



16th TOULON – VERONA

CONFERENCE

**ANNOUNCEMENT AND CALL
FOR PAPERS**

An international conference

**Taking place at the Faculty of Administration
University of Ljubljana, Slovenia**

29 and 30 August 2013

International Committee

Claudio Baccarani, Verona, Italy
Alan Brown, Edith Cowan, Australia
Amnon Caspi, Bar Ilan, Israel
Esteban Fernandez Rico, Oviedo, Spain
Jacques Martin, Toulon, France
Michele Cano, West Scotland

Stanka Setnikar-Cankar, Ljubljana, Slovenia

Organizing Committee

*Prof. Stanka Setnikar-Cankar, Dean, Faculty of
Administration, University of Ljubljana*
*Assoc. Prof. Primož Pevcin, Vice-dean, Faculty of
Administration, University of Ljubljana*
*Prof. Rudi Rozman, Faculty of Economics,
University of Ljubljana*
*Mateja Bregant, Faculty of Administration,
University of Ljubljana*
*Zlatko Malic, Faculty of Administration, University
of Ljubljana*



University of Ljubljana
Faculty of Administration



Important Dates:

Deadline for Abstracts: 30 April 2013

Deadline for full paper submission: 30 June 2013

Background to the Conference

This is the 16th 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). In 2013 it takes place in the city of Ljubljana, capital of Slovenia.

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, that will be published in different Journals after the conference.



**Multidisciplinary
Respiratory Medicine**

Dynamic Relationships Management Journal

The conference participants

Academics, researchers, managers, administrators, support staff in Higher Education, Health Care, Local Government, Tourism, Banking, Logistics, Statistics.

The venue

The conference will be based at the Faculty of Administration, University of Ljubljana, Gosarjeva Ulica 5, Ljubljana, Slovenia: www.fu.uni-lj.si/en

The Gala Dinner will take place in the historic Castle of Ljubljana.

Call for papers

The conference has eight areas of focus:

- 1. Higher Education**
- 2. Health Care**
- 3. Local Government and public services**
- 4. Tourism and Leisure**
- 5. Banking services**

6. Logistics
7. Theoretical and methodological approaches
8. Statistics for excellence measurement

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 2012** 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 Ljubljana to present the paper.

The deadline for full paper submission is 30 June 2013.

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

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

Phone: +33 608 63 49 97. Fax +33 494 21 98 34

Costs

The delegate fee is 420€ (220€ for Master/PhD Students and University of Ljubljana affiliates,), covering access to all daytime conference sessions, conference proceedings, lunches, refreshments, gala dinner. (Surcharge of 50 € if payment after 30 June 2013). 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 and information, contact: jma.martin@wanadoo.fr

Transportation

The venue can be reached through Ljubljana International Airport, Ljubljana Railway Station, by car (motorway fee to be paid upon entry into Slovenia).

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