

### General Chairs:

Grace Lin\*  
IBM, USA  
[gracelin@us.ibm.com](mailto:gracelin@us.ibm.com)

Robin G. Qiu\*  
Pennsylvania State University  
[robinqiu@psu.edu](mailto:robinqiu@psu.edu)

Peng Tian\*  
Shanghai JiaoTong University  
[ptian@sjtu.edu.cn](mailto:ptian@sjtu.edu.cn)

### Steering Committee:

David Simchi-Levi\*  
MIT

Suvrajat Sen\*  
University of Arizona

James Spohrer\*  
IBM, USA

James Tien\*  
RPI, USA

Fanghua Wang, Jianhua Ji,  
Hongmin Chen, Chongfeng Wu  
Shanghai JiaoTong University

Fei-Yue Wang \*  
President-Elect, IEEE ITS Society

Chair: Ming Yu \*  
Tsinghua University

Wei Zhang\*  
NSFC

### Program Chairs:

Huizhang Shen\*  
Shanghai JiaoTong University  
[hzshen@sjtu.edu.cn](mailto:hzshen@sjtu.edu.cn)

François Sainfort\*  
Georgia Institute of Technology  
[sainfort@coe.gatech.edu](mailto:sainfort@coe.gatech.edu)

### Special Session Chair:

Gina Tang  
Rowan University  
[tang@rowan.edu](mailto:tang@rowan.edu)

### Publicity Chairs:

Julie Higle  
University of Arizona  
[julie@sie.arizona.edu](mailto:julie@sie.arizona.edu)

Hao Min\*  
Fudan University  
[hmin@fudan.edu.cn](mailto:hmin@fudan.edu.cn)

### Publication Chairs:

Raghvinder Sangwan  
Pennsylvania State University  
[rxs69@psu.edu](mailto:rxs69@psu.edu)

Yang Qing  
University of Arizona  
[yanqing@email.arizona.edu](mailto:yanqing@email.arizona.edu)

Ming Dong  
Shanghai JiaoTong University  
[mdong@sjtu.edu.cn](mailto:mdong@sjtu.edu.cn)

### Local Arrangement Chairs:

Pengzhu Zhang, Caijin Huang,  
Daiping Hu, Dong Wang  
Shanghai JiaoTong University

### Secretariat:

Changrui Yu  
Shanghai JiaoTong University  
[cryu@sjtu.edu.cn](mailto:cryu@sjtu.edu.cn)

Junyu Wang  
Fudan University  
[junyuwang@fudan.edu.cn](mailto:junyuwang@fudan.edu.cn)

### Treasurer:

Xiaonan Zhang  
Shanghai JiaoTong University  
[xnzhang@sjtu.edu.cn](mailto:xnzhang@sjtu.edu.cn)

\* Also a member of the  
International Advisory Board



## Call for Papers

### 2006 IEEE International Conference on Service Operations and Logistics, and Informatics, June 21-23, 2006 – Shanghai, China.

<http://www.ssglobal.org/2006>

#### Theme

Given the increasing economic dynamics and the complexity of service operations and logistics, it is a critical challenge to leverage information technology in achieving world-class quality and productivity in the delivery of physical goods and services. This conference aims to bring researchers and professionals together to discuss issues and share their research and development results and experiences in the areas of services design, innovations, marketing, and operations, logistics, and the role of informatics towards improving their efficiency.

The theme for the conference is Services Quality, Speed, and Vision, promoting effective *Services and Logistics in support of 2010 World Expo*. Papers relating to Services Design, Innovations, Marketing, Operations, and Engineering, and Logistics are especially solicited.

#### Topics include, but are not limited to:

**Services Design, Engineering, Operations, and Innovations** - Services planning • Services process engineering • Expedited services and extreme logistics • Healthcare systems • Financial services • Retail and services management • Quality and satisfaction • Metrics and benchmarks • Security & safety 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 system • Reverse logistics • Supplier relationship management • Logistics visibility and control • Procurement • Simulation

**Services Marketing and Sustaining** - Demand forecasting • Customer relationship management • Event communication • Services training • Services sustaining • Services quality • Public relations

**Services (Events) Management & Manufacturing** - Event management system • Event sponsorship • Event-based production and supply chain • Event-based products and manufacturing • Intelligent manufacturing • Customization

**Communications & Information Systems** - Communications & information systems • Process augmentation and automation • Real time identification & tracking technology • Pervasive and ubiquitous computing in logistics • Software agent based systems in logistics • Decision support system • RFID • Data warehousing and data mining • Systems integration

#### Paper Submission:

Complete manuscripts in PDF must be electronically submitted to the conference website: <http://www.ssglobal.org/2006>. Submitted manuscripts should be six (6) pages in IEEE two-column 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>). However, submission MUST be in PDF.

#### Important Dates:

*Feb. 15, 2006:* Deadline for submission of full papers.

*Mar. 1, 2006:* Acceptance/Rejection notification.

*Apr. 1, 2006:* Final camera-ready papers due in electronic form.

#### International Advisory Board

Yasunori Baba (Tokyo, Japan), Rajan Batta (Buffalo, USA), Dan Berg (SUN, USA), Ted Chang (Purdue, USA), Jarir Chaar (IBM, USA), Fangruo Chen (Columbia, USA), Guoqing Chen (Tsinghua, China), Hsinchun Chen (Arizona, USA), Jian Chen (Tsinghua, China), Xiaotien Chen (NSFC, China), Mark Fox (Toronto, Canada), Terry Friesz (PSU, USA), Jifa Gu (CAS, China), Peiliang Gu (TJU, China), Chongqing Guo (NSFC, China), Albert Ha (HKUST, HK), Wayne Huang (Ohio, USA), Fu Jiang (SJTU, China), Sanjay Joshi (PSU, USA), Soundar Kumara (PSU, USA), Chung-Yee Lee (HKUST, HK), Chung-Lun Li (HKPolyU, HK), Lode Li (Yale, USA), Yuanzhang Liu (CAS, China), Peter Luh (Connecticut, USA), Siwei Lv (Newfoundland, Canada), Avishai Mandelbaum (Technion, Israel), Hirofumi Matsuo (Kobe, Japan), Pitu Mirchandani (UA, USA), David Russell (PSU, USA), Jeremy Shapiro (MIT, USA), Bingyong Tang (Donghua, China), Jeffrey Tew (GM, USA), Alexander Tuzhilin (NYU, USA), N. Venkat Venkatraman (BU, USA), N. Viswanadham (NUS, Singapore), Huanchen Wang (SJTU, China), Yingluo Wang (XJTU, China), Qiwen Wang (PekingU, China), Zhongtuo Wang (DUT, China), Seungjin Whang (Stanford, USA), Richard Wysk (PSU, USA), Fuyuan Xu (USST, China), Huacheng Xue (Fudan, China), Shanlin Yang (HUT, China), Candace Yano (Berkeley, USA), David Yao (Columbia, USA), Yuehwen Yih (Purdue, USA), Jing Bing Zhang (SIMTech, Singapore), Wenjie Zhang (BJTU, China), Yi Zhang (Tsinghua, China), Yu-sheng Zheng (Penn, USA), Chen Zhou (GeorgiaTech, USA), Mengchu Zhou (NJIT, USA), Paul Zipkin (Duke, USA), \*Additional members listed as chairs.