



## 19<sup>th</sup> Toulon - Verona International Conference

*Excellence in Services*

University of Huelva

(Spain)

5 and 6 September 2016



# Conference Proceedings

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Edited by *Claudio Baccarani* and *Jacques Martin*

*The 19<sup>th</sup> Toulon-Verona International Conference on “Excellence in Services” has been hosted by the University of Huelva (Spain).*

*The conference included plenary sessions with S. Karapetrovic and F. Alvarez Caballero as keynote speakers.*

*Conference proceedings include 37 papers concerning the seven following areas of focus: health care, higher education, logistics, public administration, strategy, theoretical approaches and methodology, and tourism.*

## ***Keynote Speakers***

### **Prof. Karapetrovic**

Professor Karapetrovic’s research is generally in the field of quality management, and is specifically focused on the auditing and integration of standardized management systems. His widely published and cited research has been funded by government agencies and corporations alike. Professor Karapetrovic is often invited to deliver keynote speeches at overseas conferences, and has received a number of international awards for his research publications.

A registered professional engineer, Professor Karapetrovic is actively involved in the international standardization work on quality management. Among other standardization-related positions, he was an invited International Expert on Integrated Management Systems. Currently, Professor Karapetrovic serves as the Convenor of the Customer Satisfaction Liaison Team.

### **Prof. Caballero**

Francisco Alvarez Caballero is responsible for the Leisure and Tourism sector of the “Corporacion Tecnologica de Andalucia” founded in 2005 by a group of companies involved in innovation to favor knowledge transfer between universities and companies in order to foster competitiveness. The Corporation is involved in a number of projects of research, development and innovation.



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