

*International Journal of*

# Services Sciences

# Scope of the Journal

*During recent years, there has been substantial and important growth in the application of quantitative analysis, i.e., operations research/management science, data mining, information, knowledge engineering and intelligent systems, statistics, and related fields to interdisciplinary problems arising in the service industry. IJSSci is a peer reviewed international journal devoted exclusively to research in this important, but under-represented area. It provides the primary forum for both academic and industry researchers and practitioners to propose and foster discussion on state-of-the-art research and development in the areas of services.*

## **Subject coverage:**

*IJSSci topics include theory and models, as well as methodology and case studies, with emphasis on, but not limited to:*

- Services sciences, management, engineering and practice
  - Service design, modelling, delivery and operations
  - Service concepts and strategies
  - Service marketing and innovation
  - Knowledge discovery and data mining in the service industry
  - Risk issues in the service industry
  - Operations research and service practice
  - Supply chain management and demand chain management
  - Customer relationship management
  - New service development and process design
  - Service supporting facilities
  - Service project management
  - Service quality management
  - Information technology and communication in services
  - Human resources and development in services
  - Analytical tools for service management
  - Service benchmarking
  - Service in-housing versus outsourcing decisions
- Simulation
  - Artificial intelligence/expert systems in service management
  - E-services



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