

Journal of Supply Chain Management

Special Topic Forum on Service Supply Chains

Guest Editors:

Scott Sampson, Brigham Young University
Martin Spring, Lancaster University Management School, UK

Services play a dominant role in most developed economies, but are underrepresented in academic research agendas. As emphasised by Ellram, Tate, and Billington (2007, p. 64), "Universities should also give attention to the service sector and services supply management in educating future practitioners and in conducting research. The area of services supply management affords great research opportunities." For example, the examination of service supply chains has the potential to shed new light on the underlying principles of supply chain management: when stocks and flows of product inventory are no longer the central concern, what are the new phenomena and questions that should engage SCM scholars? And how should we go about answering these questions? This STF will seek to address these challenges.

We invite the submission of papers that provide new theoretical and empirical insights into service supply chains and the supply of services between organizations. We are particularly interested in work exploring these phenomena beyond the simple buyer-supplier dyad, into networks and chains involving more than two organizations. We are not interested in studies centred on the provision of goods in service sectors, e.g. the supply of pharmaceuticals in the

healthcare sector, but in settings focused on the provision of services between organizations – which might, indeed, be in what would routinely be classified as manufacturing sectors. Submissions must set out their theoretical assumptions, particularly regarding the definition of services. Contributions may draw on theory from outside of operations and supply, but must make a clear contribution to supply chain management theory development. Submissions may be conceptual or empirical. Empirical studies may be based on case study, survey, secondary data or sources of empirical data.

Examples of suitable topics include:

- Supply chain implications of customers' role in service
- Supply-chain effects of novel services arrangements such as 'servitization' and offshoring
- Innovation in contracting approaches such as performance-based contracting
- Inter-firm networks in knowledge-intensive services
- Risk and flexibility in service supply chains
- Capacity, quality, and process coordination in extended service supply chains

THE DEADLINE FOR SUBMISSIONS IS AUGUST 31, 2011.

Manuscripts must conform to JSCM style guidelines and submission requirements. Early submissions are welcome and the review process will be initiated when papers are received. Manuscripts should be submitted electronically via the Journal's online submission platform (<http://mc.manuscriptcentral.com/jscm>). Please note in the cover letter that the submission is for the Special Topic Forum on Service Supply Chains.

Questions can be addressed to either of the guest editors:

Martin Spring (m.spring@lancaster.ac.uk)

Scott Sampson (ses3-jscm@sm.byu.edu)

REFERENCE

Ellram, L.M., W.L. Tate, and C. Billington. Services Supply Management: The Next Frontier for Improved Organizational Performance. *California Management Review*, (49:4), pp. 44-66.