

BUKTI KORESPONDENSI
ARTIKEL JURNAL INTERNASIONAL BEREPUTASI

Judul artikel : Achieving supply chain agility through product-service system offering

Jurnal : Journal of Industrial Engineering and Management, 17(2), Tahun 2024

Penulis : 1. D.N. Dian Retno Sari Dewi P.* 2. Yustinus Budi Hermanto

No	Perihal	Tanggal
1	Penerimaan Manuscript dari Editor Jurnal	18 Maret 2024
2	Informasi dari editor tentang revisi mayor artikel dan hasil review	5 Juni 2024
3	Informasi dari Editor tentang submit artikel yang direvisi dan respon author atas hasil review	11 Juni 2024
4	Informasi tentang permintaan no orcid	12 Juni 2024
5	Konfirmasi No. Orcid dan accepted	17 Juni 2024
6	Konfirmasi editor tentang APC	26 Juni 2024
7	Informasi penerimaan APC	27 Juni 2024
8	Informasi publikasi online	30 Juni 2024



D.N. Dian Retno Sari Dewi P. , ST., MT. <dianretnosd@ukwms.ac.id>

[JIEM] Submission Acknowledgement: JIEM7521-Achieving supply chain agility through product-service system offering

Juan Antonio Marín <jamarin@jiem.org>
To: Dian Dewi <dianretnosd@ukwms.ac.id>

Mon, Mar 18, 2024 at 3:47 PM

Dian Dewi:

Thank you for submitting the manuscript, "Achieving supply chain agility through product-service system offering" to Journal of Industrial Engineering and Management. With the online journal management system that we are using, you will be able to track its progress through the editorial process by logging in to the journal web site:

Manuscript URL: <https://www.jiem.org/index.php/jiem/author/submission/7521>
Username: dianretnosd_13

If you have any questions, please use the mail functionality in JIEM platform in order to contact the proper editor that is in charge of your submission (when you do that, adding the reference number of your submission in the subject field would be very helpful for us and accelerate the response).

Thank you for considering this journal as a venue for your work.

Juan Antonio Marín
Journal of Industrial Engineering and Management

Journal of Industrial Engineering and Management
<https://www.jiem.org>



D.N. Dian Retno Sari Dewi P. , ST., MT. <dianretnosd@ukwms.ac.id>

[JIEM] 7521 - Achieving supply chain agility through product-service system offering

Juan Antonio Marín <jamarin@jiem.org>
Reply-To: Cristina Lopez Vargas <clopvar@upo.es>
To: Dian Dewi <dianretnosd@ukwms.ac.id>
Cc: Yustinus Hermanto <yustinus.budi@ukdc.ac.id>

Wed, Jun 5, 2024 at 1:55 PM

Dear authors,

I write you in regards to manuscript entitled "Achieving supply chain agility through product-service system offering", which you submitted to Journal of Industrial Engineering and Management.

Thank you for your submission. We have now completed the review of your manuscript. Editors and reviewers believe your manuscript is interesting for the academic and professional community, but a major revision is required. Therefore, editors believe that your manuscript should be revised taking into account the comments of the reviewers.

Once the revised manuscript is prepared, you can upload it and re-submit it (following the instructions below). The deadline to send the new version is ONE MONTH. Therefore, I invite you to respond to the reviewer(s)' comments, which you will find at the end of this message or in the on-line journal system.

When you revise your manuscript please highlight the changes you make in the manuscript by using the track changes mode in MS Word or by using bold or colored text. In order to expedite the processing of the revised manuscript, please be as specific as possible in your response to the reviewer.

IMPORTANT: PLEASE, when resubmitting your manuscript, please carefully consider all issues mentioned in the reviewers' comments, outline every change made point by point, and provide suitable rebuttals for any comments not addressed. Remember to upload the reviewers' comments and the new version of the manuscript in the same file. The on-line journal system will allow you to upload JUST one file.

