



INFORMS Service Science Section Best Paper Award Competitions @ 2023 INFORMS Annual Meeting

Deadline for Submission: May 31st, 2023 (US Eastern Time)

Submission portal: https://rutgers.ca1.qualtrics.com/jfe/form/SV_8ABFgsWISFjsTzM

The INFORMS Service Science Section announces the following three best paper award competitions to recognize excellence among its members and bring prestige to the Service Science Section as well as to the recipients honored. (Note: Depending on the number of submissions, the Service Science Section reserves the right to change the number of winners or not give any awards in a given year.)

- Best Cluster Paper Award (top three winners)
- Best Student Paper Award (top three winners)
- Best DEIJ Paper Award (one winner)

The INFORMS Service Science Section promotes and disseminates research and applications among professionals interested in theory, methodologies, and applications in Service Science. The Section provides a forum to exchange new ideas and disseminate new findings in Service Science.

Introducing the Best DEIJ Paper Award:

You are invited to enter our inaugural “Best DEIJ Paper Award” competition on diversity, equity, inclusion, and justice (DEIJ) topics in services. With this award competition, we aim to encourage and reward the development and publication of new, relevant, and rigorous academic papers that focus on DEIJ initiatives in service organizations.

Increasing academic attention to this matter will increase the understanding of unique challenges of creating, implementing, and sustaining such initiatives. It will present opportunities for academics and practitioners to challenge existing ideas about DEIJ in services and inspire critical thinking for more positive progress.

Relevant topics include but are not limited to issues such as wealth gap, pay equity, discrimination, representation in leadership, ability inclusiveness, cultural diversity, individual biases, and systemic inequities in justice related to services in general.

Selection Process

Each of the three awards will form its own award committee, who will decide the review process. For each award, its award committee will choose a pool of finalists from the submitted papers for this award, based on:

1. Academic significance (originality, depth, completeness, and work’s potential impact on future service science research).

2. Business relevance (importance of the problem and its impact on service engineering or business practice; relevance to the DEIJ (Diversity, Equity, Inclusion, Justice) topics if submitted to the Best DEIJ Paper Award).
3. Fit with the INFORMS Service Science Section.

The finalists will be invited to present in an award competition session judged by the award committee at the 2023 INFORMS Annual Meeting in Phoenix, AZ, October 15-18, 2023. Each award committee will then decide the order of winners, which will be announced during the business meeting of the Service Science Section. Finalists will also be invited to record a 5-minute flash talk video, to be featured in the section's YouTube channel.

Eligibility Criteria

Each submitting author

- can only submit one paper for all three award categories but can be a co-author on other submitted papers.
- must be the presenting author if the paper is shortlisted to present.
- must be the first author and major contributor of the submitted paper.
- must be a member of the INFORMS Service Science Section (must be a student member for the Best Student Paper Award) at the time of submission.

Each submitted paper

- can only be submitted to one award category.
- must represent original work in Service Science subject areas (a summary of multiple papers is not eligible).
- cannot be accepted for publication nor published already at any journal or conference at the time of submission, but can be under review.
- must not have been selected as a finalist in a previous paper competition sponsored by the Service Science Section.

Members of each award committee are ineligible to participate in the competition that he/she serves (including being a co-author of any submission).

Publication Opportunities

High-quality papers submitted to the competitions will be invited to be fast-tracked in the INFORMS journal *Service Science*. If you are interested in this opportunity, please hold off until the finalists are announced before submitting it to *Service Science* or any other outlet.

Submission Guidelines

To be considered for this year's competitions, please submit **two pdf files** to the submission portal by the announced deadline, consisting of a paper and a cover letter certifying eligibility. See the submission portal for detailed instructions on the naming convention of the two files.

- The paper should follow the *Service Science* submission guideline (e.g., no more than 32 pages, double-spaced, 11-point font) provided at the journal website. **Any explicit indications of the authors' information, as well as acknowledgments, must be removed from the paper.**
- The cover letter should specify the submitting author, and list every author's name, affiliation, and email address. If the paper is under review by any publisher, please state in the cover letter,

but DO NOT disclose where it is submitted and at what stage of the review process it is. Also indicate if you want your paper to be fast tracked at *Service Science* if it is selected as a finalist.

- For the Best Cluster Paper Award and the Best DEIJ Paper Award, the cover letter should be provided by the submitting author and attest that all eligibility criteria are satisfied.
- For the Best Student Paper Award, one faculty co-author of the paper should sign the cover letter and attest that all eligibility criteria are satisfied. The letter should also confirm the submitting author's student status at the time of submission and the student's major role in writing this paper.

Contact Information

Any questions regarding the paper award competitions can be directed to

- Dr. Opher Baron (opher.baron@rotman.utoronto.ca) and Dr. Weiwei Chen (wchen@business.rutgers.edu), Committee Co-Chairs of the Best Cluster Paper Award
- Dr. Guiping Hu (gphu@iastate.edu) and Dr. Renyu Zhang (philipzhang@cuhk.edu.hk), Committee Co-Chairs of the Best Student Paper Award
- Dr. Muge Yayla-Kullu (muge@ucf.edu), Committee Chair of the Best DEIJ Paper Award