



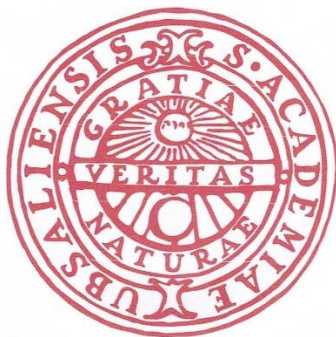
The **25th** Excellence in Services International Conference

Silver Jubilee

Call for papers



25 and 26 August 2022
*University of Uppsala, Gotland Campus
Visby, Sweden*



IMPORTANT DATES

Abstract

May 30, 2022

Full paper submission

July 15, 2022

About

Founded by the University of Toulon and University of Verona in 1998 as “**Toulon-Verona Conference**”, “**Excellence in Services**” is the 25th Conference in the series. Since 1998, the Conference has been hosted by 19 different universities. In 2022, The Conference is celebrating its Silver Jubilee, hosted by the University of Uppsala, on its Gotland Campus in the historic city of Visby in Sweden.

Organizational Excellence is more than ever, in our troubled times, the key to success in management for all types of organizations. This Conference looks at the role of Excellence both from theoretical and practical points of view.

The Conference includes plenary sessions with keynote speakers and specialized parallel sessions.

Keynote speakers

The “**Excellence in Services International Conference**” will welcome **Professor Pia Sandvik**, Associate Professor in Quality Management, former Vice-chancellor of Luleå University of Technology and General Manager of RISE.

It will also welcome **Dr Swaminathan Ramanathan**, Research Director at Deloitte.

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 excellence in services. This year, there will be a particular focus on ‘sustainability’

All submissions must be written in **English**, official language of the Conference.

Areas of focus

- | | |
|---|--|
| 1. Education | 8. Cases and experiences in services |
| 2. Health care | 9. Statistics for excellence measurement |
| 3. Local government and public services | 10. Servitization for value creation |
| 4. Tourism and leisure | 11. Information and communication technology (ICT) |
| 5. Financial and banking services | 12. Professional services |
| 6. Transport and logistics | 13. Innovation and entrepreneurship in services |
| 7. Theory and methodology 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
- **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**. **Abstracts** should be sent by e-mail by **May 30, 2022** at the latest to: jma.martin@wanadoo.fr.

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

Papers have to follow **the template in word format** available on the Conference website. The deadline for full paper submission is **July 15, 2022**.

Every author, or when 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 the **"University of Uppsala, Gotland Campus"**, Cramérgatan 3, Visby, Sweden.

The Gala dinner will take place on *Thursday 25 August*.

Costs and registration

The delegate **fee** is **350 € (200 €** for Master/PhD Students and University of Uppsala 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, 2022.

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 and Accommodation

The venue can be reached by air from Stockholm and by ferry. Due to Visby being a popular tourist place, a number of rooms have been pre-booked for Conference participants.

Further useful information will be posted on the Conference website.

Conference co-chairs:

Federico Brunetti

Verona University, Italy

Jacques Martin

ESOE (President of the Scientific Committee)

Raine Isaksson

University of Uppsala, Gotland, Sweden

The Conference Founders

Claudio Baccarani

Verona University (Italy)

Michel Weill †

University of Toulon (France)

Marketing and Communication

Andrea Chiarini

Verona University (Italy)

Organizing Committee

Raine Isaksson (University of Uppsala)

Mia Ljungblom (University of Uppsala)

Carina Lindstrom (University of Uppsala)

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