

The concern about the service management in general and service operations management in particular emerged in the 1970s and beyond, as a result of extraordinary role the service sector is played in production; the percentage of service sector contribution in GDP in the developed countries in 2003 reached 70% (Australia 67.5%, France 66.2%, Japan 69.6% and Germany 70.1%). So the academic contribution of operations management has been directed toward service, and the service operations management emerged as a field of study, despite this academic direction, the majority of academic contributions is still manufacturing oriented; the percentage of published articles of service operations management in ten Journals is 7.5% over the period (1997-2002); accordingly the challenge is still exist to develop the field of service operations management, both form research and teaching perspective.

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