From the Editor's Desk

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It is our pleasure to introduce this special issue of the International Journal of System Assurance Engineering and Management on ''Quality, Reliability, IT and Business Operations''. This issue compiles the extended version of shortlisted papers that were presented at the 9th edition of International Conference on Quality, Reliability, Infocom Technology & Business Operations (ICQRITBO'2018) (Trends & Future Directions), held during December 27–29, 2018 at Conference Centre, University of Delhi.

The ICQRITBO'2018 was organized by the Society of Reliability Engineering, Quality and Operations Management (SREQOM), and Department of Operational Research, University of Delhi, India, and co-organized by Luleå University of Technology, Sweden. The conference acted as a forum to bring together researchers, academicians, scientists, software analysts, and industry experts to discuss innovative ideas and integrate business objectives with engineering requirements. The ICQRITBO'2018 also encouraged the networking, collaboration, and joint effort among the conference participants to advance the theory and practice as well as to identify emerging trends and applications in these interdisciplinary areas.

Ever since the first edition of the conference held in the year 2000, ICQRIT has been a prominent scientific event for academicians, management experts, defense organizations, mathematicians, and practitioners in the areas of quality, software reliability, information technology, and business operations.

The topics covered by papers published in this Special Issue include:

- Software quality and reliability analysis
- Computational tools for solving scientific and business problems
- Advances in multi-criteria decision-making techniques
- Mathematical modeling for engineering and industrial issues
- Big data analytics
- Probabilistic and statistical analysis
- Innovation and technology management
- Operations and maintenance engineering
- Performance assessment
- IoT and transport logistics
- Risk analysis

The papers shortlisted for publication have gone through a meticulous single-blind peer-review process. We are grateful to all the reviewers for their valuable comments and constructive suggestions, which helped in improving the quality of the papers. We are also grateful to various authors who have made significant contributions in the form of their research. We would also like to appreciate the untiring efforts and commitment of Saurabh Panwar and Vivek Kumar, Ph.D. scholars from the Department of Operational Research, University of Delhi, in assisting us for the successful and timely completion of this issue. We believe that this issue will provide essential insights to academicians, researchers, and policymakers, in the

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field of quality, reliability, IT, and business operations. We also acknowledge the editorial and publication team of the International Journal of Systems Assurance Engineering and Management (IJSAEM) for their continuous support and assistance in bringing out this special issue.