

APMS 2012 Special Session Proposal

1. Title of the special session:

Service Manufacturing Systems

2. Brief description about the session:

Service industry, which has occupied about 70 percent of economy, plays important role to create values for people and society. Recent research activities in Service or Service Engineering aim at increasing productivity of the service industry by applying scientific or engineering based methodologies instead of traditional experience and know-how-based methods. The main topics in the service science and engineering are measuring consumers and understanding consumer's service evaluation mechanisms by using obtained huge amount of data because service producing and consuming processes include users inherently.

However, understanding of the consumers is not enough to create new innovative services; not only understanding the users but also service manufacturing loops including design, plan, production and consumption of services are important. Information circulation among every stages of service manufacturing accomplishes creation of new values and improvement of productivity in service industry as well as manufacturing industry.

This special session focuses on service manufacturing systems related topics but not limited to: service design methods, service providing methods, service planning and execution systems, product service systems, analysis of consumer preference and service diffusion, and industrial applications. Objective of the session is to provide an international forum of researchers to discuss the visions, state-of-the-art and future trends in the field of Service Manufacturing Systems.

3. Contact information:

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