To submit the revision, log into Journal of Industrial Engineering and Management. Go to the section "USER HOME" and then to the sub-section "AUTHOR". There, you will find all your manuscripts. Select the manuscript that you want to upload. In the new web, you will find three sections (Summary, Review and Editing). Please, select the "REVIEW" section, and upload the new file at the bottom of the on-line journal system (you will see the label: "UPLOAD AUTHOR VERSION").

Please, do not hesitate to ask if you have any questions or suggestions.

Best regards,
Cristina Lopez Vargas
Universidad Pablo de Olavide
clopvar@upo.es

Reviewer B:

Language of the paper needs to be revised. The content of the paper is good. Literature review is weak and needs to be modified. Gaps in the literature need to be spell out.
Design/methodology/approach is good.
Findings are to be presented properly and should be discussed analytically
Research limitations/implications portion is very weak and need improvement

Originality/value is excellent

Practical implications should be presented logically

Reviewer C:

I thoroughly enjoyed reading the article titled "Achieving Supply Chain Agility Through Product–Service Systems Offering" and appreciated its contemporary relevance. The introduction identifies the existing gaps in the literature and articulates clear research objectives.

However, a revision for typographical errors is necessary. For instance, in line 149, there is a missing period that requires rectification.

Regarding the methodology, while the authors mention creating a questionnaire based on an "extensive literature review", the extent of this review remains ambiguous. It would be beneficial for the authors to elaborate on the depth and breadth of their literature review. Additionally, the absence of a systematic review using the PRISMA Statement raises questions about transparency in the methodology.

In terms of the conclusions, a more focused approach is warranted. I recommend enhancing the discussion on theoretical and managerial contributions to provide greater depth.

A concern is the generalization of the results. While the authors acknowledge this concern and discuss it adequately, merely alluding to future research may not suffice. It would be advantageous to establish a stronger connection between the obtained results and documented cases from diverse regions, such as those in America or Europe.

Furthermore, I believe the article holds promise for publication and warrants a thorough second review. Best of luck with the revisions.

Journal of Industrial Engineering and Management
<https://www.jiem.org>



D.N. Dian Retno Sari Dewi P. , ST., MT. <dianretnosd@ukwms.ac.id>

[JIEM] 7521-Achieving supply chain agility through product-service system offering

Juan Antonio Marín <jamarin@jiem.org>
Reply-To: Cristina Lopez Vargas <clopvar@upo.es>
To: Dian Dewi <dianretnosd@ukwms.ac.id>
Cc: Yustinus Hermanto <yustinus.budi@ukdc.ac.id>

Tue, Jun 11, 2024 at 2:12 PM

Dear authors,

After reviewing the last version of your manuscript entitled "Achieving supply chain agility through product-service system offering", editors have decided to accept your paper. Shortly, the responsible of layout (OmniaScience) will contact with you to send the final version and ask you some data if required.

Finally we invite all not-registered authors of the article to register in the journal <https://www.jiem.org/index.php/jiem/user/register>

Please, do not hesitate to ask if you have any questions or suggestions.

Best regards,
Cristina Lopez Vargas
Universidad Pablo de Olavide
clopvar@upo.es

Reviewer B:
The authors have seriously revised the article. Therefore, I believe the article meets the conditions to be published.

Journal of Industrial Engineering and Management
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D.N. Dian Retno Sari Dewi P. , ST., MT. <dianretnosd@ukwms.ac.id>

[JIEM7521] Achieving supply chain agility through product-service system offering

Juan Antonio Marín <jamarin@jiem.org>
Reply-To: Irene Trullas <irene.trullas@omniascience.com>
To: Dian Dewi <dianretnosd@ukwms.ac.id>
Cc: Yustinus Hermanto <yustinus.budi@ukdc.ac.id>

Wed, Jun 12, 2024 at 2:34 PM

Dear authors,

We send this mail because you and the other recipients of this mail (see all receivers of this mail: number of authors: 2) are listed as authors or coauthors of this paper. By this mail, we inform you of this situation and if some of these authorship are not correct, we ask you to notify us within 5 calendar days. If we do not receive a response from you, we understand that you confirm all the authorship of the document being responsible for the corresponding author that figure in the submission of the paper in the journal website. According to the instructions published in the journal website, if more authors would like to be added, you must pay 50 euros per each one.

