



**25th “Excellence in Services
International Conference”
*Silver Jubilee***

25 and 26 August 2022

CONFERENCE PROGRAMME

University of Uppsala, Gotland Campus, Visby, Sweden

Thursday 25 August 2022

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| 9.30 - 10.00 am | Registration & Welcome Coffee |
| 10.00 - 11.30 am | Opening Plenary session <i>Conference Opening and Welcome address:</i> <i>Representative of Uppsala University, Federico Brunetti Co-Chair, Jacques Martin Co-chair</i> <i>Keynote speaker:</i> Pia Sandvik, Rise. <i>Chair:</i> Raine Isaksson |
| 11.30 am – 1.00 pm | Parallel sessions |
| 1.00 – 2.00 pm | Lunch |
| 2.00 – 3.00 pm | Visit of Visby |
| 3.00 – 4.00 pm | Parallel sessions |
| 4.00 – 4.30 pm | Coffee break |
| 4.30 – 6.00 pm | Parallel sessions |
| 8.30 p.m. | Gala Dinner, Frimis restaurant 2021 Best Papers Awards |

Friday 26 August 2022

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| 9.00 – 10.30 am | Parallel sessions |
| 10.30 – 11.00 am | Coffee break |
| 11.00 – 12.00 am | Keynote Speaker: Swaminathan Ramanathan, Deloitte Chair: Raine Isaksson |
| 12.00 – 12.30 pm | Closing of Conference |