



**ANNOUNCEMENT**  
**EISIC**  
**POST COVID-19 MANAGEMENT THINK-TANK**

We regret to inform you that due to the sanitary situation in most countries in the world we have had to cancel the 23<sup>rd</sup> Excellence in Services International Conference which was due to take place at the University of Coimbra, Portugal, on 3 and 4 September 2020.

However we believe that this dramatic and critical situation is a reason for being even more active and provide society and companies with some contribution leveraging on our knowledge.

Undoubtedly the present crisis will have long term effects on societies and institutions throughout the world. A number of beliefs, values and behaviours will have to be re-considered and altered both at a collective level and at the individual level.

As academics, we are convinced that we have a role to play in the re-shaping of our communities, whatever their roles in our societies.

Therefore we have decided to open a forum on our website ([www.eisic.net](http://www.eisic.net)) which will be a think-tank dedicated to the analysis of the present crisis, to its origins, manifestations, consequences, and new and renewed answers to it.

We invite anyone who wants to contribute, whatever the approach adopted, to send us ([andrea.chiarini@univr.it](mailto:andrea.chiarini@univr.it)) their contribution which will be posted in a dedicated section of our website entitled "Post-covid management think-tank". Everyone who wishes to, will have the opportunity and will be free to comment on the contributions made.

At regular intervals a synthesis of the work done will be made, which itself will be open to comments.

The most relevant and effectively viable outcomes of such debate could be spread via the social channels everybody is part of, sent to Press Offices of our Universities and to National Scientific societies or be given the maximum visibility in any possible way.

We look forward to your participation and hope to see you at the 24<sup>th</sup> EISIC Conference in September 2021.

Federico Brunetti, co-chair of EISIC

Jacques Martin, co-chair of EISIC

Claudio Baccarani, co-founder of Toulon-Verona Conference (1998) now EISIC (2018)

Alex Douglas, TQM Journal Editor

Andrea Chiarini, EISIC Marketing & Communication

And the Support Group of Academics