operations management activities on service performance. Their results suggest that process management has the most influential effect on the

performance of service firms, but operations scheduling and work measurement also have a significant impact.

Donatella Corti (Politecnico di Milano, Italy) and John Mills (University of Cambridge, UK) have investigated the after sales services in the capital goods industry. They have proposed a classification for industrial services, based on empirical analysis of 50 companies from the textile machinery and woodworking machinery industries. The dimensions of the classification are collaboration intensity (type of product) and level of service intangibility (service nature). The classification can help companies to develop service strategies.

Yvonne Ward and Professor Andrew Graves (University of Bath, UK) selected *not* a typical service industry as the basis of their research. In their paper, they show how 11 companies in the aerospace industry develop service skills and become through-life total service providers. They identify the drivers for such a transition, describe the steps of the transition and discuss the challenges that these companies face during the transition.

Dr. P. Nonthaleerak (Dhurakij Pundit University, Thailand) and Professor Linda C. Hendry (Lancaster University, UK) have developed a road map for implementing Six Sigma. The road map incorporates lean thinking features and is specially designed for services. Authors have used action research in two service process settings in Thailand, to validate their road map. Although they have met with some problems due to the manufacturing background of Six Sigma, basically the road map fulfilled its objective. Authors collected the most important managerial points of the projects.

Víctor Padrón Robaina and Tomás F. Espino Rodríguez (University of Las Palmas de Gran Canaria, Spain) have selected the hotel sector to identify key processes in quality management systems. Authors have used 14 in-depth interviews and 50 questionnaires with hotel managers to classify activities in hotels as principal, complementary and supporting processes. As they conclude, their methodology stemming from the resource-based view is appropriate for classifying activities and, thus, helping hotel managers to concentrate on critical processes.

Let me finalise this editorial with some acknowledgements. First of all, thanks to the Chief Editor of IJSTM, Dr. Mohammed Dorgham, who gave green light to this special issue and was patient to wait for the result. I would like to thank the EurOMA board for the trust and help it provided in the organisational matters before, during and after the conference. Special thanks to Chris Voss, Harry Boer and Jan Olhager, who gave several suggestions for papers to be included in the special issues. Finally, thanks to the referees of the special issue, who really increased the level of quality with helpful advices in their reviews. I think they have earned naming them in alphabetic order: Jiju Antony, Leonardo Buzzavo, Sergio Cavalieri, Ann Esain, Laurence D. Fredendall, Keith Goffin, Raimo Hyotylainen, Robert Johnston, Adam Lindgreen, Valérie Mathieu, Jan Olhager, Rogelio Oliva, Damien Power, Rhian Silvestro, Rui Sousa, Martin Spring, Roland van Dierdonck, Jenny van Doorn, Jacob Wijngaard and Leonieke Zomerdijk.

As member of the EurOMA Board, I hope you find the papers interesting, and we can meet with you on the next EurOMA conference. Have a good reading.