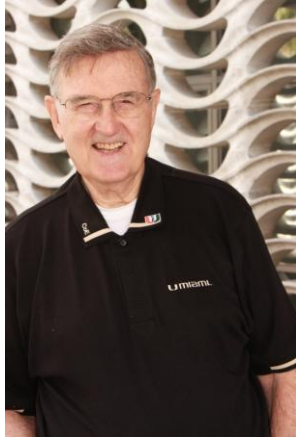


## Some Research Issues in Service Sector



Daniel Berg

Professor  
Department of Industrial and Systems Engineering  
Rensselaer Polytechnic Institute, USA  
Email: bergd@rpi.edu

Professor Berg received his M.S. and Ph.D. degrees in Physical Chemistry from Yale University. He is a former Dean of Science and Provost at Carnegie Mellon University and Vice President for Academic Affairs and Provost at Rensselaer, where he has also served as President. Prior to his academic career, he was director of research at Westinghouse and technical director. He has served and is serving on several boards of directors for a variety of industrial manufacturing and service companies and is chairman of the board for the Crystek Corporation, a manufacturer of RF timing products. He is the American Editor for the *International Journal of Service Technology and Management*. His research areas include understanding the relationship of technology and the service sector, management of technological organization, innovation, policy, manufacturing strategy, robotics, policy issues of research and development in the service sector.

### Welcome to the talk!

**Time:** 1:30pm, July 1, 2011

**Site:** Room 2301, 2<sup>nd</sup> Teaching Building, Zhangjiang Campus, Fudan University

**Host:** Research Center for Dataology and Datascience, School of Computer Science, Fudan University