



CALL FOR PAPERS

ICASM 2021
Aug 30-31, 2021
Moscow, Russia

The International Research Conference is a federated organization dedicated to bringing together a significant number of diverse scholarly events for presentation within the conference program. Events will run over a span of time during the conference depending on the number and length of the presentations.

ICASM 2021 : International Conference on Advances in Service Management is the premier interdisciplinary forum for the presentation of new advances and research results in the fields of Advances in Service Management. The conference will bring together leading academic scientists, researchers and scholars in the domain of interest from around the world. Topics of interest for submission include, but are not limited to:

Service management
Advances in service management
Components of service management
Service strategy and service offerings
Spare parts management
Returns, repairs, and warranties
Field service management
Customer management
Enhancing theory development
International service management

Complex engineering service systems
Innovative service perspectives
Service sustainability in the digital age
Different aspects of service experience
Service experience linked to service innovation
Service experience in relation to practices
Sharing and communicating service experiences
Time perspective on service experience
Network or service system perspective to service experience
Methods and techniques for studying service experience.