



The 9th International Research Symposium on Service Excellence in Management

WELCOME TO KARLSTAD, SWEDEN, JUNE 15-18, 2004

The QUIS 9 symposium takes a broad interdisciplinary and international view of service excellence in management and brings together the best interdisciplinary academic research and management practice from around the world. This is a unique high-level sharing and networking event held every second year. The 2004 symposium is held in Sweden, and is organized by Service Research Center – CTF, Karlstad University, Sweden in cooperation with Arizona State University, USA and University of Warwick, England.

The program at a glance

All sessions are held at Karlstad University.

| Tuesday June 15 th | |
|-------------------------------|------------------------|
| 19.00-21.00 | Registration/Reception |

| Wednesday June 16 th | |
|---------------------------------|-----------------|
| 08.15-10.00 | PLENARY 1 |
| 10.30-12.00 | PLENARY 2 |
| 12.00 | Lunch |
| 13.00-14.30 | CONCURRENT 1-5 |
| 15.00-16.30 | CONCURRENT 6-10 |
| 19.00 | Dinner |

| Thursday June 17 th | |
|--------------------------------|------------------|
| 08.30-10.00 | PLENARY 3 |
| 10.30-12.00 | CONCURRENT 11-15 |
| 12.00 | Lunch |
| 13.00-14.30 | PLENARY 4 |
| 15.00-17.00 | CONCURRENT 16-20 |
| 19.30 | Dinner |

| Friday June 18 th | |
|------------------------------|------------------|
| 08.30-10.00 | CONCURRENT 21-25 |
| 10.30-12.00 | PLENARY 5 |
| 12.00 | Lunch |

During the 5 plenary and 25 concurrent sessions a total of 90 presentations are held with presenters from 26 countries. Detailed program on www.quis9.com

Registration

Registration form and instructions are available on the web.

Reduced price for registrations before April 30.

Don't wait to register, as the number of participants is limited to 200.

More information

www.quis9.com

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