

International Journal of

Services Economics and Management

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Contents:

IJSEM publishes original papers, reviews and short reports on all aspects of the economics, management science, and qualitative and quantitative methods used to study economic and management issues of the service sector.

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- Service operation and simulation
- New service development and process design
- Service supporting facilities, customer relationship management
- Service supply chain management
- Service project and quality management
- Service system design, operations, management, security, reliability
- ICT in services, e-commerce
- Service delivery, deployment, maintenance
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- Relationship between manufacturing and services
- Service in-housing versus outsourcing decisions
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