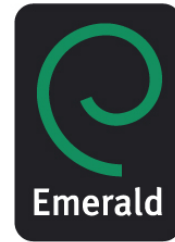


Emerald Publishing's Literati Awards for Excellence 2004

Professor Warden (National Changhua University of Education, Taiwan, ROC) and co-authors Tsung-Chi Liu, Chi-Hsun Lee, and Chi-Tsun Huang have won the coveted Highly Commended Award for best paper of 2003 appearing in the SSCI ranked journal *International Journal of Service Industry Management* (vol. 14 no.2), titled *Service failures away from home: benefits in intercultural service encounters*.

<http://ariel.emeraldinsight.com/vl=4422233/cl=149/nw=1/rpsv/literatclub/whatsnew/awards.htm>



2004

Awards for Excellence
Outstanding Paper Award

Award Details

Each journal published by Emerald is invited to selecting a winner of **the 'Outstanding Paper' award from the last years' volume**. As these are often chosen following consultation amongst the journal's editorial team, many of whom will be eminent academics or managers, the winning authors will know that their paper was one of the most impressive pieces of work the team will have seen throughout last year.

Choosing the outstanding paper

Some editors compile a short list of those papers which might merit the nomination and then the EAB members vote on their preferred choice.

There are certain factors which are prerequisites in any paper. They should provide or demonstrate:

- Contribution of something new to the body of knowledge either in terms of approach or subject matter
- Excellent structure and presentation and well written
- Rigour in terms of argument or analysis
- Relevance - to practice and further research, in most cases
- Up to date - demonstrating that the latest/key works in the field have been cited
- A work which is clearly within the editorial scope and remit of the journal.

Over and above those factors, different types of paper require different approaches and content. A top-quality literature review, an innovative conceptual exploration, and a really well constructed case study will do different things, and can all demonstrate excellence in their own way.

The deciding factor

Ultimately, an outstanding paper should have that special something – something that raises it above all others and which the editor and EAB can recognize and define for the rest of us.