

CALL FOR PAPERS
Abstracts due November 10, 2012

QUIS13

The 13th International
Research Symposium
on Service Excellence
in Management

June 10 -13, 2013
Karlstad, Sweden

HOSTED BY
CTF, Service Research Center, Karlstad University, Sweden

IN CONJUNCTION WITH
Center for Services Leadership, W. P. Carey School of
Business, Arizona State University, USA
Warwick Business School, University of Warwick, UK
Center for Hospitality Research, School of Hotel
Administration, Cornell University, USA



SERVICE RESEARCH CENTER

CTF | CENTRUM FÖR TJÄNSTEFORSKNING

ABOUT THE CONFERENCE

QUIS is considered to be the world's leading biannual symposium on service research and brings together the best interdisciplinary academic research and management practice. The QUIS symposium draws attendees from around 35 countries. We will start with a reception on Monday evening and sessions and social programs will continue until Thursday lunch. The symposium takes a broad interdisciplinary and international view of service excellence in management. The topics are representative but not exclusive themes.

A Best Paper Award will be presented during the conference and a special issue with selected papers from QUIS13 will be published in Journal of Service Management and Cornell Hospitality Quarterly.

For up-to-date conference information please visit www.kau.se/quis13

QUIS coordinator ingrid.hansson@kau.se

CONFERENCE CO-CHAIRS

Professor Bo Edvardsson, CTF, Service Research Center, Karlstad University, Sweden
Professor Mary Jo Bitner, Center for Services Leadership, Arizona State University, USA
Professor Robert Johnston, Warwick Business School, University of Warwick, UK
Professor Rohit Verma, Center for Hospitality Research, Cornell University, USA

TOPICS

Customer experience
Customer satisfaction and loyalty
Healthcare service
Hospitality service
Human resource management service
New service development and innovation
Not-for-profit and government service
Service leadership and culture
Service logic
Service marketing & customer management
Service operations management
Service outsourcing
Service pricing and revenue management
Service productivity enhancement
Service quality & performance management
Service recovery & complaint management
Service science, management & engineering
Service strategy
Service supply chains
Services in manufacturing companies
Social media & interactive service channels
Technology & e-service
Theoretical perspectives on service
Transformative service
Other topics related to service

SUBMIT AN ABSTRACT

Researchers and practitioners are invited to submit an abstract describing their rigorous work for consideration for presentation at QUIS13 in Karlstad, Sweden, June 10-13, 2013. Each abstract (maximum 500 words) should clearly identify the primary speaker's contact information.

All submissions will be reviewed by the conference co-chairs and acceptance will be based on its contribution to theory, research and/or implications for practice for service management. By submitting an abstract, at least one of the authors agrees to attend QUIS13 if the work is accepted.

Please submit your abstract no later than November 10, 2012 to quis13@kau.se

Notification of acceptance will be sent out by December 20, 2012. Authors of accepted abstracts will have the option of submitting an extended abstract (1000 words) or a complete paper (maximum 10 pages) by March 31, 2013.

