



THE KENYA INSTITUTE OF MANAGEMENT



THE 24TH EXCELLENCE IN SERVICES INTERNATIONAL CONFERENCE

Organizational Excellence has established itself as the key to success in management. The 24th Excellence in Service International Conference brings together delegates from all over the world and offers a platform to build capacity in developing an excellent service culture in both public and private institutions.

DATES: 31ST AUGUST- 3RD SEPTEMBER

VENUE



**University of Salerno
Salerno, Italy**

The Conference will take place at "the University of Salerno", Via Giovanni Paolo II, 132, 84084, Fisciano SA, Italy



About

Founded by the University of Toulon and University of Verona in 1998 as "Toulon-Verona Conference", "Excellence in Services" is the 24th 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; Paris 2018, Thessaloniki 2019, Coimbra 2020 - cancelled). In 2021 delegates are welcome in SALERNO, in stunning and enticing Campania, Italy, for its 24th edition.

Organizational Excellence has established itself the key to success in management for all types of organizations for many years now. This Conference looks at the role of Excellence both from theoretical and practical points of view.

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

Keynote speakers

The "Excellence in Services International Conference" will welcome **Professor Arash Shahin of the University of Isfahan, Iran.**

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 excellence in services.

Areas of focus

1. Education
2. Health care
3. Local government and public services
4. Financial and banking services
5. Transport and logistics
6. Theory and methodology in services
7. Cases and experiences in services
8. Statistics for excellence measurement
9. Servitization for value creation
10. Information and communication technology (ICT)
11. Professional services
12. Innovation and entrepreneurship in services

The 24th Excellence in Service International Conference. 31st August - 3rd September 2021



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Formerly Toulon-Verona Conference, founded in 1998

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.



Conference venue

The Conference will take place at "the University of Salerno", Via Giovanni Paolo II, 132, 84084, Fisciano SA, Italy.

The Gala dinner will take place on Thursday 2 September.

Transportation

The venue can be reached by air from Naples airport, or by train.

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

Organizing Universities and Partner Organizations

- University of Salerno (Italy)
- ESOE
- University of Verona (Italy)
- Emerald Publishing
- Fondazione CUEIM (Consorzio Universitario di Economia Industriale e Manageriale)

Registration and Contact information

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