

Call for Papers
MSOM Service Management SIG 2020 Conference
Alberta School of Business, University of Alberta
Haskayne School of Business, University of Calgary
June 28, 2020

The Service Management Special Interest Group (Service Management SIG) of the Manufacturing and Service Operations Management Society (MSOM) will hold its 13th annual conference on Sunday June 28, 2020 at Banff National Park in Alberta, Canada, preceding the MSOM 2020 conference (June 29-30).

On behalf of the Service Management SIG, we would like to invite you to submit papers to this conference. Acceptance decisions will be based on full paper submissions. Presentations of the accepted papers will be 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):	Feb 7th, 2020
Notification of Acceptance:	March 20, 2020
Deadline to update accepted papers:	May 27, 2020

Submission Guidelines and Review Process

Submission portal: <https://www.openconf.org/msom2020/track2/openconf.php>

- 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 <first three words of the paper title_ last name of the first author>.pdf (e.g., "Optimal nurse staffing_Smith.pdf").
 - The **paper file** should be named <first three words of the paper title>.pdf (e.g., "Optimal nurse staffing.pdf") should have a separate title page with an abstract and keywords, not exceeding 32 pages. The paper should comply with the MSOM formatting standards: 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. The

authors of papers accepted to the Service Management SIG conference may submit an updated paper version by May 27, 2020.

Coordination with the general 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 the submission 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.

2020 Service Management SIG Conference Co-Chairs:

Ryan Buell (rбуell@hbs.edu) and

Qiuping Yu (qiuping.yu@scheller.gatech.edu)

MSOM Society Service Management SIG Chair:

Manpreet S. Hora (manpreet.hora@scheller.gatech.edu)

Conference Website

<http://msom2020.com/>