Editorial

Steve Clarke and Brian Lehaney, Editors

This January to March 2006 issue of OR Insight has Brian and I entering our sixth year as editors. During this time three main things have happened to keep our enthusiasm alive: an increasingly steady flow of interesting papers from our contributors, the interest and feedback from you our readers, and the ceaseless efforts of our Associate Editors in maintaining interest in their domains and, consequently, in the Journal.

Once again, in this issue, we think you will find plenty to interest you. The paper by Alton Chua is one which, owing to space considerations, we were unable to fit into the special issue on communities of practice – thanks, Alton, for bearing with us. The paper reflects on setting up a community of practice in Holden College, an institute of higher education in Asia, identifying the lessons learned and offering practical suggestions to help managers implement similar initiatives in their own organisations.

Nils Bernhardt and Gillian Ragsdell look at collaboration, trust and knowledge sharing from the perspective of an industrial case study, drawing important implications and recommendations concerning the common understanding of trust and knowledge sharing.

The paper by Brian Hollocks is truly a glimpse of the past, telling us about simulation by drawing on the experiences of “Cybor House”. I confess to have found this paper particularly interesting, and to being pleased to be for once reading something about OR which I can truly regard as history, since its beginning is traced to a period before I was working anywhere, let alone in OR!

Finally, Jordi Olivella and Rafael Pastor’s paper on work schedules in a call centre, again based on an empirical study, draws conclusions from the implementation of new scheduling methods, and their impact on turnover and absenteeism. A fully automatic process is used and described, based on computer software. The results are presented with disarming honesty, and demonstrate outcomes which the authors admit to being less impressive than expected.

Once again, our thanks to all the contributors to this issue, and we hope you enjoy reading it as much as we have.