

Excellence in Services 20th International Conference



Founded in 1998

Call for papers



September 7 and 8, 2017

University of Verona, Italy



UNIVERSITÀ
di **VERONA**

Dipartimento
di **ECONOMIA AZIENDALE**

Welcome to the 20th **Excellence in Services International Conference!**

Known in the past as *Toulon-Verona Conference*, this year it comes with a brand new title to highlight Excellence in Services as the peculiar research field of the Conference.

Both academics and practitioners are welcome to discuss current issues, exchange information, knowledge and experiences across the various domains of services.

Participants will find the opportunity to present their studies in a friendly and informal atmosphere.

We invite authors to submit their papers from all relevant areas of focus of the Conference.

Important dates

Abstract

April 30, 2017

**Full paper
submission**

June 30, 2017

About

Founded by the University of Toulon and University of Verona in 1998, “**Excellence in Services**” is the 20th Conference in the series (Toulon 1998; Verona 1999; Derby 2000; Mons 2001; Lisboa 2002; Oviedo 2003; Toulon 2004; Palermo 2005, Paisley 2006; Thessaloniki 2007; Florence 2008; Verona 2009; Coimbra 2010; Alicante 2011; Rishon Lezion 2012; Ljubljana 2013; Liverpool 2014; Palermo 2015; Huelva 2016). In 2017 it goes back to **Verona** (Italy) for its **20th Anniversary**.

As Excellence and Quality Management have been established as of paramount importance in Higher Education, Health Care, Local Government, Tourism, Banking, Insurance,

Logistics, the Conference looks at the role of Quality/Excellence, stakeholders, resources, processes, certifications, accreditations and labels, measurement and improvement in such institutions and activities.

The Conference will include plenary sessions with keynote speakers and specialized parallel sessions.



Keynote speakers

Excellence in Services International Conference will welcome Dr. **Paolo Braguzzi**, DAVINES limited company, and Prof. **John Oakland**, Bradford University and Oakland Consulting, as keynote speakers.

Scope of the Conference

Academics, researchers, managers, administrators, support staff in the areas of focus of the Conference are invited to submit theoretical contributions, empirical analyses, experiences, case studies or reflections aimed to quality and excellence in services.

All submissions must be written in **English**, official language of the Conference.

Areas of focus

1. Education
2. Health care
3. Local government and public services
4. Tourism and leisure
5. Financial, banking and insurance services
6. Transport and logistics
7. Theory and methodology in services
8. Cases and experiences in services
9. Statistics for excellence measurement
10. Servitization for value creation
11. Information and communication technology
12. Professional services
13. Innovation and entrepreneurship in services

Publication opportunities and awards



All submitted papers will be published with an **ISBN** number in the Conference Proceedings Book, **freely available** on the Conference website.

Each paper will also be singularly indexed in **Google Scholar**.

After the Conference, the Scientific Committee will select the **best papers**, including PhD papers.

The best papers will be published in the *cooperating journals*:

- **The TQM Journal** of the Emerald Group, a **special issue** of the Journal will be published in **2018** with the Conference's best papers, and
- **Sinergie Italian Journal of Management**.



Submission

Participants who wish to present their research at the Conference are welcome to send an **abstract** in word format (.doc or .docx) of no more than 200 words according to the format available on **Conference website**: <http://www.toulonveronaconf.eu>. **Abstracts** should be sent by e-mail by **April 30, 2017** at the latest to: jma.martin@wanadoo.fr.

All abstracts will be acknowledged and authors will be notified of the reviewers' comments.

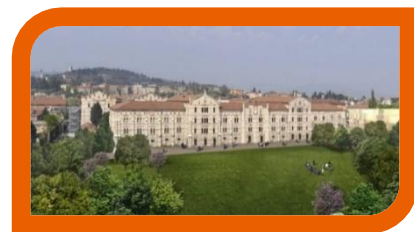
Papers have to follow the guidelines published online. In this regard, a template in word format is available on Conference website. The deadline for full paper submission is **June 30, 2017**.

Every author (or where there are multiple authors, at least one author) must present their paper during the parallel sessions of the Conference. Failure to do so will result in the paper exclusion from the Conference Proceedings Book.

Conference venue

The Conference will take place at the "Polo Santa Marta", University of Verona, Via Cantarane 24, 37129 Verona (Italy).

The Gala dinner will take place on *Thursday September 7* in Verona city.



Costs and registration

The delegate **fee** is **300 € (150 € for Master/PhD Students)**, covering access to all daytime Conference sessions, Conference proceedings, lunches, refreshments, and gala dinner (surcharge of **50 €** if payment after June 30, 2017). Free access for session attendants without materials and catering services.

Fee payable in Euro (or equivalent in another currency) by cheque or bank transfer to: ESOE (European Society for Organizational Excellence)

Bank: CREDIT AGRICOLE, La Garde, Var, France

Account (IBAN): FR76 1910 6000 0843 5028 0198 931

BANK IDENTIFIER CODE/SWIFT: AGRIFRPP891

Registration form is available on **Conference website**: <http://www.toulonveronaconf.eu>

Transportation

The venue can be reached through Verona, Milano Malpensa or Linate, Milano Orio al Serio (Bergamo), Bologna, Venice International Airports and Verona Railway Station.

Further useful information will be regularly posted on the Conference website.



Social and leisure activities

A wine tour in a famous Valpolicella winery will take place on Friday afternoon by reservation only.

Thanks to the new Italian railway fast trains, several places can be reached in a limited amount of time: Venice (70'), Milan (80'), Mantua (30'), Florence (90'), Rome (165'), Trento (60'), Bologna (40').

Scientific Committee

<i>Claudio Baccarani</i>	Verona University (Italy)
<i>Alan Brown</i>	Edith Cowan University (Australia)
<i>Amnon Caspi</i>	Bar-Ilan University (Israel)
<i>Michele Cano</i>	West of Scotland University (UK)
<i>Alex Douglas</i>	The TQM Journal
<i>Stanislav Karapetrovic</i>	Alberta University (Canada), The TQM Journal
<i>Jacques Martin</i>	Toulon University (France)
<i>Alfonso Vargas Sánchez</i>	Huelva University (Spain)

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- Toulon University (*France*)
- Verona University (*Italy*)
- Emerald Publishing
- CUEIM (Consorzio Universitario di Economia Industriale e Manageriale)

Organizing Committee (Verona University)

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