



## CALL FOR PAPERS

### 2010 IEEE International Conference on Service Operations and Logistics, and Informatics (IEEE SOLI'2010)

July 15-17, 2010, Qingdao, China

<http://www.ieeesoli.org>

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#### Important Dates

##### March 7, 2010

Paper submission deadline

##### May 4, 2010

Notification of acceptance

##### May 25, 2010

Camera-ready copy due

#### Contact us at:

[ieeesoli2010@gmail.com](mailto:ieeesoli2010@gmail.com)

For detail and most updated information, please visit the conference web site at <http://www.ieeesoli.org>

**Venue** SOLI'10 will be held together along with 2010 IEEE/ASME International Conference on Mechatronics and Embedded Systems and Applications and 2010 IEEE International Conference on Vehicular Electronics.

#### Conference Scope and Themes

Service science, 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 Service Operations and Logistics, and Informatics (SOLI) conference series aims to bring together researchers and practitioners to discuss issues, challenges and future directions, share their R&D findings and experiences in relative areas.

#### Areas of Interest

Papers relating to Services/Logistics Design, Innovations, Marketing, Operations, and Engineering; Information Technology / Systems, and their specific applications are strongly encouraged. Special sessions on specific service topics are also welcome. 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 • Operations research • Production engineering • Intelligent traffic • Engineering consulting • Traffic planning • Integrated transportation • Service operations
- ◆ **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 • Logistics visibility and control • Procurement • Supply chain collaboration • Supply chain process • Logistics network
- ◆ **Material Flow (MF) Science and Technology** - MF fundamental sciences (MF mathematics, physics, chemistry, biology, etc.) • Comprehensive MF theory • MF in the natural world • Material flow in the social world • Material flow in the economic world • MF element theory • MF nature • MF engineering • MF Industry • MF Technological economics • Cycle MF System • X party material flow (XPMF) • The MF complexity and emergence • The MF information and simulation technology • MF systems and networks • Financial Measures of MF
- ◆ **Service/Event Management & Manufacturing** - Demand forecasting • Customer relationship management • Event communication and alerting • Services training • Services sustaining • Services quality • Services bundling • E-market for services • 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 • ICTS services standards, locating, composition, and bundling • Process modeling, augmentation, and automation • Real time identification & tracking • Pervasive and ubiquitous computing in logistics • Decision support systems • Software agent based systems • RFID • Data warehousing and data/Web mining • Business intelligence • Systems interoperability and integration • Information security • IT Project Management • Information Management in construction project
- ◆ **Electronic Commerce & Knowledge Management** - Wireless communication and mobile commerce • Mobile services • Electronic government • Information resource management • IT and enterprise innovation management • IT and strategy for the sustainable development of enterprises • Semiotics • Business performance management • Customer relationship management • Information economics • Network culture and harmonious society • Distributed computing • Sensor networks