



**13th IFAC/IFIP/IFORS/IEEE Symposium on  
Information Control Problems in Manufacturing,  
Moscow, June 3-5, 2009  
<http://incom09.org/>**

**Invited Session on**

**ADVANCED METHODS AND TECHNIQUES FOR PRODUCT-SERVICE  
ENGINEERING AND MANAGEMENT**

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The provision of services during the middle- and end-of-life of an industrial product (either consumer goods or durable equipment) has been acquiring a strategic role within an industrial company's business as a first source of differentiation and profit generation in a short and long term perspective. Not surprisingly, in various sectors more and more services have been added to the physical products, which are sold on the market. Product-Services are defined as "the set of all potential additional services a supplier can supplement his product offering with, in order to differentiate his offering relative to the competitors' as perceived by (potential) customers and distributors". In this context *Service Engineering and Management* can be defined as an interdisciplinary research area dealing with the systematic development, design and management of services associated to industrial products using suitable models, methods and tools.

The relevance of the Product-Service concept in industrial companies and the need of a systematic approach to this research area leads to many innovative issues. Papers offering novel research contributions in any aspect of previous topics are solicited. The primary focus is on high-quality original unpublished research, case studies, and implementation experiences. Theoretical papers must make convincing argument for the practical significance of the results.

Addressed issues may concern (but are not limited to):

- Product-Service design: theories, methodologies and challenges
- Service engineering methods and tools
- Service Systems Performance
- Service Information Systems
- Maintenance related services
- Service chain management
- Lifecycle and sustainability issues

**Submission**

Submitted papers (6 pages in IFAC double column format) will be reviewed by at least two referees, see submission site <http://ifac.papercept.net/> Both academic and industrial oriented communications will be considered. All papers accepted for presentation will appear in the Preprints and will be distributed to the participants. Papers duly presented at the Symposium will be archived in the form of Proceedings published at IFAC-PapersOnline.net by Elsevier. Further submission instructions are available on the IFAC website [www.ifac-control.org](http://www.ifac-control.org). Several international journals are associated with the symposium for publication of special issues.

**Authors need to submit their paper as "invited paper" to the session using the following code : WKXD6**

**Important dates:**

November 15, 2008: deadline for paper submission
January 6, 2009: notification of acceptance/reject
March 15, 2009: deadline for final paper.