Also, we need you submit your ORCID in the metadata of your paper. ORCID is a non-profit organization dedicated to solving the name ambiguity problem among researchers. They create a central registry of unique identifiers. To learn more about ORCID or create an account please visit: <https://orcid.org/about> When this step is complete the paper will follow with the next step of its publication.

Finally, we invite all not-registered authors of the article to register in the journal <http://www.jiem.org/index.php/jiem/user/register>, and request to be a member of reviewers' team of the journal. Currently, we reward with 20 € / review. If you wish to fill the application form you can do it at the following link: <https://forms.gle/rFafgWpCjuqTsytf9>

More information about the remuneration policy of revisions:
<http://www.jiem.org/index.php/jiem/about/editorialPolicies#custom-2>

We encourage you to follow @OmniaScience on X where all published papers are announced. A retweet and likes are welcome.

Regards,

Irene Trullas, PhD

Journal of Industrial Engineering and Management
<https://www.jiem.org>

		<p>competitive advantage, an integrated approach that incorporates supply chain management concepts, particularly emphasizing agile delivery of PSS, is essential.</p> <p>We hope that the introduction is more concise and is clear regarding the development of the proposed model and to answer the research questions. Thank you for your suggestions.</p>
3	Design/methodology/approach is good. Findings are to be presented properly and should be discussed analytically	Revised. The authors appreciate the advice by the reviewer. The number of hypotheses have been incorporated to enhance the discussion's clarity (highlighted by yellow). Furthermore, there is an added discussion on the standard factor loading of each item, along with detailed explanations of the formed domains and their content, in line 516-537.
4	Research limitations/implications portion is very weak and need improvement	The authors appreciate the advice by the reviewer. We have addressed this now with significantly changes in section 6 conclusion with adding the limitations in line 604-607, also in line 610-614 (highlighted by yellow).
5	Originality/value is excellent Practical implications should be presented logically	Revised. We have addressed this now with significantly changes in section 6 conclusion (adding more line in 572-594, highlighted by yellow).

Revisions based on Reviewer C comments

No	Comments	Actions by the authors
1	I thoroughly enjoyed reading the article titled “Achieving Supply Chain Agility Through Product–Service Systems Offering” and appreciated its contemporary relevance. The introduction identifies the existing gaps in the literature and articulates clear research objectives. However, a revision for typographical errors is necessary. For instance, in line 149, there is a	Revised. Thank you for the correction, I really sorry for the lack of attention to detail. We have addressed this now with adding a missing period. I have also checked for other typographical errors throughout the text.

Authors : Dian Retno Sari Dewi, Yustinus Budi Hermanto
 Title : ACHIEVING SUPPLY CHAIN AGILITY THROUGH PRODUCT–SERVICE SYSTEMS OFFERING

Responses to the Reviewer

The authors gratefully acknowledge the comments and suggestions of the referees. In the revision, we have made major changes on our article to consider all the questions raised by the referees. This revision includes modifications to the original contents and the clarifications of the questions. This document outlines the amendments made to the manuscript in view of the valuable insights provided by the reviewer who required revisions. The below provides the comment of the reviewer, followed by a description of the amendment undertaken.

