

*International Journal of*

# SERVICES TECHNOLOGY AND MANAGEMENT

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# Scope of the Journal

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*IJSTM addresses services innovation, services technologies and management, as well as the role of the supply chain, logistics and other related topics. Services cover a wide range of operations and functions, such as human aspects of healthcare, and technological aspects of public services design and management, as well as services provided by the manufacturing sector, information services and the associated cultural, ethical, legal and political aspects; electronic commerce; globalisation in services; and market innovations in services etc.*



## Topics covered include:

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- Services and innovation
- Information technology and communication in services
- E-commerce
- Supply chain management
- New developments in marketing and retailing
- Human resources and development in services
- Customer care
- TQM, services quality
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- Ecologically driven services
- Economics of services
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