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## **Call for Papers**

### ***Annals of Operations Research***

### **Special Volume: Socially Responsible Service Operations Management**

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In recent years, socially responsible management (or corporate social responsibility) has become not only a major research subject in academia but also an indispensable mission in practice. As the public has become increasingly concerned about the sustainability of society, companies have had to modify both their practices and how they communicate with their stakeholders. Though the importance and impact of socially responsible management have been well discussed in the community, there has been limited research on incorporating social responsibilities of firms into service operations management. The existing related literature is mainly concerned with environmental issues such as reverse logistics, eco-friendly packaging, recycling in service facilities, etc. Thus, it is very timely to address broader questions in socially responsible service operations management.

The *Annals of Operations Research* seeks submissions for a special volume devoted to publishing new and significant research results on ***Socially Responsible Service Operations Management***. Topics to be included are philanthropic operations management, humanitarian logistics and disaster relief logistics, the game-theoretic approach to incentive alignment between large firms and their subcontractors, healthcare operations management, and the like.

Researchers from academia and practitioners in the service operations management field are equally encouraged to submit their work. Papers that take interdisciplinary perspectives in investigating the real requirements of stakeholders and development/improvement of the new/existing service operations will be considered favorably. Quantitative models, qualitative works, case studies, and empirical research must show the practicability of their propositions to be accepted for publication. The deadline for submission is **November 30, 2012**.

**The main topics of interest are:**

- Socially responsible revenue management
- Humanitarian logistics/disaster relief logistics
- Mutually beneficial collaboration between the service firms and their subcontractors
- Socially responsible service facility design
- Philanthropic healthcare operations management
- Socially responsible investment strategies for increasing the competitiveness of service firms
- Stakeholder relationship management in service industry
- Socially responsible service supply chain management

**Instructions for authors can be found at:**

<http://www.springer.com/business/operations+research/journal/10479>

Authors should submit a cover letter and a manuscript by September 30, 2012, via the Journal's online submission site. Manuscripts submitted after the deadline may not be considered for the special volume and may be transferred to a regular volume.

Please see the Author Instructions on the web site if you have not yet submitted a paper through Springer's web-based system, *Editorial Manager*. Be sure to note in the Manuscript Comment text that your work is intended for the special volume and to select the article type "**SI: Socially Responsible Service Operations Management.**"

Papers will be subject to a strict review process managed by the Guest Editors and accepted papers will be published online individually, before print publication.

**Guest Editors:**

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