

Welcome

The Organizing and Program Committee thanks you for attending the IEOM International Orlando Conference on Operations Excellence and Service Engineering. The main theme of the conference is "Achieving.and.Sustaining.Excellence.in.Quality?Service.and.Operations". The conference provides a forum for academics, researchers and practitioners to exchange ideas and recent developments in the field of industrial engineering, service engineering, manufacturing engineering, systems engineering, operations research, engineering management, operations management and operations excellence. The conference offers a diverse and vigorous scientific program, encompassing many of the traditional topics and addresses new and emerging scientific themes.

The Committee would like to acknowledge the efforts of the many authors and reviewers who contributed to the papers and abstracts in the technical program. The conference proceedings for 2015 IEOM Orlando will also be available online via www.ijeom.org following the conference.

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