
Editorial

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Biographical notes: Hatem Masri is an Associate Professor and the Director of the Quality Assurance and Accreditation Office at the College of Business Administration, in the University of Bahrain. He received his PhD in Management Sciences in 2004 and MSc in Operations Research in 1999 from the University of Tunis, Tunisia. His research interests include multi-objective programming, supply chain management and financial engineering. His research has been published in more than 15 international journals (*EJOR*, *ANOR*, *FSS*, *IJAR*, ...) and funded by the University of Tunis, the University of Nizwa and the University of Bahrain. He is a member of the International Society on MCDM, IEEE, AFROS and the Tunisian Decision Aid Society.

Fouad Ben Abdelaziz is currently a Professor at NEOMA BS, Rouen Campus, France, and the Head of the MSc in Supply Chain Management. He received his PhD in Operations and Decision Systems from the Laval University, Canada. He was a Senior Fulbright Scholar at the Rutgers Center for Operations Research, Rutgers University, NJ, USA. He is a leading researcher in multi-objective stochastic optimisation. Aside his publications in outstanding journals like *EJOR*, *ANOR* and *FSS*, he served as a Guest Editor of special issues of reputed international journals. He has been working/visiting many universities around the world. His recent research interests are in supply chain optimisation and applications.

The 9th IEEE-GCC conference was organised by the IEEE Saudi Arabia Section in coordination with IEEE Bahrain Section and held at Bahrain Gulf Conference and Exhibition centre from 8th to the 11th of May 2017. The 9th Conference and Exhibition in this series and like previous events have seen participants return rate over 75% from all over the world. The conference provided a forum for discussion among professionals from industries, academia and research institutions.

This special issue includes the following seven papers selected from among those presented in the track economics and business engineering at the conference:

- 1 Do IT integration and decision-making integration influence service operation performance? Empirical evidence from electrical and electronics distribution firms
by Cheng Ling Tan, Wei Lip Tan and Sook Fern Yeo.
- 2 Green supply chain performance evaluation model for automotive manufacturing industries by using eco-balanced scorecard
by S. Amaladhasan, Palanisamy Parthiban and R. Dhanalakshmi.
- 3 An efficient supplier selection model for hospital pharmacy through fuzzy AHP and fuzzy TOPSIS
by Manivel Palanisamy and Rajesh Ranganathan.
- 4 A multi-objective genetic algorithm to solve a single machine scheduling problem with setup-times
by Youssef Harrath, Amine Mahjoub and Jihene Kaabi.
- 5 An empirical study of the performance of Canadian-owned chains of retail stores
by Pawoumodom Matthias Takouda and Mohamed Dia.
- 6 A hyper-heuristic framework for solving the delivery problem with time windows
by Hiba Yahyaoui, Saoussen Krichen and Abdelkader Dekdouk.
- 7 Business process reengineering impact on SMEs operations: evidences from GCC region
by Waleed A. Aziz.

We would like to thank the above authors for submitting high quality research papers to the special issue and extend our thanks to international reviewers for their comments and suggestions of improvements. Also, we thank the Editor-in-Chief of the *International Journal of Services and Operations Management*, Professor Angappa Gunasekaran. Finally, we congratulate IEEE Bahrain Section and IEEE Saudi Arabia Section for the success of the 9th IEEE-GCC Conference.