Revisions based on Reviewer B comments

No	Comments	Actions by the authors
1	Language of the paper needs to be revised.	The authors appreciate the advice by the reviewer. The language used throughout the paper has been significantly improved. The use of language and grammar has also been meticulously checked and replaced with better language usage.
2	The content of the paper is good. Literature review is weak and needs to be modified. Gaps in the literature need to be spell out.	Revised. The authors appreciate the advice by the reviewer. We have addressed this now with significantly changes in the introduction section. We have added a subsection 2.1 about PSS literature review, which discusses all research developments in PSS from line 115 to line 216, along with Table 1 as a summary. The gaps in the literature have been clearly addressed in the line 189-193. The gap in the literature reviews: These studies primarily aimed at developing a model for PSS. However, they often neglected to address how capabilities were transferred to other stakeholders within the SC network. Most studies on PSS have primarily concentrated on the downstream supply chain, even those recently research that focusing on digital development, predominant focus on customer service. Looking at the existing research gap in PSS, to gain a broader perspective and

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4	Informasi tentang permintaan no orcid	12 Juni 2024
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6	Konfirmasi editor tentang APC	26 Juni 2024
7	Informasi penerimaan APC	27 Juni 2024
8	Informasi publikasi online	30 Juni 2024

	missing period that requires rectification.	
2	Regarding the methodology, while the authors mention creating a questionnaire based on an "extensive literature review", the extent of this review remains ambiguous. It would be beneficial for the authors to elaborate on the depth and breadth of their literature review. Additionally, the absence of a systematic review using the PRISMA Statement raises questions about transparency in the methodology.	<p>Revised. We have addressed this now with significantly changes in the introduction section. We have added a subsection 2.1 about PSS literature review, which discusses all research developments in PSS from line 115 to line 216, along with Table 1 as a summary. The gaps in the literature have been clearly addressed in the line 189-193.</p> <p>The gaps in the literature reviews: These studies primarily aimed at developing a model for PSS. However, they often neglected to address how capabilities were transferred to other stakeholders within the SC network. Most studies on PSS have primarily concentrated on the downstream supply chain, even those recently research that focusing on digital development, predominant focus on customer service. Looking at the existing research gap in PSS, to gain a broader perspective and competitive advantage, an integrated approach that incorporates supply chain management concepts, particularly emphasizing agile delivery of PSS, is essential.</p> <p>We presented the literature review in sufficient detail to provide clarity in the domain of constructs and the items used in the conceptual model. Thank you very much for the input provided.</p>
3	In terms of the conclusions, a more focused approach is warranted. I recommend enhancing the discussion on theoretical and managerial contributions to provide greater depth.	Revised. The authors appreciate the advice by the reviewer. We have addressed this now with adding line 547-571 in section 6 conclusion (highlighted by yellow).
4	A concern is the generalization of the results. While the authors	Revised. The authors appreciate the advice by the reviewer. We have addressed by

<p>acknowledge this concern and discuss it adequately, merely alluding to future research may not suffice. It would be advantageous to establish a stronger connection between the obtained results and documented cases from diverse regions, such as those in America or Europe. Furthermore, I believe the article holds promise for publication and warrants a thorough second review. Best of luck with the revisions.</p>	<p>making a correction as suggested.</p> <p>Here is the text in the conclusion: This study subject to several limitations but can also be seen as the direction of the future studies. First, the limitation of this study is the sampling that is limited to a motorcycle industry in Indonesian firms. To make a generalization of the result of this study, future research should use general industry in the broader geographical areas and then make comparisons with papers published from many other countries.</p>
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D.N. Dian Retno Sari Dewi P. , ST., MT. <dianretnosd@ukwms.ac.id>

[JIEM7521] Achieving supply chain agility through product-service system offering

Juan Antonio Marín <jamarin@jiem.org>
Reply-To: Irene Trullas <irene.trullas@omniascience.com>
To: Dian Dewi <dianretnosd@ukwms.ac.id>
Cc: Yustinus Hermanto <yustinus.budi@ukdc.ac.id>

Wed, Jun 12, 2024 at 2:34 PM

Dear authors,

We send this mail because you and the other recipients of this mail (see all receivers of this mail: number of authors: 2) are listed as authors or coauthors of this paper. By this mail, we inform you of this situation and if some of these authorship are not correct, we ask you to notify us within 5 calendar days. If we do not receive a response from you, we understand that you confirm all the authorship of the document being responsible for the corresponding author that figure in the submission of the paper in the journal website. According to the instructions published in the journal website, if more authors would like to be added, you must pay 50 euros per each one.

