Foreword

As world economy gets increasingly integrated, logistics and supply chain management, through the use of advanced information and service technologies, become critically important. This requirement entails tight alignment of business strategy and judicious use of advanced information technologies. It also necessitates infrastructures for streamlining front-end and back-end management and business processes, and resolution of emerging global integration and inter-operability issues. Logistics and SCM services must also address critical needs for a variety of industries in the entire supply chain from manufacturing sites to the retail users everywhere.

The recent emergence of enabling technologies including RFID and other advanced technologies have further aroused interests in people to look into innovative ways to reengineer traditional services in logistics and supply chain management. This book comes at just the right time, providing latest innovative findings for applied research and development in the interdisciplinary fields between service science and logistics informatics. It is a must read for researchers, practitioners, and academicians who are looking for insights in topics relevant to logistics and supply chain industries.

This book is also essential for anyone who desires for references for practices and guidelines to service innovations in logistics and supply chain management. It addresses latest applied service science research and industry practices on emerging enabling technologies to enhance competitiveness towards an efficient and sustainable knowledge-driven economy.

The new interdisciplinary field of service science and logistics informatics yet has a lot more to be discovered. This book also serves as a useful reference for practical applications with coverage on hotspot observations, reports on world biggest retailers and busiest airports. It sure will arouse people’s interests and serves as an excellent basis for the development of this new interdisciplinary field of service science and logistics informatics.

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Prof Tan is the Chief Executive Officer of the Hong Kong R&D Center for Logistics and Supply Chain Management Enabling Technologies (LSCM R&D Center). It has the mission to conduct research and develop relevant technical solutions to serve the industries in Hong Kong and the Pearl River Delta region. He is also the founding Director of the E-Business Technology Institute (ETI) of The University of Hong Kong. Current professional interest of Prof Tan concerns mostly with the research and technology transfer of practical solutions in areas such as Logistics and Supply Chain Management, RFID and Wireless Applications, Service Oriented Application Platforms and Internet Infrastructures that are relevant to the Greater China region. Prof Tan serves as Adjunct Professor at Shanghai Jiao Tong University, Chongqing University, China Central University of Science and Technology, University of Electronic Science and Technology of China, South China University of Science and Technology, and Harbin Institute of Science and Technology, Guest Professor at Zhejiang University, and holds the positions of Visiting IBM Chair Professorship at the Dept. of Computer Science and the School of Business at the University of Hong Kong. Prof Tan is a Fellow of the Association for Computing Machinery (ACM) and the Hong Kong Academy of Engineering Sciences. He received the BSEE degree from Seattle University in 1963 and his Doctor of Engineering Science degree from Columbia University, New York, in 1969.