

Special Session on
“Operations Management in Service Systems”
for **MOSIM’10**

May 10-12, 2010 - Hammamet, Tunisia

<http://www.enim.fr/mosim10>

Session Chair(s)

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Session Description

Motivated by practical applications, the problems of operations management in service systems have recently attracted a lot of attention. The most popular applications are Health care systems and call centers. The aim of this special session is to present the most recent research findings related to these applications. Topics of interest include, but are not limited to, the following topics:

Session Topics

- Statistical Data Analysis
- Real-Time Problems
- Shift-Scheduling and Skill-Based Routing
- Appointment Scheduling in Health Care
- Traffic management

Submission: Authors are requested to provide a full paper of 10 pages maximum written in English or French, in accordance with the template format of the conference. The authors are requested to submit their draft papers online and select the proper special session at <http://www.enim.fr/mosim10>

Important dates:

October 31st, 2009: deadline for paper submission

January 29th, 2010: notification of acceptance/reject

February 26th, 2010: deadline for final paper submission