



26th “Excellence in Services International Conference”

31 August and 1 September 2023

CONFERENCE PROGRAMME

University of West of Scotland, Paisley Campus, Paisley,
Scotland

Thursday 31 August 2023

8.30 - 9.00 am	Registration & Welcome Coffee
9.00 am - 12.00 pm	Opening Plenary session <i>Conference Opening and Welcome address:</i> <i>Representative of UWS, Federico Brunetti Co-Chair, Jacques Martin Co-chair, Michele Cano Co-Chair</i> <i>Speakers: Vince Desmond, CEO of the Chartered Quality Institute</i> <i>Amanda McKay – Quality Director for AWE (Atomic Weapons Establishment)</i>
12.00 – 1.00 pm	Lunch
1.00 – 3.00 pm	Parallel sessions
3.00 – 3.30 pm	Coffee break
3.30 – 5.00 pm	Parallel sessions
5.30	Visit of Auchentoshan Whisky Distillery (optional)
8.15 p.m.	Gala Dinner: Glynhill Hotel, 169 Paisley Road, Renfrew 2022 Best Papers Awards

Friday 1 September 2023

9.00 – 10.30 am	Parallel sessions
10.30 – 11.00 am	Coffee break
11.00 – 12.00 am	Speaker: Prof. John Oakland
12.00 – 12.30 pm	Closing of Conference