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Preface

Welcome to Tokyo and the Seventh International Conference on Service Systems and Service Management. The conference is co-sponsored by IEEE Systems, Man and Cybernetics Society, Research Center for Contemporary Management, Tsinghua University, Japan Advanced Institute of Science and Technology, and Tokyo Institute of Technology, and hosted by Japan Advanced Institute of Science and Technology.

As we know, service industries take leading positions in our life and economy development. In western countries, over 70% GDP is from service industries. Even in developing countries, the contributions of services industries to GDP are increasing every year. The objective of the conference is to provide a forum for researchers and scholars to discuss and exchange their findings and applications in service systems and service management. This year, the conference committees received about 362 paper submissions from 20 countries and regions, and 200 accepted papers have been included in the proceedings. The subjects of the papers range from theories to applications, topics include *Theory and Principle of Service Sciences*; *Service System Design, Operations, and Management*; *Supply Chain Management for Service*; *Service Marketing and Financial Management*; *Specifically Industrial Service Management*; *Service Information Technology and Decision Making; Service Experiential Studies and Case Studies*, *and others related topics.*

The conference has received supports and helps from many people and organizations to make this event possible. Firstly, we would like to express my sincere thanks to all the authors for their excellent contributions and to all the paper referees for their time and expertise regarding paper review, particularly, to the keynote speakers, Prof. Jim Dai from Georgia Institute of Technology, USA, Prof. Kyoichi Kijima from Tokyo Institute of Technology, Japan, Professor Michitaka Kosaka from Japan Advanced Institute of Science and Technology, Japan, and Professor Leon Zhao from City University of Hong Kong, China for delivering their plenary talks at the conference. Specially, we would also like to extend my appreciation to all the program committee members and organizing committee members for their efforts and support to the conference. Most especially, we would like to thank all the conference secretariat staffs for their hard and outstanding work for the conference.

Wish all of you have a productive conference and a wonderful time in Tokyo!

Jian Chen, International Program Committee Chair
Y. Nakamori, Organizing Committee Chair

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