Researchers and practitioners are invited to submit an abstract describing their rigorous work for consideration for presentation during the 12th International Research Symposium on Service Excellence in Management (QUIS 12) which will take place at the beautiful campus of Cornell University in Ithaca, New York, June 2-5, 2011. QUIS 12 is being jointly organized with the annual conference of the POMS College of Service Operations.

Submissions on all topics related to managing excellence in services are invited. They include (but are not limited to):

- Customer satisfaction, loyalty, word-of-mouth and profitability in services
- Healthcare, hospitality, retail, travel/tourism, and financial services
- Human resources issues in services
- Internationalization of services
- New service design and development
- Not-for-profit and government services
- Service innovation
- Service leadership and culture
- Service marketing and customer management
- Services in manufacturing organizations
- Service networks and supply chains
- Service outsourcing and off-shoring
- Service operations management
- Service pricing and revenue management
- Service quality and performance excellence
- Service recovery and complaint management
- Service science, management and engineering
- Service strategy
- Service productivity enhancement
- Social media and interactive service channels
- Technology in services and e-services
- Theoretical perspectives on services
- Other topics related to services.

Abstracts (maximum 500 words) should be submitted to QUIS12@SHA.CORNELL.EDU latest by Dec. 1st 2010.

Acceptance of submissions for presentation will be based on its contribution to theory, research and/or implications for practice of services management. Submissions based on all methodological approaches (analytical, empirical, behavioral, or qualitative) are welcome. Trans-disciplinary submissions are especially encouraged.
By submitting an abstract, at least one of the authors agrees to attend QUIS 12 if the work is accepted. Notification of acceptance will be sent by December 20, 2010.

Authors of accepted abstracts will have the option of publishing either an extended abstract (1000 words) or a complete paper (maximum length 10 pages) in the conference proceedings.

A Best Paper Award will be presented during the conference and selected papers from the conference will be invited for consideration for publication in the Journal of Service Management (formerly International Journal of Service Industry Management), Managing Service Quality, and Cornell Hospitality Quarterly.

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http://quis12.hotelschool.cornell.edu