



The 29th Excellence in Services International Conference

Call for papers



27-28 August 2026
*Parthenope University,
DISAQ Department, Naples, Italie*



IMPORTANT DATES

Abstract

May 30, 2026

Full paper submission

July 17, 2026

About

Founded by the University of Toulon and University of Verona in 1998 as the “**Toulon-Verona Conference**”, “**Excellence in Services**” is the 29th Conference in the series. Since 1998, the Conference has been hosted by 22 different universities. In 2026, The Conference is hosted by The PARTHENOPE University, overlooking the bay of NAPLES, 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, case studies, literature reviews aimed at excellence in services.

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

Areas of focus

- 1. Education
- 2. Health care
- 3. Local government and public services
- 4. Tourism and leisure
- 5. Financial and banking services
- 6. Transport and logistics
- 7. Theory and methodology in services
- 8. Case studies
- 9. Corporate strategy and excellence
- 10. Servitization
- 11. Information and communication technology (ICT)
- 12. Professional services
- 13. Innovation and entrepreneurship 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, 2026** 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 17, 2026**.

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 “**Parthenope University**”, Via Generale Parisi, 13 , Naples, Italy.

The Gala dinner will take place on *Thursday 27 August*. The Best Paper Awards for 2025 will be presented at the end of the dinner.

Costs and registration

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

Special offer: The fee is reduced to **310 € (160 € for Master/PhD Students)** if payment is made before June 30, 2026.

Fee payable in Euro (or equivalent in another currency) by 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 can be accessed by train (Stazione Centrale Napoli, about 4.5 km from University) or plane (Naples Airport Capodichino, about 7.5 km from University).

Conference co-chairs

Federico Brunetti University of Verona, Italy

Jacques Martin University of Toulon (Hon.), France, ESOE

Mauro Cavallone Parthenope University, Naples, Italy

Organizing Committee

Mauro Cavallone

Chiara Cannavale

Annarita Sorrentino

Antonio Minguzzi

Giuseppe La Ragione

The Conference Founders

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