



# CALL FOR PAPERS

**ICASM 2022**  
**Mar 22-23, 2022**  
**Istanbul, Turkey**

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 2022 : 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.