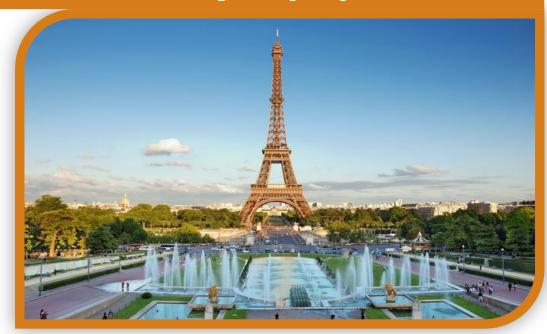


The **21**st Excellence in Services International Conference

Call for papers



August 30 and 31, 2018 CNAM, Paris, France

Welcome to the 21st Excellence in Services International Conference!

Known in the past as *Toulon-Verona Conference*, the Conference was rebranded in 2017 for its 20th anniversary 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.

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IMPORTANT DATES

Abstract April 30, 2018

Full paper submission

June 30, 2018

About

Founded by the University of Toulon and University of Verona in 1998 as "*Toulon-Verona Conference*", "*Excellence in Services*" is the 21th Conference in the series (Toulon 1998; Verona 1999; Derby 2000; Mons 2001; Lisbon 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; Verona 2017). In 2018 delegates are welcome in Paris, *The city of lights*, France, for its 21st edition.

As Excellence and Quality Management have been established as of paramount



importance in Higher Education, Health Care, Local Government, Tourism, Banking, 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 **Prof. Dana Johnson,**Michigan Technological University, USA, as first keynote speaker and Gaëtan

Dartevelle, CEO Greenloop as second keynote speaker.

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 at 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
- Financial and banking services
- 6. Transport and logistics
- 7. Theory and methodology in services

- 8. Cases and experiences in services
- Statistics for excellence measurement
- 10. Servitization for value creation
- 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 with the opportunity of publication in the *cooperating journals*:

- The TQM Journal of the Emerald Group,
- 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 the **Conference website**: **www.eisic.net**. **Abstracts** should be sent by e-mail by **April 30, 2018** 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 the Conference website. The deadline for full paper submission is *June 30, 2018*.

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's exclusion from the Conference Proceedings Book.



Conference venue

The Conference will take place at the "Conservatoire National des Arts et Métiers", 292 Rue St Martin, 75003 Paris.

The Gala dinner will take place on *Thursday August 30* at Restaurant *'Le Cirque'*, 141 rue St Martin, 75004 Paris (opposite "*Centre Georges Pompidou*".)

Costs and registration

The delegate **fee** is **350** € (**200** € for Master/PhD Students and CNAM affiliates), covering access to all daytime Conference sessions, Conference proceedings, lunches, refreshments, and gala dinner.

Special offer: The fee is reduced to **300** € (**150** € for Master/PhD Students) if payment is made before June 30, 2018.

Access is free 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: www.eisic.net

Transportation

The venue can be reached from everywhere in the world by air, Charles de Gaulle, Orly, Beauvais airports or train.

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

Scientific Committee

Jacques Martin ESOE (President of the Scientific Committee)

Sandra Bertezene Le CNAM (France)

Alan Brown Edith Cowan University (Australia)

Federico Brunetti Verona University (Italy)
Amnon Caspi Bar-llan University (Israel)

Michele Cano University of West of Scotland (UK)

Alex Douglas The TQM Journal

Stanislav Karapetrovic Alberta University (Canada), The TQM Journal

Alfonso Vargas Sánchez Huelva University (Spain)

The Conference Founders

Claudio Baccarani Verona University (Italy)

Michel Weill University of Toulon (France)

Marketing and Communication

Angelo Bonfanti Verona University (Italy)

Organizing Universities and Partner Organizations

- ESOE
- Verona University (Italy)
- Emerald Publishing
- Fondazione CUEIM
- CUEIM (Consorzio Universitario di Economia Industriale e Manageriale)

Organizing Committee (CNAM)

Prof. Sandra Bertezene, Management of Health Services Prof. Jean Lainé, Director of Research Laboratory LIRSA

Mireille Cahuzacq, Event Communication Alice Navarro, Event Manager

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