Sustainable Value Creation and Service Quality Management

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Message from the Guest Editors

Considering that the productivity and efficiency in industry have resulted in the development of infrastructures, our social interests have shifted to sustainability, which respects environmental issues; digital transformation; human well-being; and the equality of human life.

Our society needs to advance digital transformation (DX) and create new value by making full use of ICT to connect people, things, organizations, and regions. DX makes it possible for the manufacturing industry to develop new services using data collected from the Internet of Things (IoT) and to collaborate with different industries using automation technology. In addition, DX supports sharing services and promotes the transition from a society where people own things to a society where people use things only when needed. In this way, DX can transform systems that were partially optimized within a specific field or organization into one that is optimal for the whole society.

This Special Issue solicits advanced research papers and empirical papers:

Keywords

- Digital transformation (DX);
- Service quality;
- Quality management;
- Knowledge of social system design.

Special Issue

Editor-in-Chief

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Message from the Editor-in-Chief

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