About the Author

Robin G. Qiu is an Associate Professor of Information Science at the Pennsylvania State University, and University Endowed Professor at Nanjing University of Aeronautics and Astronautics, China. His primary research areas include service science, service engineering, enterprise information systems, supply chain and integrated logistics networks, sensor-based networks, and manufacturing systems. He has authored or co-authored over 120 research publications, including about 60 refereed journal papers, one book (in press), one edited book, and three book chapters. He founded and served as General co-Chair of the 2009 INFORMS International Conference on Service Science. He founded the annual IEEE International Conference on Service Operations and Logistics, and Informatics (SOLI) and served as its General co-Chair from 2005 to 2008. He also co-founded the bi-annual IEEE International Conference on Grey Systems and Intelligent Service and has served as its General co-Chair since 2007. He was the chairperson of the 2007 International Conference on Flexible Automation & Intelligent Manufacturing. In 2005, he founded the Services Science Global to promote general research on services science, management and engineering worldwide in order to further develop the needed knowledge and skills required in today the future’s service-led global economy. He has actively promoted service science education and research nationally and internationally. He worked with many national and international scholars to found the Service Science Section of INFORMS in 2007 and the Logistics and Services Technical Committee in the IEEE Intelligent Transportation Systems Society in 2005. Service Science, a fully refereed journal, was launched in 2008 by Services Science Global and moved into the INFORMS publication suite in 2011 under his leadership and vision. He is working diligently with many pioneers in this emerging research, education, and application field to make Service Science an INFORMS flagship journal, facilitating the development of service science in order to better serve academics and practitioners in this field worldwide. He holds a PhD in Industrial Engineering and a PhD (minor) in Computer Science and Engineering from the Pennsylvania State University.