

22ND ANZAM CONFERENCE 2008 – MANAGING IN THE PACIFIC CENTURY

2 – 5 December 2008, University of Auckland, New Zealand

The pattern and pace of economic transformation in the Pacific Rim is unprecedented and presents new challenges and new opportunities for organisations throughout the world.

The role of managers, management and leadership will be fundamental to this transformation. Irrespective of the sector, the industry or the form of the organisation, the ability to respond and adapt in a world increasingly dominated by Asia-Pacific alliances, innovations and enterprise will be essential to an organisation's competitive success.

These issues create an excellent thematic background for the scientific program which will be supported by a social program in a city that has everything to make a delegate's stay enjoyable. I look forward to seeing you in New Zealand.

Professor Marie Wilson
Conference Convenor
The University of Auckland Business School

Call for papers and workshops – Closing date: 20 June 2008
PAPERS - Theoretical, empirical, literature reviews, management education issues, and case studies are invited. Maximum 12 pages in length. All papers submitted will be refereed using a double blind peer review process. Accepted papers will be published in the conference proceedings CD. Note, papers must not have been previously published or presented. Submission style guides can be downloaded from the website: www.promaco.com.au/2008/anzam.

ANZAM 2008 will be held in the Owen G Glenn Building at The University of Auckland Business School, located in the central city between the CBD and the shopping and art precincts.

Further information – Technical program enquiries should be directed to: Professor Marie Wilson, The University of Auckland Business School, New Zealand. Phone: + 64 9 373 7599 Ext: 87667. Fax: + 64 9 373 7477. Email: m.wilson@auckland.ac.nz

6TH ANZAM OPERATIONS, SUPPLY CHAIN AND SERVICES MANAGEMENT SYMPOSIUM 2008

THE CHALLENGES AND OPPORTUNITIES OF OPERATING IN COMPLEX SUPPLY CHAINS

Gold Coast, Queensland, 8–10 June 2008 – www.buseco.monash.edu.au/mgt/research/anzam

Organisations are increasingly realising that in order to be successful, they not only need to have in place sound internal systems, but also ensure that they effectively engage with their supply chain partners. This applies to not only to goods producers but also to service providers, across public and private sectors. Supply chain management involves organisations engaging in complex network transactions exchanging tangible and intangible resources at an increasing pace and with fewer boundaries. This environment is markedly different to what most organisations have been used to in the past, and, as a consequence, presents significant challenges and opportunities. Many interesting ideas have been proposed to overcome the challenges and exploit the opportunities. At the heart of most these ideas are new ways to view the broad area of Operations Management, which increasingly is addressing supply chain and services management (and in so doing is articulating with services marketing as manufacturing and services become more integrated).

The aim of this symposium is to share research findings and practitioner experiences on how manufacturing and service organisations can deal with the challenges and exploit opportunities resulting from operating in complex supply chains.

The focus of the symposium will be on the issues associated with managing operations (i.e. the production and distribution of goods and services) in the context of complex supply chains. Relevant topic areas include: Logistics, Service Operations Management, Supply Chain Management, E-Business Operations, Productivity and Process Improvement, Project Management, Value Chain Management, Quality Management (including Six Sigma, TQM, ISO9000, Service Quality, etc.), Technology Management, Innovation Management (including the development of new goods and services), Production and Manufacturing Management, Operations Research (OR), Operations Strategy.

Papers should be submitted to: Lyn Vinton, Department of Management, Monash University Email: Lyn.Vinton@Buseco.monash.edu.au; deadline for submission of finalised papers for publication 9 May 2008.

Hosted by Griffith Business School Tourism, Sport and Service Innovation Research Centre; jointly organised by Griffith Business School and the Melbourne Operations Management Society (a consortium of Melbourne, Monash, Deakin, Victoria, RMIT, La Trobe and Swinburne Universities).

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ANZAM MEMBERSHIP

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ANZAM is the peak professional body for management educators, researchers and practitioners in Australia and New Zealand, with about 600 individual members and 50 institutional members (representing most Australian and New Zealand universities) as well as members from other countries.

ANZAM's Purpose

ANZAM is a multi-disciplinary academy with the aim of advancing scholarship and practice in management education and research. Its members represent the full range of management interests including: organisational behaviour, small business, marketing, entrepreneurship, human resource management, strategic manage-

ment, organisational theory, management information systems, business ethics, industrial relations, leadership, E-commerce, international management, operations management, quality management, critical management, public sector management, sustainability, research methods, gender issues in management, management in the non-profit sector, technology and innovation management. Members are also drawn from the fields of economics, finance and accounting.

ANZAM's Intent

1. To further the development of management education and associated disciplines in Australia, New Zealand and globally;
2. To encourage scholarship, research and management practice;
3. To share and disseminate management knowledge and practice through a variety of mechanisms; and
4. To promote greater collaboration between the Academy's Members and its various stakeholders and alliance partners.

Information about becoming a Professional Member, an Associate Member or an Institutional Member of ANZAM is available at: <http://www.anzam.uts.edu.au/membership/index.htm>

JOURNAL OF MANAGEMENT & ORGANIZATION

EDITORIAL – *Sharyn Rundle-Thiele and Rebekah Russell-Bennett*

Service sells: Exploring connections between customer service strategy and the psychological contract – *Leanne Cutcher*

The role of the customer advocate: Contextual and task performance as advocacy participation – *Jane Galloway Seiling*

Work climate and customer satisfaction: The role of trust in the retail context – *Long W Lam and Dora C Lau*

Service climate and employee well-being in higher education – *Angela Martin*

Service staff attitudes, organisational practices and performance drivers – *Amanda Beatson, Ian Lings and Siegfried P Gudergan*

Aggression at the service delivery interface: Do you see what I see? – *Loraleigh Keashly and Joel H Neuman*

Optimising the internal value chain: Principles and practices – *Mark T Spence and Sudhir H Kale*

Employee/customer interface in a service crisis: Impact of senior management attributes and practices on customer evaluation – *Nell Kimberley and Charmine EJ Härtel*

EPILOGUE

Untangling the employee–customer interface for services – *Raymond P Fisk*

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