



BEST PAPER AWARDS (2008-2013)

(most papers are accessible in the Proceedings section)

11th TOULON-VERONA CONFERENCE: Florence, Italy, 2008

Andronikidis A., Georgiou A., Gotzamani K., Kamvisi K.
The application of QFD in service quality management

Antunes G., Pires A., Machado V.
Process improvement measures in social area organizations

Bertezene S., Martin J.
Mastering performance through quality and networking

Douglas J., McClelland R., Sudbury L., Davies J.
Comparing CIT and survey questionnaires as a means of collecting student feedback

12th TOULON-VERONA CONFERENCE: Verona, Italy, 2009

Brunetti F.
New enterprise models: Trial runs of "capitalism with a human face"

Capelli L., Guglielmetti R., Mattia G., Merli R., Renzi M.F.
Statistical techniques for continuous improvement: a citizen's satisfaction survey.

Cocks G.
Emerging concepts for implementing strategy

Papadimitriou A.
Adoption of ISO-oriented Quality management System in Greek Universities: Reactions to isomorphic pressures

13th Toulon-VERONA CONFERENCE: Coimbra, Portugal, 2010

Cassia F., Magno F.

Distances in Public Administrators' and elected officials' perspective on service quality

Castellani P., Rossato C., Ciarmela L.

From industrial museums to cultural industry; an empirical exploration of how this heritage is being safeguarded by the members of Museimpresa

Danovi A., Karletsos D.

Alliances and Grouping in the Local public Transportation

Menzio A., Erbetta F., Fraquelli G.

Board compensation in the Italian Public Utilities

Pilotti L., Tedeschi-Toschi A., Apa R.

Which quality for system competitiveness? The "Long-Tail" touristic service case

14th TOULON-VERONA CONFERENCE: Alicante, Spain, 2011

Ciasullo M-V., Troisi O.

Creation of sustainable value in SMEs: The role of clients in advertising agencies' innovation processes

Masiello B., Marasco A., Izzo F.

Co-innovation in creative intensive bus services

Moura E Sa P., Maia I.

Schools self-assessment: A study on the levels of stakeholders' involvement in the process

Splendiani S., Pencarelli T., Driri M.

Tourism Enterprises and Sustainable Tourism: empirical evidence from the Province of Pesaro Urbino

Suarez A., Pascual M., Alonso J., Martís R., Albañil P.

Spin-off for the management for the quality and innovation in the University of Oviedo; Technical Office for Quality and Innovation (TOQI)

15th TOULON-VERONA CONFERENCE: Rishon LeZion, Israel, 2012

Bonfanti A., Brunetti F., Castellani P.

The Last-minute Market Model: An Innovative Service of Efficient Assortment Management in a Sustainability Perspective

Cocks G.

Optimizing the Pathway for an organization Change Management Program

Suarez A., Albañil P., Ramiro Martís J.A., Catalán C., Pascual A.

Improving the Quality of Services at the University of Oviedo (Spain)

Ugolini M., Cassia F., Vigolo V.

Services Branding: Is it a Matter of Gender?

16th TOULON-VERONA CONFERENCE: Ljubljana, Slovenia, 2013

Bayart C., Bertezene S., Vallat D. Martin J.

Serious Games: Leverage for knowledge Management

Lagrosen S., Grunden K.

Social Media Marketing in the Wellness industry

Papadimitriou A.

Strategic Planning and Benchmarking Perceptions and Concerns from Public and Private Western Balkan Universities

Pevcin P.

Efficiency Levels of Public Sector Units – Empirical Analysis for Local Jurisdictions in Slovenia

Ugolini M., C. Rossato, C. Baccarani

A 5 Senses Perspective to Quality in Hospitals

Vigolo V., Cassia F.

Loyalty and switching behavior among corporate energy customers: A study in the Italian context

17th TOULON-VERONA CONFERENCE: Liverpool, England, 2014

Cassia F., Ugolini M., Cobelli N., Gill L.:

Service-based vs. Goods-based positioning of the offering: Effects on customer perceived value

Cosimato S., Troisi O.

The influence of green innovation in logistics competitiveness and sustainability. The DHL case study

Höber A., Pergler E., Weitlaner D., Grashl H-P.

Performance journey mapping: Evaluation of a service performance assessment

Pinna R., Carrus P.P., Marras F.

The drug logistics between efficiency and safety for patients: The experience of an Italian region

18th TOULON-VERONA CONFERENCE: Palermo, Italy, 2015

Cassia F., Magno F., Ugolini M.

Does social couponing stimulate positive E-word-of-mouth and referrals?

Cavallone M., Modina M.

E-tailing as an evolution of the distribution channel in tourism

Giaretta E., Brunetti F., Minozzo M., Rossato C., Baccarani C., Bonfanti A.

Scholarly management journals: Are they relevant for practitioners? Results of a pilot study

Isaksson R., Yamamoto Y., Garvare R.

