

**Call for papers -- Special Session on:
After-market Service Management**

for ICSSSM08

30 June—2 July, 2008- Melbourne, Australia

<http://www.infotech.monash.edu.au/about/news/conferences/icsssm08/>

Session chairs

Dr. Rajesh Piplani, Nanyang Technological University, Singapore

Session description

After-market service (AMS) is becoming crucial for survival as the products become commoditized. Going forward, companies would use their service excellence to gain and retain clients. For lot of companies, after-market parts and services sport profit margins and revenues which are many times more than what they earn from original product sales.

Of course, AMS excellence is not without challenges as the companies grapple with the issues of inefficient service networks and huge investments in the spare parts inventory. In this session, we would look at research papers that address the issues of service network optimization, service inventory optimization, customer differentiation and service excellence, and any other issues related to AMS Logistics and management.

Submission

Send your full paper for this special session to piplani@pmail.ntu.edu.sg by 1 December 2007.