The 22nd Excellence in Services International Conference

Call for papers

August 29 and 30, 2019
Perrotis College,
Thessaloniki, Greece

IMPORTANT DATES
Abstract
April 30, 2019
Full paper submission
June 30, 2019
About


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

The “Excellence in Services International Conference” will welcome Professor Dimitrios Buhalis of Bournemouth University, England, and Professor Fotis Vouzas of the University of Macedonia, Greece, 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 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
5. Financial and banking 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 (ICT)
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 (special issue).
- **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](http://www.eisic.net). Abstracts should be sent by e-mail by **April 30, 2019** 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, 2019**.

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 “**Perrotis College**”, Marinou Antipa 54, Thermi, Thessaloniki, Greece

The Gala dinner will take place on **Thursday August 29** at **Ciel Restaurant**, Leoforos Megalou Alexandrou 12, Thessaloniki.
Costs and registration

The delegate fee is 350 € (200 € for Master/PhD Students and Perrotis College 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, 2019.

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 by air at Thessaloniki-Makedonia International Airport. 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-Ilan University (Israel)
Michele Cano University of West of Scotland (UK)
Alex Douglas The TQM Journal
Stanislav Karapetrovic Alberta University (Canada)
Patricia Moura é Sa University of Coimbra (Portugal)
Antigoni Papadimitriou John Hopkins University (USA)
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 (Consorzio Universitario di Economia Industriale e Manageriale)

Organizing Committee (Perrotis College)

Eva Varellas Kanellis  Dean of Student Services
Stavroula Antonopoulou  Chief Administration Officer
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Konstantinos Rotsios  Dean of Undergraduate Programs and Chair of the International Business Department
Anastasios Karamanos  Chair of MSc Program Marketing for the Agro-food sector

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