Towards a perfect learning process. - Where is Sweden?

Nguyen Ngoc Dung, Martin J.

Implementing clusters for economic development in emerging economies: the case of Luong Bamboo sector in Thanh Hoa province, Vietnam

Nigro C., Ianuzzi E., Petracca M.

How universities institutionalize 'good' managerial practices? Some evidence from the Italian cultural sector

19th TOULON-VERONA CONFERENCE: Huelva, Spain, 2016

Annaruma C., Palumbo R., Cavallone M.

Empowering patients by empowering health care organizations: a comparative study

Giaretta E., Castellani P., Garofalo A.

Improving the quality of information exchange among top managers

Saviano M., Polese F., Caputo F., Wallezky L.

A T-shaped model for rethinking higher education programs

Vallat D., Bayart C., Bertezene S., Martin J.

Knowledge management: an asset for managing change?

20th EISIC: Verona, Italy, 2017

Baratta R., Cassia F., Vigolo V., Ugolini M.

City Image: Comparing residents' and tourists' perceived image of Verona

Galeone A., Sebastiani R.

Transformative Service Research in the hospitality industry: The case of the "Albergo Diffuso"

Ieva M., Ziliani C.

The interplay between customer experience and customer loyalty: Which touchpoints matter?

Paiola M.

Digitalization and servitization: opportunities and challenges for Italian SMES

Palumbo R., Annaruma C., Muscua M., Adinolfi P.

Realizing excellence in health care: the relationship between health literacy, self-efficacy, awareness and health services' use

21st EISIC: Paris, France, 2018

Cavallone M., Palumbo R.

"Turnà a Ndomà" When public service co-production meets territorial identity

Formisano V., Cavacece Y., Moretta A.M., Fedele M.
Investigating the links between the use of Internet, value-co-creation and customer satisfaction in the banking sector

Hatzl S., Knefz-Reichmann E., Jungwirth G.
E-service pricing: State-of-the-art analysis and requirements mapping

Mana R., Adinolfi P., Calzone S., Palumbo R.
Bullied and bounced: an investigation of school bullying aftermaths among pupils with migrant background

Navarro P., Cronemyr P., Hüge-Brodin M.
How to implement Green Logistics using improvement processes for increasing environmental initiatives in freight transport companies

22nd EISIC: Thessaloniki, Greece, 2019

Gianni M., Gotzamani K.
Extrovert integrated management systems

Isaksson R., Buregyeya A.
Describing building sustainability innovation potential – Block making in Tanzania and Uganda

Magno F., Cassia F.
Domestic vs. foreign consumer attitudes toward global retail brands: the case of Starbucks in the US and Italy

Psomas E., Keramida T., Bouranta N., Koemtzi M.
Investigating service quality in Greek Citizens Service Centers

Vallat D., Bertezene S., Martin J.
Questioning the validity of the knowledge produced in management sciences: The case of the elaboration of a 'digital strategy' in a group of sanitary, social and medico-social sector

23rd EISIC: Coimbra, Portugal, 2020

No awards, online contributions

24th EISIC: Salerno, Italy, 2021

Binci D., Cerruti C., Masili G., Kazermagi N., Paternoster C., Paragano C.
Agile project management and ambidexterity: a reconciliation of contextual exploration and exploitation

Ciasullo M-V., Douglas A., Montera R.
Doing Business under Stress: the role of Big Data Analytics Capability for Navigating towards Organizational Resilience

Isaksson R., Ramanathan S., Roswall M.
Sustainability Opportunity Study – Diagnosing

Martin J., Baccarani C.
AI and management: Dr Jekyll or Mr Hyde?

Polese F., Meggaro A., Carrubo L.:
Conceptualizing service innovation archetypes as antecedents of the healthcare service ecosystem well-being

25th EISIC: Uppsala, Gotland, Sweden, 2022

Masili G., Cerruti C., Binci D., Giraldi L.
Agile Distributed Teams: The combination of Agile and Distributed approaches

Papaioannou A., Balaska P., Yfantidou G., Koronios K.
The Impact of Organizational Culture on Organizational Commitment and Innovation: Evidence from Sport Enterprises

Satta G., Vitellaro F., Njikatoufon A.G., Risitano M.
Green Strategies of Port Managing Bodies: Empirical Evidence of Stakeholder Prioritisation in Italian Ports

Wild N., Cano M.
Organisational sustainability using Quality Management: A conceptual framework for practitioners

26th EISIC: Paisley, Scotland, 2023

Binci D.

Earth Observation and Sustainable Development Goals: A Literature Review

Danias N., Koukopoulos A.

Artificial Intelligence and Regulation: Total Quality Management for Mental Health Services

Esposito A., Fisichella C.

Museum Sustainability: Perspectives from Generation Z

Lebec L.

Approaches to quality for third sector organisations delivering social care in Scotland

Roswall M.

Process Mapping for relevance: Revisiting the sustainability opportunity study