Special Issue on
Optimization Methods in Service Management

Guest Editors

Panagiotis Mitropoulos
University of Patras, Patras, Greece
pmitro@upatras.gr

Evangelos Grigoroudis
Technical University of Crete, Chania, Greece
vangelis@ergasya.tuc.gr

Nikolaos Matsatsinis
Technical University of Crete, Chania, Greece
nikos@dpem.tuc.gr

Call for Papers & Main Topics of Interest

The global economy and organizations are evolving to become more service-oriented and such trend can be expected to continue in the future. Typical service industry includes various sectors such as healthcare, educational, banking, tourism, and retailing. However, service systems are often unstructured, uncertain and complex by nature. As a consequence, the importance of applying operations research methods to the service industry has been increasing. This special issue aims to provide a comprehensive perspective of how optimization methods can be applied to the context of the service industry and to call for more attention from operational researchers on this field.

This call for papers is connected to but not restricted to the papers presented at the 8th International Symposium and 30th National Conference on Operational Research (HELORS2019) that was held on May 16-18, 2019 in Patras (Greece).

We welcome original works and contributions that help to relate optimization methods with service management in line with the scope of the Journal of Global Optimization. The topics include, but are not limited to, all areas of service optimization, in particular those addressing the conference themes:

- Multiobjective optimization in service management

- Stochastic optimization in services

- Simulation-based optimization of service systems

- Service efficiency, productivity and target setting

- Decision Support Systems and Expert Systems in service optimization

- Applications of optimization methods in healthcare, education banking, tourism, retailing etc.

Important Dates

Deadline for full paper submission: November 30, 2019

Notice of acceptance/rejection: March 31, 2020

Revised paper submission: June 30, 2020

Final decision: September 30, 2020

Expected publication: After December 2020

Submission Instructions

Authors should follow the Instructions for Authors of the Journal of Global Optimization (https://www.springer.com/mathematics/journal/10898#) and submit their manuscripts via Springer's online Editorial Manager (www.editorialmanager.com/jogo) by November 30, 2019.

While submitting, please, make sure to choose in the Editorial Manager **SI: HELORS2019** as the Article Type. Submissions are sent to reviewers as they arrive and papers accepted for publication are made electronically available via SpringerLink before the Special Issue is published.

Any inquiries should be sent directly to the Guest Editors of this issue: **Panagiotis Mitropoulos** (pmitro@upatras.gr) and **Evangelos Grigoroudis** (vangelis@ergasya.tuc.gr).