Aim of Special Issue

Services are defined as economic activities that produce time, place, form, or psychological utilities. In recent years, the share of the service sector in the whole economy has been increasing. The service sector accounts for over 70% of the gross domestic product (GDP) in most of the developed countries. The share of the service sector is expected to rise even further, in both developed and developing countries, due to rapid developments in information technology and globalization.

Service sector, however, is still lagging behind other industry sectors, such as manufacturing, in terms of overall productivity. Service science seeks to use engineering, technology, management, and mathematics expertise to improve the productivity of service business. Service science aims to facilitate the development of new theories, methodologies, tools, and systems, as well as their permeation to the practice fields.

This special issue intends to examine how intelligent manufacturing technologies can help boost productivity, performance, and competitiveness of service organizations. Our goal is to provide a platform for both researchers and practitioners to communicate their new ideas so that important problems in service science can be addressed from the intelligent manufacturing point of view. We expect papers that stimulate new topics, models, analytical methods, and practical solutions in service science and intelligent manufacturing.

A main source of the articles in this special issue will be selected papers from those presented at the 15th Asia Pacific Industrial Engineering and Management Systems Conference (APIEMS 2014), which was held in Jeju, Korea, October 12-15, 2014. This special issue is also open to other papers not presented at APIEMS 2014.

Scope of Special Issue

Authors of papers with original and significant contributions in the area of service science and intelligent manufacturing are invited to submit their manuscripts to this special issue. Topics of interest include, but are not limited to:
- New service development
- Integration of manufacturing and service systems
- Service creation and engineering
- Service design and testing
- Use of artificial intelligence in manufacturing and service systems
- Service demand forecasting and resource planning
- Economic models for service market
- Service delivery, management and improvement
- Service quality measurement, analysis, and improvement
- Customer satisfaction and loyalty management
- Service process simulation, analysis and problem solving
- Service automation and productivity improvement
- Technology-enabled services
- Data analytics and service models
- Social network and recommendation
- Product-service systems and product servitization
- Case studies in service industries

**Submission Guideline**

All authors, including participants at APIEMS 2014, should submit their manuscripts for possible publication in Special Issue on "Service Science and Intelligent Manufacturing" of the Journal of Intelligent Manufacturing as follows:

- The manuscript should be written in the Journal of Intelligent Manufacturing manuscript format via the Springer Editorial Manager System as follows:
  https://www.editorialmanager.com/jims/
- Please choose "Service Science and Intelligent Manufacturing" when assigning the Article Type.
- Deadline for manuscript submissions: February 28, 2015
  Publication date: 2016 (tentative Schedule)

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