Editorial

Steve Clarke and Brian Lehaney
Editors

We are pleased, this quarter, to bring you an interesting range of papers with an OR flavour, representing quite an International content.

Rajan Anketell, ORI's Associate Editor for E-Commerce, offers us a practitioner's view of the domain. Rajan will be well known to many of you, and I am sure you will, as ever, enjoy his take on this ever growing subject.

The paper by Majid Azizi of the University of Tehran complements an earlier OR Insight paper which looked at other aspects of Iran's plywood industry. We found the concept and ideas of this paper of particular interest, representing as it does an industry which has a major impact in the developing world, and which, in terms of consumption, is of concern to us all. Majid has some valuable recommendations for the industry in Iran, and we are pleased to give him a platform from which to disseminate these further.

Manuel Puerto has studied and worked in the Netherlands, Argentina and the U.K., and the study on which this paper is based was conducted here in the U.K. He looks at an issue of ever growing importance, proposing a new method of conflict resolution for managers, consisting of a toolbox ('Conflict Manager') and a delivery method. The research is mainly based on Drama Theory, and covers key aspects of decision-making and strategy evaluation to assist users in the creation of appropriate and effective strategies for conflict resolution.

Finally, Harry Kogetsidis has been an academic in the U.K. and Cyprus, where he currently resides. This study was conducted in the U.K, and looks at how a forecasting model based on regression analysis has been developed for the Department of Social Security to complement their existing payroll modelling system.