



# The **26<sup>th</sup>** Excellence in Services International Conference

*Call for papers*



31 August and 1 September 2023  
*University of West of Scotland, Paisley  
Scotland, UK*



## IMPORTANT DATES

*Abstract*

*May 30, 2023*

*Full paper submission*

*July 15, 2023*

## About

Founded by the University of Toulon and University of Verona in 1998 as the “**Toulon-Verona Conference**”, “**Excellence in Services**” is the 26<sup>th</sup> Conference in the series. Since 1998, the Conference has been hosted by 20 different universities. In 2023, The Conference is hosted by the University of West of Scotland, on its Paisley Campus in Scotland.

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 John Oakland**, Emeritus Professor at the University of Leeds, England, known as the “British guru” of Quality Management, **Vince Desmond**, CEO of the Chartered Quality Institute, **Amanda Mckay**, Quality Director for AWE (Atomic Weapons Establishment)

## 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.

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](http://www.eisic.net)**. **Abstracts** should be sent by e-mail by **May 30, 2023** at the latest to: [jma.martin@wanadoo.fr](mailto: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, 2023**.

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 West of Scotland, Paisley Campus"**, High Street, Paisley, Scotland.

The Gala dinner will take place on **Thursday 31 August** at Glynhill Hotel, 169 Paisley Rd, Renfrew (about 4 km from the Campus).

An optional visit of **Auchentoshan Whisky Distillery** will be offered.

## Costs and registration

The delegate **fee** is **350 € (200 €** for Master/PhD Students and University of West of Scotland 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, 2023.

**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](http://www.eisic.net)

## Transportation and Accommodation

The venue is 3.8 km from Glasgow Airport. Paisley and surroundings offer a wide variety of places for accommodation.

## Conference co-chairs:

<i>Federico Brunetti</i>	University of Verona, Italy
<i>Jacques Martin</i>	University of Toulon (Hon.), ESOE
<i>Michele Cano</i>	University of West of Scotland

## The Conference Founders

<i>Claudio Baccarani</i>	Verona University (Italy)
<i>Michel Weill †</i>	University of Toulon (France)

## Contact information

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