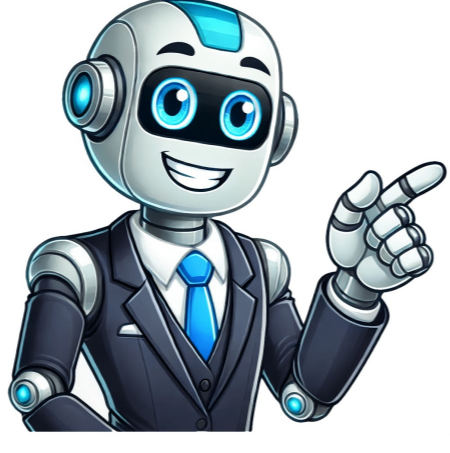


I'm not a bot





The Journal of Operations and Supply Chain Management: An International Perspective has published an article titled "Exploring the Impact of Innovativeness on Customer Satisfaction in Hospitality Service Operations" by Truong et al. in 2020. The study investigated how innovative service operations in the hospitality industry affect customer satisfaction. The journal, OSCM, is a peer-reviewed publication that focuses on operations and supply chain management. It invites original contributions, including modeling, empirical, review, and conceptual works, with online versions freely accessible to facilitate maximum dissemination. OSCM has undergone changes in its submission system, switching to a new platform for better visibility and support. However, authors who submitted their work prior to March 2025 can still track the progress of their submissions through the legacy EasyChair system. The journal covers a broad range of topics related to operations management and supply chain management, including strategy, design, planning, inventory control, procurement, transportation, logistics, and more. Recent special issues focus on AI, Cyber-Physical Systems, and Decision Making in OSCM. Articles published in OSCM are read by academics, researchers, students, consultants, and practitioners in the fields of operations management and supply chain management. To submit manuscripts, authors should use the OSCM Submission Management system, which offers features such as tracking article status, uploading revisions, downloading reviews, and email notifications for all status updates. Due to growing interest, the journal now publishes four issues annually (January, April, July, October), an increase from its original three issues per year. Originally free for 12 years, authors must now pay a publication fee starting in 2020, although some exceptions apply, including waivers for specific reasons.

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