

International Journal of

Services Sciences

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Scope of the Journal

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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 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.

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- Risk issues
- Operations research and service practice
- Supply chain/demand chain management
- Customer relationship management and service supporting facilities
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- Service project/quality management
- Information technology and communication in [e-] services
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