

2008 Christopher Lovelock Career Contributions Award Guidelines

The "Christopher Lovelock Career Contributions to the Services Discipline Award" is presented annually by SERVSIG to the individual whose teaching, research and service have had the greatest long-term impact on the development of the services discipline.

Eligibility:

Candidates for the Career Contributions to the Service Discipline Award should meet the following criteria:

Career contributions should be of long duration, preferably 15 to 20 years.

1. Contributions to the services discipline should be significant.
2. Contributions to the services discipline should be frequent.
3. Contributions to the services discipline should include recent contributions.

Other eligibility issues

1. Candidates for a SERVSIG Award do not have to be a member of SERVSIG or the AMA to be eligible or to win.
2. Candidates may be from anywhere in the world. From the beginning, SERVSIG has sought to be globally oriented and globally active.
3. Candidates for the awards do not have to be academics. SERVSIG recognizes the vital link between academe and business practice. For example, Lynn Shostack, the first SERVSIG Career Contributions winner (1994), is not an academic.

Selection Criteria

The specific criteria and how the criteria are weighted will be left to the selection committee. However, SERVSIG feels that the following aspects of a nominee's background are important to reflect upon:

1. The length of one's career in services.
 - early contributions
 - continued contributions
2. The significance of one's contributions, including:
 - foundational publications
 - conceptual and/or research contributions
 - books (e.g., services textbooks, practitioner oriented books, academic research oriented books)
 - conference participation and leadership (e.g., Frontiers, La Londe)
 - journal editorship
 - organizational contributions (e.g., SERVSIG, Centers, etc.)
 - teaching innovations

3. The scope of one's contributions, including:
 - micro and macro dimensions
 - international and domestic contributions
 - academic and practitioner contributions

Committee award selection process

1. SERVSIG will solicit nominations from AMA and SERVSIG members through an announcement on ELMAR and SERVNET by **June 15th**. Nominations can also come from the selection committee members. Nominations will close **June 30th**. All nominations should be sent to the chair of the selection committee, Thorsten Hennig-Thurau (tth@medien.uni-weimar.de). Each nomination is to include a copy of the nominee's vita for the committee's consideration.
2. The chair of the selection committee will share the list of nominees via e-mail.
3. The committee will utilize a conference call and/or email messages to:
 - cull the list of nominees, if necessary.
 - provide each member an opportunity to provide his/her input regarding the nominated candidates, including their own.
 - establish an open dialogue of the various candidates.
 - cast a vote.
4. The chair of the selection committee will create an e-mail message to inform the SERVSIG chair of the decision, that is a committee approved communication, by **July 31st**.