Also, we need you submit your ORCID in the metadata of your paper. ORCID is a non-profit organization dedicated to solving the name ambiguity problem among researchers. They create a central registry of unique identifiers. To learn more about ORCID or create an account please visit: <https://orcid.org/about> When this step is complete the paper will follow with the next step of its publication.

Finally, we invite all not-registered authors of the article to register in the journal <http://www.jiem.org/index.php/jiem/user/register>, and request to be a member of reviewers' team of the journal. Currently, we reward with 20 € / review. If you wish to fill the application form you can do it at the following link: <https://forms.gle/rFafgWpCjuqTsytf9>

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Regards,

Irene Trullas, PhD

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JIEM7521 (JIEM7521) Eksternal Kotak Masuk

**Irene Trullas** <irene.trullas@omniascience.com>

Sen, 17 Jun, 21.19

kepada dianretnosd, saya

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Sayang

Beberapa hari yang lalu kami menanyakan nomor ORCID Yustinus Hermanto. Setelah periode ini kami memeriksa dan tidak ada ORCID yang diperkenalkan, jadi kami memahami bahwa penulis ini penulisan makalah ini. Dalam beberapa hari, kami akan menghapus namanya dari daftar penulis.

Salam,

Irene Trullas, PhD

www.omniascience.com

@OmniaIlmu

Pesan email ini dapat berisi informasi rahasia dan hak istimewa. Jika Anda bukan tujuan Anda, atau Anda diberi wewenang untuk menerima pesan ini, Anda tidak perlu menggunakan, menyalin, membocorkan, atau melakukan tindakan apa pun yang dilaku elektronik atau informasi apa pun yang dimuat dalam pesan tersebut. Jika Anda menerima materi ini karena kesalahan, sebaiknya segera konsultasikan pembayarannya dan hapus pesan ini. Perlindungan data: Bertanggung jawab : Omnia Publisher SL, Tujuan : Mengelola pengiriman informasi dan pencarian komersial, Legitimasi: Dengan persetujuan pihak yang berkepentingan, Penerima : Data pribadi tidak akan diteruskan ke pihak ketiga ikatan kecuali ketentuan undang - undang , Hak : Mengakses , memperbaiki dan menghapus data tentang Anda .

**Dr. Yustinus Budi Hermanto, M.M.** <yustinus.budi@ukdc.ac.id>

Rab, 26 Jun, 22.29 (10 hari yang lalu)

kepada ST., Irene

Yes, we have received it.

**Irene Trullas**

Kam, 27 Jun, 14.53 (9 hari yang lalu)

kepada ST., saya

Inggris → Indonesia
[Tampilkan versi asli](#)

Sayang

ya, pembayaran sudah sampai dengan benar.

terima kasih,

Irene Trullas, PhD

www.omniascience.com

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Pesan email ini dapat berisi informasi rahasia dan hak istimewa. Jika Anda bukan tujuan Anda, atau Anda diberi wewenang untuk menerima pesan ini, Anda tidak perlu menggunakan, menyalin, membocorkan, atau melakukan tindakan apa pun yang dilaku elektronik atau informasi apa pun yang dimuat dalam pesan tersebut. Jika Anda menerima materi ini karena kesalahan, sebaiknya segera konsultasikan pembayarannya dan hapus pesan ini. Perlindungan data: Bertanggung jawab : Omnia Publisher SL, Tujuan : Mengelola pengiriman informasi dan pencarian komersial, Legitimasi: Dengan persetujuan pihak yang berkepentingan, Penerima : Data pribadi tidak akan diteruskan ke pihak ketiga ikatan kecuali ketentuan undang - undang , Hak : Mengakses , memperbaiki dan menghapus data tentang Anda .

Nona DN Dian Retno Sari Dewi P. , ST., MT. <dianretnosd@ukwms.ac.id> del dia dc., 26 de juni 2024 pukul 15:41:

Balas

Balas ke semua

Teruskan