
Editorial

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Biographical notes: Timon Chih-Ting Du is a Professor of Decision Sciences and Managerial Economics at the Faculty of Business Administration, the Chinese University of Hong Kong. He received his BS Degree in Mechanical Engineering from National Chung-Tsing University in 1989, Taiwan; and MS and PhD Degrees in Industrial Engineering from Arizona State University, USA, in 1992 and 1995, respectively. Currently, he is the Director of Executive MBA (Asia Pacific) of the faculty and was the President of International Consortium for Electronic Business (ICEB) in 2006. His research interests are business intelligence, privacy and security, e-logistics, culture and e-commerce, and semantic web.

This special issue is designed for the papers that focus on the globalisation and development in information technology and service excellence that intensify business competition in the global market. Due to the limitation of pages, this issue only selected four papers to address the issues on modelling and service quality on both service and information for competitive advantages in e-business.

The paper 'Modelling and simulation of e-business impact on supply chain' written by Han Yaxin et al. of South China University of Technology, China, established e-business-enabled supply chain procedure models and simulation research for quantifying the impact of information and communication technologies while the paper 'A modular subroutine selection process in disaster management based on a needs classification scheme' written by Sohail Asghar et al. of Monash University, Australia, developed a methodology to help identify subroutines from existing DSS models developed for disaster management.

Two empirical studies are also selected. 'The impact of service quality and switching cost on customer loyalty in information asymmetric services' written by Chung-Tzer Liu of Soochow University, Taiwan, conducted a study to understand the factors that affect customer loyalty when there is information asymmetry between service providers and consumers. And the paper 'Creating competitive advantage through outsourcing logistics: evidence from a Middle Eastern nation' written by M. Sadiq Sohail, King Fahd University of Petroleum and Minerals, Saudi Arabia, concluded with a discussion in the light of technological challenges faced by organisations outsourcing their logistics function as well as the service provider in the Middle Eastern region.