

## CALL FOR PAPERS

### Special Issue

*Journal of Engineering and Technology Management (JET-M)*

### **Creating a Competitive Edge in Operations and Service Management Through Technology and Innovation**

Guest Editors:

T. C. E. Cheng; Tsan-Ming Choi; Andy C.L. Yeung  
The Hong Kong Polytechnic University

The *Journal of Engineering and Technology Management* is pleased to announce a “Call for Papers” for a Special Issue focusing on the role that technology and innovation play in creating a competitive edge for the broad discipline of operations and service management. Modern operations management has employed a wide array of technologies for enhancing the efficiency and effectiveness of different business processes. In particular, the Enterprise Resource Planning (ERP) system has been widely implemented and it has proven to be critical to the success of many companies. In recent years, the adoption of technology and innovation in operations management has continued at a fast pace. For example, the use of RFID technology has become widespread in both manufacturing and services operations. Incidentally, to survive the current global financial turmoil, firms need to profoundly improve their operations and elevate their productivity, and the use of technology and innovation holds the key to success of this campaign. However, managers face great challenges in planning, development, integration and implementation in their drive to create competitive advantage from technology and innovation adoption.

In this Special Issue, we focus on examining how technology and innovation support and strengthen operations and service management, spanning the whole product life cycle embracing research and development, procurement and supply, production, distribution, retailing, disposal and reverse logistics. We seek to publish high quality research papers, which may employ a variety of rigorous and pertinent research methodologies including theory-driven conceptual and empirical research, mathematical modelling and optimization, and case studies, for this Special Issue with the aim of :

1. Advancing knowledge and scholarly research on improving operations management through technology and innovation;
2. Furthering our understanding of the challenges brought by technology and innovation on operations management;
3. Identifying some of the issues within the broad domain and disciplinary boundaries of the emerging field of service science management
4. Assessing the current state of understanding, addressing significant unresolved issues, and generating academic and managerial insights to improve the theory and practice of operations management associated with the use of technology and innovation.

Given the Special Issue's mission and goals, potential topics include (but are not limited to) the following:

- The use of technology and innovation in managing the research and development of products.
- Status of research and operational challenges of service management.
- Quality management and its relationship with technology and innovation.
- Environmental issues in operations with technology and innovation.
- E-procurement systems.
- Challenges and benefits of applying ERP systems for operations management.
- Applying RFID technology to enhance operations management.
- Enhancing distribution by using technology and innovation.
- Using technology and innovation for innovative retailing.
- Supporting reverse logistics by technology and innovation.
- MIS re-engineering management.
- Supply chain management with technology and innovation.
- Collaborative commerce in operations management.
- Innovation in operations management by using technology.

## **Submissions**

To be considered for publication in this Special Issue, manuscripts must be received by August 31, 2009. Please refer to *JET-M*'s "Guide for Authors" for the styling and formatting guidelines (see: [www.elsevier.com/locate/jengtecman](http://www.elsevier.com/locate/jengtecman)). All submitted papers will be

evaluated according to *JET-M*'s high standard via the double-blind review process. Please submit your paper electronically (in both PDF and MS Word formats) to any one of the Guest Editors; along with any questions or inquiries.

### **Publication Schedule**

<b>INFORMATION</b>	<b>DEADLINE</b>
Manuscript submission	August 31, 2009
Reviewer reports	November 30, 2009
Revised paper submission	February 28, 2010
Final manuscript submissions to publisher	July 31, 2010

### **Special Issue Guest Editors**

T. C. E. Cheng *ScD, PhD*  
 Chair Professor of Management  
 Department of Logistics and Maritime Studies  
 The Hong Kong Polytechnic University  
 Hung Hom, Kowloon, Hong Kong  
 Tel: (852)-2766-5216  
 Fax: (852)-2330-2704  
 Email: lgtcheng@polyu.edu.hk

Tsan-Ming Choi *PhD*  
 Associate Professor  
 Business Division, Institute of Textiles and Clothing  
 The Hong Kong Polytechnic University  
 Hung Hom, Kowloon, Hong Kong  
 Tel: (852)-2766-6450  
 Fax: (852)-2773-1432  
 E-mail: tcjason@inet.polyu.edu.hk

Andy C.L. Yeung *PhD*  
 Associate Professor and Associate Head  
 Department of Logistics and Maritime Studies  
 The Hong Kong Polytechnic University  
 Hung Hom, Kowloon, Hong Kong  
 Tel: (852)-2766-4063  
 Fax: (852)-2330-2704  
 Email: lgtandy@polyu.edu.hk

