



The **28th** Excellence in Services International Conference

Call for papers



28-29 August 2025
*University of Belgrade, Faculty of
Organizational Sciences, Belgrade, Serbia*



IMPORTANT DATES

Abstract

May 30, 2025

Full paper submission

July 15, 2025

About

Founded by the University of Toulon and University of Verona in 1998 as the “**Toulon-Verona Conference**”, “**Excellence in Services**” is the 28th Conference in the series. Since 1998, the Conference has been hosted by 21 different universities. In 2025, The Conference is hosted by Faculty of Organizational Sciences of the University of Belgrade in Serbia.

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, case studies, literature reviews 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 | 8. Case studies |
| 2. Health care | 9. Corporate strategy and excellence |
| 3. Local government and public services | 10. Servitization |
| 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 opportunities of publication in cooperating publishers (Emerald - *The TQM Journal*, SINERGIE – *Italian Journal of Management*, SPRINGER)



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 30, 2025** 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, 2025**.

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 **"Faculty of Organizational Sciences of the University of Belgrade"**, Jove Ilića 154, Belgrade, Serbia.

The Gala dinner will take place on *Thursday 28 August*. The Best Paper Awards for 2024 will be presented at the end of the dinner.

Costs and registration

The delegate **fee** is **360 € (210 €** for Master/PhD Students and University of Belgrade affiliates), covering access to all daytime Conference sessions, Conference proceedings, lunches, refreshments, and gala dinner.

Special offer: The fee is reduced to **310 € (160 €** for Master/PhD Students) if payment is made before June 30, 2025.

Access is free for session attendants without materials and catering services.

Fee payable in Euro (or equivalent in another currency) 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 21 km from Nikola Tesla Belgrade Airport. Belgrade offers a wide range of accommodations.

Conference co-chairs:

Federico Brunetti

University of Verona, Italy

Jacques Martin

University of Toulon (Hon.), ESOE

Ivan Tomašević

University of Belgrade, Serbia

Organizing Committee:

Dragana Stojanović, University of Belgrade, Faculty of Organizational Sciences

Sanja Marinković, University of Belgrade, Faculty of Organizational Sciences

Bisera Andrić Gušavac, University of Belgrade, Faculty of Organizational Sciences

Nemanja Tulimirović, University of Belgrade, Faculty of Organizational Sciences

The Conference Founders

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