
Editorial

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Biographical notes: Chien-Ta Bruce Ho is an Associate Professor in the *Institute of E-Commerce* at *National Chung Hsing University*. He has over 75 publications in the forms of journal papers, books, edited books, edited proceedings, edited special issues and conference papers. Sample of his work could be found in *Computers and Operations Research*, *Journal of the Operational Research Society*, *International Journal of Production Research*, *Online Information Review*, *Industrial Management and Data System* and *International Journal of Production Economics*. He is also the Editor of the *International Journal of Value Chain Management* and *International Journal of Electronic Customer Relationship Management*.

Tzong-Ru Leo Lee is a Professor of Marketing Department, Chairman of Institute of Electronic Commerce and Chairman of Center for Electronic Commerce and Knowledge Economics Research in National Chung Hsing University in Taiwan. He is a Fulbright Visiting Professor in USA in 2006 and a joint author of four books. His research mainly focuses on SCM, CRM, Marketing and EC. Also, he is the Co-editor of the *International Journal of Electronic Customer Relationship Management* and the Associate Editor of *International Journal of Logistics Economics and Globalisation*.

We are pleased to introduce this Special Issue of *International Journal of Information and Technology Management* on 'Major Development for SCM, IS and logistics'. This Special Issue is one of the important deliverables from the *4th International Conference on Supply Chain Management and Information Systems* (SCMIS, 2006),

Taiwan, 5–7 July 2006. Suitable papers were invited to submit to this Special Issue, and the journal's review process was undertaken.

This Special Issue contains six papers, discussing major challenges and development for SCM, IS and logistics. Below is a brief overview of the papers that appear in this issue.

The first paper by Gunasekaran, Arunachalam and Arunachalam is to propose a framework for implementing a model called TQM Integrated with Software and Information Technologies (TISIT), which integrates the TQM foundations with the software and information technologies. This proposed framework of this paper enables the organisations to reduce or eliminate the gaps which are created due to the customer expectations and the actual deliveries.

Samuel and Spalanzani present a new approach to interenterprise collaboration via the concept of collaborative competencies. The authors use empirical evidence based on two case studies. The final result of a four-dimensional framework may help serve to analyse collaboration design and establishment within integrated supply chains.

This third paper of Riha and Radermacher presents a comprehensive approach for an incentive system in logistics networks based on network-wide evaluation and reallocation of costs and benefits. This paper shows that alternative allocations of resources based on sharing costs and benefits can give an incentive to the network-partners: Cost Benefit Sharing (CBS). It enables activity dependent reallocation of individual effects that reflect the costs and benefits of each party and systematically considers qualitative factors.

The fourth paper by Chang is to describe how a Voice-enabled Web System (VWS) is designed and implemented to provide an interactive voice channel using an Apache web server, a voice server and Java technologies. The findings of this paper may be referenced for the purpose of the design and development of successful business applications to catch the revolutionary opportunity and benefit of VWSs.

The fifth paper by Tsai and Zhu is to develop the user satisfaction model of health information systems. A survey of 252 samples of the medical centre in Taiwan shows that the effects of user involvement and supervisor support on user satisfaction are mediated by health information system quality. Besides, service quality has the most influence on user satisfaction in health information system quality.

The final paper by Omar, Hanim and Sulaiman examine the Supply Chain Quality Orientation (SCQO) in manufacturing companies and the effect of organisation profile on SCQO. The organisation profile encompasses types of industry, company ownership, market for main product, number of suppliers, company age, company position in supply chain, EDI and supply chain manager. 550 questionnaires were distributed to the manufacturing companies in Malaysia and 142 completed questionnaires were analysed to determine the level of SCQO. The results indicate that SCQO does not vary according to respondents' organisation profile in Malaysia manufacturing industry.

Altogether, the presented papers describe interesting and solutions in SCM, IS and logistic field.

The Guest Editors would like to thank all the authors for submitting their papers to this Special Issue and the reviewers for their valuable comments and contribution.