

Special Session on
“Best practice in services : application to the supply chain”
for **MOSIM’10**

May 10-12, 2010 - Hammamet, Tunisia

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

Session Chair(s)

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Session Description

This session follows up the call for participation to the meeting “Bonnes pratiques en gestion des flux dans le secteur des services : vers de nouveaux savoir-faire en gestion des chaînes logistiques industrielles” organized by the group FL of the GdR MACS.

Because of the evolution of the industrial context, companies have to answer new objectives to which they are confronted. In particular agility, ethics, creativity or customization constitute nowadays key factors of success. Thus, industrial supply chains have to acquire new know-how, new processes, new management, and new performance evaluation allowing them to answer new requirements of their customers.

Now, these objectives are a part of the core business of companies of the service sector: the agility in the advice and the humanitarianism, the creativity for the entertainments or in the research, the ethics towards the journalism or the humanitarianism, the customization for the hospital management, the control of the risks in the banking sector... So, good business practices have been developed in the service sector that can be benchmarked and implemented in other services or in industrial supply chains.

The objective of this session is to present works concerning a comparison of these various practices with those of the industrial sector. Papers will also discuss and evaluate the adaptation of the best practices in other services or in the industrial supply chain. Because of the conference specificities, modeling and evaluation issues will be of particular interest.

Session Topics

Benchmarking
Business modeling
Performance evaluation
Information and knowledge management
Simulation and optimisation
Integrated and hybrid methods

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