QUIS 19

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Visit Symposium website: quis19.eu

June 3-6, 2025 - Rome

SAVE THE DATE

19th International Research Symposium on Service Excellence In Management (QUIS19)

«Service Research and Education: A Path to Digital and Sustainable Transformation»

IMPORTANT DATES

01-Aug-24	Online abstract submission opens
15-Nov-24	Abstract submission deadline
31-Jan-25	Notification of acceptance | Registration opens
15-Mar-25	Early registration closes | Complete paper or extended abstract deadline
30-Apr-25	Regular registration closes

Service Research and Education:

A Path to Digital and Sustainable Transformation

The **19th International Research Symposium on Service Excellence in Management (QUIS19)** will take place during **June 03-06, 2025** at Roma Tre University, Rome, Italy. The main theme of the conference is "*Service research and Education: A Path to Digital and Sustainable Transformation*".

This title highlights the crucial need to understand how new technologies are transforming services and service ecosystems, revolutionizing human interactions and activities and how these changes intersect with ethical and sustainability concerns. In today's world, technology and sustainability are two top priorities that must be explored through a multidisciplinary lens to achieve the shared goal of enhancing the well-being of both people and the planet. Understanding the role of Service Research and Service Education becomes essential. Advancing research and education in services fosters a transformation that embraces both digital innovation and sustainability, leading to a more efficient and responsible service industry.

Researchers and practitioners are invited to submit an abstract describing their rigorous work for consideration for presentation during the QUIS 19.

QUIS Overview

Since 1988, the QUIS symposium brings together the best interdisciplinary academic research and management practices in a forum to advance the study of service management, service dominant logic, service leadership, customer experience, technology and innovations in service.

Invited Topics

- Artificial intelligence and robots in service
- Base of pyramid (BoP) Service Research
- Customer experience
- Data science for service (Big data or unstructured data analytics)
- Digitalization of services
- Education service
- Environment, sustainability and service
- Healthcare and wellness service
- Mobile technology and service
- Public, not-for-profit and governmental service
- Service ecosystem
- Service in global pandemic age
- Service in manufacturing companies/organizations
- Service innovation and creativity

- New service development
- Service design
- Technology and service
- Transformative service
- Value cocreation
- Virtual workplace
- Other topics related to service

Abstract Admission

Abstracts (maximum 500 words) should be submitted online at QUIS19 website, latest by **November 15th**, **2024**. All submissions will be reviewed by the conference Co-chairs and acceptance will be based on its contributions to theory, research and/or implications for practice for service management. By submitting an abstract, at least one of the authors agrees to attend QUIS19 if the work is accepted.

Notification of acceptance will be sent by **January 31st, 2025**. Authors of accepted abstracts must submit either an extended abstract (1000 words) or a complete paper (maximum 10 pages) by **March 15th, 2025,** to be included in the QUIS19 proceedings.

During the conference, the **QUIS19 Best Paper Award** will be assigned. Moreover, the best paper award for **"Social impact in service research"** will be granted during QUIS19, sponsored by the new Journal of Social Impact in Business Research. The paper has to demonstrate the contribution of service theory/frameworks to improve customer, service employee or environmental well-being and the data must show practical results of a service-driven program, initiative or intervention.
In addition, thanks to the collaboration with the Journal of Service Theory and Practice, Journal of Service Management, Journal of Service Marketing and Journal of Social Impact in Business Research, there is the possibility that selected papers will be invited for consideration for publication.

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QUIS19 Conference Co-Chairs:

- *Rohit Verma, Darla Moore School of Business, USA*
- *Per Kristensson, CTF, Service Research Center, Karlstad University, Sweden*
- *Thomas Hollmann, Department of Marketing, Center for Service Leadership (CSL), Arizona State University, USA*
- *Maria Francesca Renzi, Department of Business Studies, RomaTre University, Italy*

Abstract Submission

Researchers and practitioners are invited to submit an abstract describing their rigorous work for consideration for presentation during the *19th International Research Symposium on Service Excellence in Management* (QUIS 19) which will take place at the beautiful campus of Roma Tre University, Rome, Italy on **June 03-06, 2025**.

Abstracts (maximum 500 words) should be submitted latest by **November 15th 2024** (Note: Corresponding author will need to create an account at "https://confnow.eu/"). All submissions will be reviewed by the conference Co-chairs and acceptance will be based on their contributions to theory, research and/or implications for practice for service management. By submitting an abstract, at least one of the authors agrees to attend QUIS19 if the work is accepted.

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Author Guideline

Authors must provide author details and supply a structured abstract following the **Online Abstract submission form** and using the provided template, including these sub-headings:

- Purpose of the study
- Methodology
- Findings
- Research limitations/ Implications
- Originality/ Value
- Keywords
- Presentation format (the authors are advised to use an engaging format to create a welcoming space for active and collaborative peer-to-peer learning while conveying the main ideas behind their submission. Some examples of such presentation formats can be found on this website).

Quis19 Conference email: info@quis19.eu

Conference website: QUIS19 Symposium – Rome, June 03-06, 2025