

## An international conference



19<sup>th</sup> TOULON – VERONA

CONFERENCE

ANNOUNCEMENT AND CALL  
FOR PAPERS

Taking place at the University of Huelva, Spain

5 and 6 September 2016

### International Committee

*Claudio Baccarani, Verona, Italy*  
*Alan Brown, Edith Cowan, Australia*  
*Amnon Caspi, Bar Ilan - Ruppin, Israel*  
*Michele Cano, West Scotland, Scotland*  
*Alex Douglas, TQM Journal*  
*Esteban Fernandez Rico, Oviedo, Spain*  
*Jacques Martin, Toulon, France*  
*Keynote speakers: S. Karapetrovic, F. Alvarez Caballero*

### Organizing Committee

*Francisco Ruiz Munoz, Rector of the University of Huelva*  
*Pilar Marin Mateos, Dean of the Faculty of Labour Sciences*  
*Alfonso Vargas Sanchez, Professor*  
*Rosa Maria Vaca Acosta*  
*Maria Jesus Moreno Dominguez*



Universidad  
de Huelva

**Important Dates:** Deadlines: Abstracts 30 April 2016, Full papers submission 30 June 2016

## *Background to the Conference*

This is the 18th 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). In 2016 it takes place in the city of Huelva, Andalucia, Spain, famous for being the place where Christopher Columbus set off for America.

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. All papers will be published with an ISBN number, indexed in Google Scholar and free access on the Conference website. An international committee will select the best papers, including PhD papers, for publication in different Journals after the conference.*



## *The conference participants*

Academics, researchers, managers, administrators, support staff in the areas of focus of the Conference.

## *The venue*

The conference will be based at the University of Huelva, Campus *El Carmen*, Avenida de las Fuerzas Armadas, Huelva.



Conference website: <http://www.toulonveronaconf.eu>

Contact (non-academic matters): [vargas@uhu.es](mailto:vargas@uhu.es)

(academic matters) [jma.martin@wanadoo.fr](mailto:jma.martin@wanadoo.fr)

The Gala Dinner will take place at Casa Colon in Huelva on Monday 5 September at 9.00 PM.



The conference has the following 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 in industry for value creation
11. Information and communication technology
12. Professional services
13. Entrepreneurship, creativity and innovation in services, on the website information

*Papers can deal with both theoretical and methodological approaches to quality and excellence, implementation, and case studies. All submissions must be written in English, official language of the Conference. A selection of the best papers will be published in different journals.*

Abstracts of no more than **200 words** should be sent by e-mail by **30 April 2016** at the latest to:  
[jma.martin@wanadoo.fr](mailto:jma.martin@wanadoo.fr)

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

At least one of the authors has to be in Huelva to present the paper.

**The deadline for full paper submission is 30 June 2016.**

For further information, contact: [jma.martin@wanadoo.fr](mailto:jma.martin@wanadoo.fr)  
Jacques Martin, ESOE, 30 Impasse Fleurie, 83130 La Garde, France.  
Phone: +33 608 63 49 97.

## Costs   Special Offer

The delegate fee is **300 € (150 € for Master/PhD Students and University of Huelva affiliates,)**, covering access to all daytime conference sessions, conference proceedings, lunches, refreshments, gala dinner. (Surcharge of 50 € if payment after 30 June 2016). 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

Bank : CREDIT AGRICOLE, La Garde, Var, France

Account (IBAN): FR76 1910 6000 0843 5028 0198 931, BANK IDENTIFIER CODE/SWIFT: AGRIFRPP891

For registration form (also available on conference website) and information, contact: [jma.martin@wanadoo.fr](mailto:jma.martin@wanadoo.fr)

## Transportation

**The venue can be reached through Seville International Airport and Faro International Airport (Portugal) and Huelva Railway Station.**

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

