



The **27th** Excellence in Services International Conference

Call for papers



29 and 30 August 2024
University of Bergamo, Italy



UNIVERSITÀ
DEGLI STUDI
DI BERGAMO

IMPORTANT DATES

Abstract

May 31, 2024

Full paper submission

July 15, 2024

About

Founded by the University of Toulon and University of Verona in 1998 as the “**Toulon-Verona Conference**”, the “**Excellence in Services International Conference**” is the 27th Conference in the series. Since 1998, the Conference has been hosted by 20 different universities. In 2024, The Conference is hosted by the University of Bergamo in Lombardy, Italy.

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.

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.

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

Areas of focus

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|---|--|
| 1. Education | 7. Theory and methodology in services |
| 2. Health care | 8. Cases studies in services |
| 3. Local government and public services | 9. Statistics for excellence measurement |
| 4. Tourism and leisure | 10. Servitization |
| 5. Financial and banking services | 11. Digitalization |
| 6. Transport and logistics | 12. Innovation and entrepreneurship |
| | 13. Sustainable management |

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. **Abstracts** should be sent by e-mail by **May 31, 2024** 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, 2024**.

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 Bergamo**: Università degli Studi di Bergamo, Polo Economico Giuridico, Via dei Caniana, 2, 24127 Bergamo.

The Gala dinner will take place on *Thursday 29 August* at "**Ristorante Il Pianone, Via al Pianone, 21, Bergamo (Città Alta)**".

Costs and registration

The delegate **fee** is **350 € (200 €** for Master/PhD Students and University of Bergamo 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

Transportation and Accommodation

The venue is 5 km from Bergamo 'Il Caravaggio' Airport (also known as Milan-Bergamo), 50 km from Milan Linate Airport, 90 km from Milan Malpensa Airport. There are train connections from throughout Italy and European countries. Bergamo offers 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.), France, ESOE
<i>Mauro Cavallone</i>	University of Naples "Parthenope", Italy

Organizing committee:

Prof. Giovanna Dossena, Prof. Alessandro Danovi, Prof. Philipp Wassler

The Conference Founders

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

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