



**19th Toulon-Verona Conference
“Excellence in Services”**

5 and 6 September 2016

CONFERENCE PROGRAMME



Huelva - Spain

Monday 5 September

9.30 - 10.00 am Registration & Welcome Coffee

10.00 - 11.30 am Opening Plenary session

Conference Opening and Welcome address:

Keynote Speaker: Prof. Stanislav Karapetrovic, University of Alberta, Canada

11.45 am – 1.15 pm **Parallel sessions**

1.15 – 2.30 pm Lunch

2.30 – 4.00 pm **Parallel sessions**

4.00 – 4.30 pm Coffee break

4.30 – 6.30 pm **Parallel sessions**

6.30 – 7.30 pm Networking for cooperative projects

9.00 p.m. **Gala Dinner in Casa Colon, Huelva city centre**



Tuesday 6 September

10.00 – 10.30 am Morning coffee

10.30 – 12.30 am **Parallel sessions**

12.30 – 13.30 pm **Keynote speaker: Francisco Alvarez Caballero, Corporacion Tecnologica de Andalucia**

13.30 - 14.30 pm Lunch

14.30 - 17.00 pm. **Parallel sessions**

17.00 – 17.30 pm Closing of Conference

