

Call for Papers

The 10th International Conference on Service Systems and Service Management (ICSSSM'13)

July 17-19, 2013, Hong Kong, China

For more information, please visit <http://www.rccm.tsinghua.edu.cn/icsssm/2013/>

Co-Sponsored by:

- IEEE SMC (Pending)
- The Chinese University of Hong Kong
- Tsinghua University

Hosted by:

- Business School, The Chinese University of Hong Kong (CUHK)
- Department of Systems Engineering and Engineering Management, CUHK

Conference Co-Chairs:

- Xiaoqiang Cai, CUHK, China
- Jian Chen, Tsinghua University, China
- Jianmin Jia, CUHK, China

International Program Committee Co-Chairs:

- Yongbo Xiao, Tsinghua University, China
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- J. M. Tien, University of Miami, USA
- D. S. Yeung, IEEE Systems, Man and Cybernetics Society

Local Organizing Committee Co-Chairs:

- Meng Zhang, CUHK, Hong Kong, China
- Sean X. Zhou, CUHK, Hong Kong, China

Important Dates:

- March 1, 2013, Extended abstracts or Full papers (maximum 6 pages) submission
- April 10, 2013, Notification of paper acceptance or rejection
- May 15, 2013, Final camera-ready papers submission deadline
- July 17-19, 2013, Conference date

Papers on issues related to service systems and service management are welcome. The topics of interest include, but are not limited, to the following tracks:

- Track 1 – Theory and Principle of Service Sciences
Service concepts and strategies, quality assurance, performance metrics.
- Track 2 – Service System Design, Operations, and Management
Service system and network design, service process engineering/ reengineering, service planning and scheduling, service management based on emergency, modeling and analysis of service systems.

- Track 3 – Supply Chain Management for Service
Supply chain planning, value delivery, supply chain management based on emergency, supply chain cluster, transportation management systems, return logistics, supplier relationship management, logistics visibility and control, procurement.
- Track 4 – Service Marketing and Financial Management
Demand forecasting, customer relationship management, public relations, customer behavior, satisfaction, and retention, service cost evaluation and analysis, profitability of service investment, risk management, revenue management.
- Track 5 – Specific Industrial Service Management
Information service, tourism and hotel management, public service, hospital, finance and insurance service, sports service, exhibitions.
- Track 6 – Service Information Technology and Decision Making
Integrated information management systems, real-time identification and tracking technology, agent theory and technology, software agent based systems, intelligent decision support systems, artificial intelligence, RFID technology and applications, data warehousing and data mining, systems integration, e-business/e-service.
- Track 7 – Service Experiential Studies and Case Studies
Healthcare, education, public service, transportation, telecommunication, maintenance, finance/ insurance/ real estate, distribution/ retail, service for social, economical, and cultural events (e.g., exhibitions, sports, festivals).

Call for Invited Sessions and Tracks:

The goal of invited sessions (5 papers for each session) and invited tracks (at least two sessions) is to provide focused discussions on new topics or innovative applications. Each prospective session/track organizer is invited to submit a proposal, including the title of the session/track, and a list of authors with extended abstracts before March 1, 2013, the final version of full papers of all submissions must be submitted before May 15, 2013

Best Paper Award:

The Best (Student) Paper Award will be announced to recognize excellence of the papers to be presented in the conference. Up to three awards in each track may be granted. In addition to a certificate, the best papers will be recommended for publication in the *Journal of Systems Science and Systems Engineering*.

Paper Submission:

Please send papers (in PDF or Word) to icsssm@sem.tsinghua.edu.cn

Please indicate “**Track Number**” in the subject during your submission

Note: All submissions should be written in English. Papers will be peer-reviewed. To be eligible for publication in the conference proceedings, an accepted paper must be presented at the conference by one of the authors. The conference proceedings will be published in CD-ROM.