

Call for Papers
MSOM Service SIG 2012 Conference
Columbia University, New York, June 17, 2012

The Service Management Special Interest Group (Service SIG) of the Manufacturing and Service Operations Management Society (MSOM) of the Institute for Operations Research and the Management Sciences (INFORMS) will hold its 5th annual conference on Sunday June 17, 2012 at Columbia University in New York, preceding the MSOM 2012 conference (June 18-19).

On behalf of the Service SIG, I would like to invite you to submit papers to this conference. The acceptance decisions will be based on full paper submissions and presentations scheduled in a single track with one discussant per paper. High quality papers in the **full range of topics concerned with the management of service operations in all industries** will be considered. We are looking for the best papers to be discussed in the meeting – the papers can be analytical or empirical, methodologically oriented or applied.

Important Dates

Submission deadline (full paper):	February 13, 2012
Review Deadline:	March 15, 2012
Notification of Acceptance:	April 12, 2012.

Submission Guidelines and Review Process

- Submit by email to MSOMServiceSIG2012@wharton.upenn.edu
- Include the paper title in the subject line and attach the following two files in pdf format.
- The **author information** file should list the paper title and authors' names and contact information, and the presenter information. Please name this file as <paper title_name of first author>.pdf (e.g., "To pool or not to pool_Miller.pdf").
- The **paper file** should be named <paper title>.pdf ("To pool or not to pool.pdf") should have a separate title page with an abstract and key words, not exceed 32 pages (incl. appendices), and comply with MSOM formatting standards: <http://www.informs.org/Pubs/MSOM/Submission-Guidelines>
- The papers will undergo a double-blind review process by an expert panel. To support this process author names should NOT appear anywhere in the paper file.

Coordination with the MSOM Conference

Although the same work may not be presented in both the MSOM Conference and a SIG Conference, authors may have their submission considered by both. To do so, the authors should only make a single submission to the SIG Conference and indicate in their submission email that they would also like to be considered for the MSOM conference in case the paper is not accepted by the SIG Conference (which has higher priority). The same work may not be submitted to more than one SIG Conference.

Registration Fee

The registration fees will be announced separately by the MSOM Conference Committee and posted on the conference website.

Contact

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