

1. **Name of TC: Service Systems and Organization**

2. **Chair:**

Jian CHEN, Professor and Chair, Dept. of Management Science and Engineering, School of Economics and Management, Tsinghua University, Beijing, 100084, China. Tel: (8610) 62789896, Email: jchen@tsinghua.edu.cn

3. **Members (typically 4-7):**

Dr. X. Q. Cai, Professor, Dept. of Systems Engineering and Engineering Management, Chinese University of Hong Kong, xqcai@se.cuhk.edu.hk

Dr. C. B. Chu, Professor, Technology University of Troyes, France, chu@utt.fr

Dr. Hemant Jain, Wisconsin Distinguished Professor, University of Wisconsin- Milwaukee, jain@uwm.edu

Dr. Y. Nakamori, Professor and Dean, School of Knowledge Science, Japan Advanced Institute of Science and Technology, nakamori@jaist.ac.jp

Dr. Y. J. Shi, Research Director, Center for International Manufacturing, University of Cambridge, ys@eng.cam.ac.uk

4. **Goal of TC:**

The Service Systems and Organizations Technical Committee is a professional committee that is committed to advance the research and applications in the area of service systems and organizations. The main objectives of the committee are:

- Enhance cooperation and communication among the professionals and researchers in the field of service systems;
- Organize international conferences or meetings that provide a multidisciplinary forum for discussing and exchanging information and ideas in the service systems field;
- Develop and promote international publications in the area of service systems and organizations; and
- Increase public understanding and appreciation of service systems and organizations, as well as encourage involvement and participation of youth and collegiate students.

5. **Major Activities (for 2004):**

- ◆ We will organize an invited session (has been accepted) entitled of “**Supply chain coordination and optimization**” at 2004 IEEE International Conference on Systems, Man & Cybernetics to be held in October 10-13, 2004, in The Hague, Netherlands. Five papers will be presented in the session:
 1. “Coordination Mechanism for Postponement Strategy with Downward Substitutable Products”, by Jian Chen, Haoya Chen (*School of Economics and Management, Tsinghua University, China*)
 2. “Optimal Production Decisions under an Uncertain Deadline”, by Xiaoqiang Cai, Xiaolin Xu (*Department of Systems Engineering & Engineering Management, The Chinese University of Hong Kong, Hong Kong, China*), and Xian Zhou (*Department of Applied Mathematics, The Hong Kong Polytechnic University, Hung Hom, Kowloon, Hong Kong, China*)
 3. “Integrated Scheduling of Production and Distribution Operations”, by Zhi-Long Chen (*Department of Decision and Information Technologies, Robert H. Smith School of*

Business University of Maryland, USA), George L. Vairaktarakis (Department of Operations, Weatherhead School of Management, Case Western Reserve University, USA)

4. “Synchronisation of Ordering and Production Cycles – Co-ordination of a Single-vendor Multi-buyer Supply Chain”, by Chi Kin Chan (*Department of Applied Mathematics, The Hong Kong Polytechnic University, Hong Kong, China*), Brian G. Kingsman (*Department of Management Science, Lancaster University, United Kingdom*) and H.W.J. Lee (*Department of Applied Mathematics, The Hong Kong Polytechnic University, Hong Kong, China*)
 5. “Supply Chain Coordination via Capacity Options with Uncertain Demand and Random Supply”, by Houcai Shen (*Graduate School of Management Science and Engineering, Nanjing University, China*) and Zhan Pang (*Department of Mathematics, Nanjing University, China*)
- ◆ We will hold an International Conference on Service Systems and Service Management, July 19-21, 2004, Beijing China
 - ◆ 409 submissions have been received from 24 countries and regions, and 205 accepted papers are included in the conference proceedings. The subjects of the papers range from theories to applications, topics include service systems analysis and management strategy, service operations management, service quality, supply chain management, information technology and information systems in service systems and service management, knowledge discovery and knowledge management in service systems and service management, artificial intelligence techniques in service systems and service management, service systems and service management in e-business and e-government, optimization techniques and decision analysis in service systems and service management, service systems and service management in industries, and others related topics.

Jian CHEN
JUNE 13, 2004