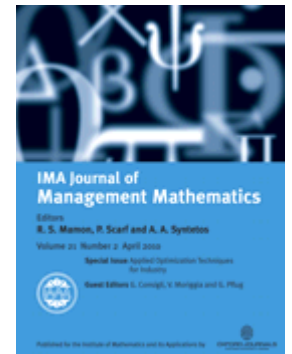


IMA Journal of Management Mathematics (Oxford University Press)



CALL FOR PAPERS

Special Issue on “Operations Management in Service Systems”

Submission deadline: January 31, 2011

Brief description of the topic

Motivated by practical applications, the problems of operations management in service systems have recently attracted a lot of attention. The most popular applications relate to Services for Supply Chains, Health Care Systems and Call Centres. There is considerable scope at the moment for advancing the current state of knowledge in this area adding in parallel significant value to relevant real-world practices.

Papers are invited for a special issue on “Operations Management in Service Systems” of the *IMA Journal of Management Mathematics*. Theoretical and/or empirical contributions that make a significant contribution to the field will be considered for publication.

Potential topics include, but are not limited to:

- Statistical Data Analysis
- Stochastic Modelling
- Real-Time Problems
- Shift-Scheduling and Skill-Based Routing
- Appointment Scheduling in Health Care
- Traffic Management

Submission instructions

Manuscripts should be prepared in accordance with the "Instructions to Authors" presented in the Journal's site (<http://imaman.oxfordjournals.org/>). Submissions should be made using the online system of the Journal which may be accessed at: <http://mc.manuscriptcentral.com/imaman>. When you submit your paper please indicate that this is intended for the special issue on 'Operations Management in Service Systems' (Babai and Jouini). If you have any enquiries or if you need to discuss whether any work-in-progress of yours fits the scope of the special issue please contact either of the guest editors. All papers will be refereed according to the standards of the *IMA Journal of Management Mathematics*.

Publication schedule

Manuscript submission: **January 31, 2011**
Reviewers' reports: **March 31, 2011**
Revised paper submission: **June 30, 2011**
Submission to publisher: **December 21, 2011**
Publication: **April 2012 (vol. 23, issue 2)**

Special Issue Guest Editors

Dr M. Zied Babai

BEM Bordeaux Management School, 166 cours de l'Argonne, 33000 Bordeaux, France
e-mail: mohamed-zied.babai@bem.edu
tel. no: + 33 (0) 5 56 84 63 51
Fax: + 33 (0) 5 56 84 55 00

Dr Oualid Jouini

Ecole Centrale Paris, Grande Voie des Vignes, 92295 Châtenay-Malabry Cedex, France
e-mail: oualid.jouini@ecp.fr
tel. no: + 33 (0) 1 41 13 15 02
Fax: + 33 (0) 1 41 13 12 72

