

*International Journal of*

# Services and Operations Management

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# Scope of the Journal

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*Globalisation of market and operations places tremendous pressure on productive management of services and manufacturing enterprises. Services are increasingly important in today's developed economies. Nevertheless, manufacturing plays a major role in national economies and is essential for the survival of service organisations. Considering the globalisation of services and manufacturing, a journal focusing on global perspective of operations management is of paramount importance. IJSOM focuses on new strategies, techniques and technologies for improving productivity and quality in both manufacturing and services.*



## Topics covered include:

- Operations strategy in services/manufacturing, SMEs
- Designing service/manufacturing enterprises, virtual enterprises
- Value chain perspectives
- Service blue printing
- Service delivery process, performance measures/metrics
- Managing capacity
- Managing and measuring quality
- Information technology, MRP, ERP
- Human resources
- Production planning and control, scheduling, JIT
- Lean/agile production
- Supply chain/inventory management
- Product and process design
- E-commerce and operations
- Location and facility planning

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