



18th TOULON – VERONA

CONFERENCE

**ANNOUNCEMENT AND CALL
FOR PAPERS**

An international conference

Taking place at Centro Ricerche e Studi Direzionali
In collaboration with
the University of Palermo
Palermo, Italy

31 August and 1 September 2015

International Committee

Claudio Baccarani, Verona, Italy
Alan Brown, Edith Cowan, Australia
Amnon Caspi, Bar Ilan - Ruppin, Israel
Michele Cano, West Scotland, Scotland
Alex Douglas, TQM Journal
Esteban Fernandez Rico, Oviedo, Spain
Jacques Martin, Toulon, France
Keynote speakers: Prof. J. Antony, Heriot Watt,
Edinburgh, Scotland; Prof. A. Vargas, Huelva,
Spain

Organizing Committee

Salvatore La Rosa, Direttore CERISDI, President
AICQ, Sicilia
Isabella Munda, INGV Palermo
Valentina Agnello, CERISDI
Sergio Federico, CERISDI
Salvatore Amoroso, University of Palermo
Vincenzo Russo, IULM
Sergio Bianchi, University of Palermo
Antonino Cangemi, Regione Siciliana
Fabio Mazzola, University of Palermo



**CENTRO RICERCHE
E STUDI DIREZIONALI**



**UNIVERSITÀ
DEGLI STUDI
DI PALERMO**

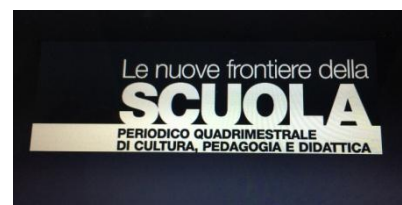
Important Dates: Deadlines; Abstracts 30 April 2015, Full papers submission 30 June 2015

Background to the Conference

This is the 18th conference in the series. (Toulon 1998; Verona 1999; Derby 2000; Mons 2001; Lisboa 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). In 2015 it takes place in the historical city of Palermo, Sicily, Italy.

As Quality Management and Excellence have been established as of paramount importance in Higher Education, Health Care, Local Government, Tourism, Banking, Logistics, the Conference looks at the role of Quality/Excellence, stakeholders, resources, processes, certifications, accreditations and labels, measurement and improvement in such institutions and activities.

The conference will include plenary sessions with keynote speakers and specialized parallel sessions. An international committee will select the best papers, including PhD papers, for publication in different Journals after the conference.



The conference participants

Academics, researchers, managers, administrators, support staff in the areas of focus of the Conference.

The venue

The conference will be based at CERISDI, Castello Utveggio, Via P. Ennio Pintacuda 1, Palermo.



Conference website: <http://www.toulonveronaconf.eu>

Contact (non-academic matters): isabella.munda@gmail.com;

(academic matters) jma.martin@wanadoo.fr

The Gala Dinner will take place at Circolo degli Ufficiali in Palermo on Monday 31 August at 8.30 PM.

Call for papers

The conference has the following areas of focus:

1. Education
2. Health Care
3. Local Government and public services
4. Tourism and Leisure
5. Financial and Banking services
6. Transport and Logistics
7. Theory and methodology in services
8. Cases and experiences in services
9. Statistics for excellence measurement
10. Servitization in industry for value creation
11. Information and communication technology

Papers can deal with both theoretical and methodological approaches to quality and excellence, implementation, and case studies. All submissions must be written in English, official language of the Conference. A selection of the best papers will be published in different journals.

Abstracts of no more than **200 words** should be sent by e-mail by **30 April 2015** at the latest to:

jma.martin@wanadoo.fr

All abstracts will be acknowledged and authors will be notified of the reviewers' comments.

At least one of the authors has to be in Palermo to present the paper.

The deadline for full paper submission is 30 June 2015.

For further information, contact: jma.martin@wanadoo.fr

Jacques Martin, ESOE, 30 Impasse Fleurie, 83130 La Garde, France.

Phone: +33 608 63 49 97.

Costs

The delegate fee is 420€ (220€ for Master/PhD Students and CERISDI & University of Palermo affiliates,), covering access to all daytime conference sessions, conference proceedings, lunches, refreshments, gala dinner. (Surcharge of 50 € if payment after 30 June 2015). Free for session attendants without materials and catering services.

Fee payable in Euro (or equivalent in another currency) by cheque or bank transfer to: ESOE

Bank : CREDIT AGRICOLE, La Garde, Var, France

Account (IBAN): FR76 1910 6000 0843 5028 0198 931, BANK IDENTIFIER CODE/SWIFT: AGRIFRPP891

For registration form (also available on conference website) and information, contact: jma.martin@wanadoo.fr

Transportation

The venue can be reached through Palermo International Airport and Palermo Central Railway Station.

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