
Introduction

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Biographical notes: Zhenji Zhang is a Full Professor in Management Sciences and Engineering from Beijing Jiaotong University (BJTU). His research interests include logistics management, operations management and information management. He is currently the Director of the Finance and Planning Division of BJTU. He has published over 100 journal papers in domestic and international journals.

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In this special issue of *International Journal of Services Technology and Management* (Vol. 22, Nos. 3/4/5), we are delighted to present 11 papers that discuss a range of topics covering 'services innovation, services technologies and management'. The purpose of this special issue is to simulate cross-disciplinary research and provide a channel of communication within the academic and research experts, policy-makers and executives in the study of theory, methods and application of service industry and related institutions. Services cover a wide range of operations and functions, such as supply chain management, transportation optimisation, logistics management and other related areas. We have gone through several rounds of review and revision, and represent a cross-section of research in service technology and management, as well as the role of the supply chain, logistics and other related areas.

The topics covered by papers published in this issue include:

- container supply chain network (Tian and Liu); greening game analysis in supply chain (Yang and Wei); closed-loop supply chain network model (Huang et al.)

- e-business logistics service mode (Jiang et al.); coal purchase and supply logistics network (Song et al.); optimisation of commercial vehicles' distribution (Zhang et al.)
- ABC classification (Cardós et al.); categorical missing data imputation approach (Wu et al.)
- carbon emissions analysis (Chen et al.); railway drivers' mental workload analysis (Zhou et al.); QCA innovation performance (Li et al.).

The 11 papers achieved an enhanced knowledge about challenges and problems associated with service management; various approaches with analytical methods, design science methods and the like have been applied in order to reach the findings presented there. Moreover, they demonstrate the practical relevance of academic research in the related areas.

To sum up, we would like to thank all those who kindly contributed to this issue: authors who submitted their papers, reviewers for their kind help and cooperation. We are also indebted for the assistance provided in the preparation and publication of this issue to Ms. Qianqian Zhang, and to the publishing and production team of *International Journal of Services Technology and Management*. We hope that you will enjoy reading these papers as much as we enjoyed reviewing, compiling and editing this issue.