

CALL FOR PAPERS

2007 IEEE/INFORMS International Conference on Service Operations and Logistics, and Informatics (SOLI'2007)

Aug. 27-29, 2007, Philadelphia, USA

<http://www.ieeesoli.org> or <http://www.ssglobal.org/2007>

Sponsored by: IEEE/ITSS, Technical-sponsored by: Chinese Academy of Sciences and INFORMS (pending)

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Conference Scope and Themes

Services, service operations, logistics, and informatics are becoming ever more complex and interdependent. They are playing an increasingly important role in today's world economy. Information and communications technology provides cyber-infrastructure and



platforms to achieve more efficient and productive services operations. New types of service offerings are also emerging to meet the needs of customers and consumers. The IEEE/INFORMS Service Operations and Logistics, and Informatics (SOLI) conference series aims to bring together researchers and practitioners to discuss issues, identify challenges and future directions, and share their R&D findings and experiences in the areas of service design, innovations, marketing, and operations; logistics issues in services offerings, logistics as a service and related decision-making; informatics-enabled service offerings, and information technology/systems services and related design, engineering, operations, and sustaining. Papers relating to Services/Logistics Design, Innovations, Marketing, Operations, and Engineering; and their specific applications to Information Technology/Systems services are strongly encouraged. Special sessions on specific service topics are also welcome.

Paper Submission/Areas of Interest

Topics include, but are not limited to:

- ◆ **Service Design, Engineering, Operations, and Innovations** - Service planning and design • Service process engineering • Expedited services and extreme logistics • Healthcare systems • Financial services • Retail and services management • Quality and customer satisfaction • Metrics and benchmarks • Security & safety-related services and management • Contingency planning
- ◆ **Logistics & Supply Chain Management** - On-demand delivery • Logistics planning • Freight forwarding and customs clearance • Venue logistics management • Warehouse and distribution • Transportation management systems • Reverse logistics • Supplier relationship management • Logistics visibility and control • Procurement
- ◆ **Service Marketing and Sustaining** - Demand forecasting • Customer relationship management • Event communication and alerting • Services training • Services sustaining • Services quality • Services bundling • E-market for services
- ◆ **Service/Event Management & Manufacturing** - Event management system • Event sponsorship • Event-based production and supply chain • Event-based products and manufacturing • Intelligent manufacturing • Customization
- ◆ **Information & Communications Technology and Systems (ICTS)** – ICTS services design and management • E-market for ICTS services • ICTS services standards, locating, composition, and bundling • Process modeling, augmentation, and automation • Real time identification & tracking technology • Pervasive and ubiquitous computing in logistics • Decision support systems • Software agent based systems in logistics • RFID • Service-driven data warehousing and data/Web mining • Systems interoperability and integration

Paper Submission

Manuscripts in English must be electronically submitted at the conference website: <http://www.ieeesoli.org>. They should be at most six pages in the IEEE two-column conference paper format, including figures, tables, and references. A LaTeX style file and a Microsoft Word template are available from the IEEE web site (<http://www.ieee.org/pubs/transactions/stylesheets.xml>). The submissions, however, need to be in PDF.

Important date

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| April 15, 2007 | Deadline for submission of full papers |
| May 15, 2007 | Acceptance/Rejection notification |
| June 15, 2007 | Final camera-ready papers due |