



le cnam

Équipe Santé Solidarité

Les colloques de la chaire de **Gestion des Services de Santé**

Laboratoire interdisciplinaire de recherches en sciences de l'action (**Lirsa**)

## THE 21<sup>ST</sup> EXCELLENCE IN SERVICES INTERNATIONAL CONFERENCE

**August 30 and 31, 2018**

*Cnam, Paris, France*

### IMPORTANT DATES

**Abstract** : April 30, 2018

**Full paper submission** : June 30, 2018

Welcome to the 21<sup>st</sup> **Excellence in Services International Conference!**

Known in the past as Toulon-Verona Conference, the Conference was rebranded in 2017 for its 20<sup>th</sup> anniversary to highlight Excellence in Services as the peculiar research field of the Conference.

Both academics and practitioners are welcome to discuss current issues, exchange information, knowledge and experiences across the various domains of services.

Participants will find the opportunity to present their studies in a friendly and informal atmosphere.

We invite authors to submit their papers from all relevant areas of focus of the Conference.

### ABOUT

Founded by the University of Toulon and University of Verona in 1998 as “Toulon-Verona Conference”, “**Excellence in Services**” is the 21<sup>th</sup> Conference in the series (Toulon 1998; Verona 1999; Derby 2000; Mons 2001; Lisbon 2002; Oviedo 2003; Toulon 2004; Palermo 2005; Paisley 2006; Thessaloniki 2007; Florence 2008; Verona 2009; Coimbra 2010; Alicante 2011; Rishon Lezion 2012; Ljubljana 2013; Liverpool 2014; Palermo 2015; Huelva 2016; Verona 2017). In 2018 delegates are welcome in **PARIS**, *The city of lights*, France, for its 21<sup>st</sup> edition.

As Excellence and Quality Management have been established as of paramount importance in Higher Education, Health Care, Local Government, Tourism, Banking, Logistics, the Conference looks at the role of Quality/Excellence, stakeholders, resources, processes, certifications, accreditations and labels, measurement and improvement in such institutions and activities.

The Conference will include plenary sessions with keynote speakers and specialized parallel sessions.

### KEYNOTE SPEAKERS

Excellence in Services International Conference will welcome Prof. **Dana Johnson**, Michigan Technological University, USA, as first keynote speaker and **Gaëtan Dartevelle**, CEO Greenloop as second keynote speaker.

### COPE 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 quality and 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. Cases and experiences in services
9. Statistics for excellence measurement
10. Servitization for value creation
11. Information and communication technology
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. Each paper will also be singularly indexed in **Google Scholar**. 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](http://www.eisic.net)**.

**Abstracts** should be sent by e-mail by **April 30, 2018** at the latest to: [jma.martin@wanadoo.fr](mailto:jma.martin@wanadoo.fr).

All abstracts will be acknowledged and authors will be **notified** of the reviewers' comments.

**Papers** have to follow the guidelines published online.

In this regard, a **template in word format** is available on the Conference website. The deadline for full paper submission is **June 30, 2018**.

Every author (or where 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 Conservatoire National des Arts et Métiers,  
292 Rue Saint Martin, Paris 3<sup>e</sup>

The Gala dinner will take place on Thursday August 30 at Restaurant 'Le Cirque', 141 rue Saint-Martin, Paris 4<sup>e</sup> (opposite "Centre Georges Pompidou")

## COSTS AND REGISTRATION

The delegate **fee** is **350 € (200 €** for Master/PhD Students and CNAM 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, 2018.

**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](http://www.eisic.net)

## TRANSPORTATION

The venue can be reached from everywhere in the world by air, Charles de Gaulle, Orly, Beauvais airports or train.

Further useful information will be regularly posted on the Conference website.

## SCIENTIFIC COMMITTEE

Jacques Martin	ESOE (President of the Scientific Committee)
Sandra Bertezene	Le Cnam (France)
Alan Brown	Edith Cowan University (Australia)
Federico Brunetti	Verona University (Italy)
Amnon Caspi	Bar-Ilan University (Israel)
Michele Cano	University of West of Scotland (UK)
Alex Douglas	The TQM Journal
Stanislav Karapetrovic	Alberta University (Canada), The TQM Journal
Alfonso Vargas Sánchez	Huelva University (Spain)

## THE CONFERENCE FOUNDERS

Claudio Baccarani	Verona University (Italy)
Michel Weill	University of Toulon (France)

## MARKETING AND COMMUNICATION

Angelo Bonfanti	Verona University (Italy)
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## ORGANIZING UNIVERSITIES AND PARTNER ORGANIZATIONS

ESOE

Verona University (Italy)

Emerald Publishing

Fondazione CUEIM

CUEIM (Consorzio Universitario di Economia Industriale e Manageriale)

## ORGANIZING COMMITTEE (CNAM)

Prof. Sandra Bertezene, Management of Health Services

Prof. Jean Lainé, Director of Research Laboratory LIRSA

Mireille Cahuzacq, Event Communication

Alice Navarro, Event Manager

## CONTACT INFORMATION

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