Call for Papers

Special Session on Soft Computing for Service Management

Service management has received growing interest in recent years as a result of the trends driving the global economy towards service-oriented era. This triggers a growing the importance of studying service systems and finding "robust solutions" for the problems encountered in service management *(design, strategy, quality, deployment and configuration of services, service operations management, service pricing, service reliability, etc.)*. The main aim is to find "robust and acceptable solutions" for the problems within an affordable time period. However, many problems of service industry remain with difficulties to be solved within a reasonable time due to the complexity and dynamic nature of the service systems. Soft Computing studies offer use of nature-inspired problem solving systems, for this purpose. Typical computing technologies cited as soft computing applications include (but not limited to) *agent-based systems, swarm intelligence (ant-colony, bee-colony, particle swarm algorithms etc.), cellular automata, chaos theory, evolutionary algorithms, artificial immune systems, neural and fuzzy systems* etc. We believe that the use of soft computing for solving service management problems can improve not only "service intelligence" but also quality and performance of the service systems.

The main goal of this special session is to increase the awareness of the service sector and its interaction with soft computing technology, through high quality research papers. We are inviting people from both academia and industry to submit papers on their recent research experience considering soft computing applied to service management problems.

Suitable topics include but are not limited to:

Service Management
- Service design and development processes
- Supply chain management and logistics
- Service project management
- Service quality management
- Service operations design, development and management
- Service delivery, deployment and maintenance
- Human resource management in services

Emergent Computing
- Evolutionary algorithms and metaheuristics
- Neural and fuzzy systems
- Swarm intelligence (ant-colonies, bee-colonies and particle swarm optimisation etc.)
- Agent-based systems
- Cellular automata
- Chaos theory
- Artificial immune systems

Important Dates
Submission Deadline: 21 February, 2010
Notification of Acceptance: 12 March, 2010
Final Version Submission: 31 March, 2010

Organisers:

Mehmet Aydin
University of Bedfordshire,
Dept. of Computer Science and Technology
Luton, UK
Mehmet.aydin@beds.ac.uk

Turkay Dereli
University of Gaziantep,
Dept. of Industrial Engineering,
Gaziantep, Turkey.
dereli@gantep.edu.tr