An international conference

Taking place at Liverpool John Moores University
Liverpool, England

28 and 29 August 2014

**International Committee**
Claudio Baccarani, Verona, Italy
Alan Brown, Edith Cowan, Australia
Amnon Caspi, Bar Ilan - Ruppin, Israel
Michele Cano, West Scotland, Scotland
Alex Douglas, Liverpool John Moores, England
Esteban Fernandez Rico, Oviedo, Spain
Jacques Martin, Toulon, France

**Organizing Committee**
Dawn Fantin
Alison Byrne
Denis Glinister
Jackie Douglas

**Keynote speakers:** Dr Tito Conti; David Hutchins

**Important Dates:**
Deadline for Abstracts: 30 April 2014
Deadline for full paper submission: 30 June 2014
Background to the Conference

This is the 17th 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). In 2014 it takes place in the city of Liverpool, European Capital of Culture 2008, England. 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, which will be published in different Journals after the conference.

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 Liverpool John Moores University, sessions will take place at the John Lennon Art and Design Building, Duckinfield Street, Liverpool
Conference website: http://www.ljmu.ac.uk/PRS/17TVC/
Contact (non-academic matters): 17TVC@ljmu.ac.uk; (academic matters) jma.martin@wanadoo.fr
The Gala Dinner will take place at Anfield Stadium, Home of the Liverpool Football Club.

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 2014 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 Liverpool to present the paper.

The deadline for full paper submission is 30 June 2014.

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 Liverpool John Moores University affiliates,), covering access to all daytime conference sessions, conference proceedings, lunches, refreshments, gala dinner. (Surcharge of 50 € if payment after 30 June 2014). 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 Liverpool International Airport, Liverpool Central Railway Station and by car

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