

## 21e conférence internationale sur l'excellence dans les services

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

### PROGRAM

#### IMPORTANT DATES

**Abstract** : April 30, 2018

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

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

#### ABOUT

Founded by the University of Toulon and University of Verona in 1998 as "Toulon-Verona Conference", "Excellence in Services" is the 21th 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 21st 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.

#### 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 quality and excellence in services.

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



30 août 2018  
31 août 2018

Organisé par **Sandra Bertezene**, professeure du Cnam titulaire de la chaire de Gestion des services de santé, dans le cadre de la mission de diffusion de la culture scientifique du Cnam (avec le Laboratoire interdisciplinaire en sciences de l'action - Lirsa), ce cycle de conférences-débats complète les enseignements de l'équipe pédagogique nationale **Santé-Solidarité** et s'adresse à tous.

+ [Tout le programme des rencontres](#)

<https://lise-cnrs.cnam.fr/le-laboratoire/evenements-et-actualites-du-lise/evenements-scientifiques/21e-conference-inter>