



Excellence
In Services
International
Conference

EISIC

BERGAMO
EISIC 2024
AUGUST 29-30

Formerly Toulon-Verona Conference, founded in 1998



UNIVERSITÀ
DEGLI STUDI
DI BERGAMO

Excellence in Services

EISIC 2024 - 27TH International Conference

DAY 1 Thursday, 29th August 2024

Sala Galeotti UniBg, via dei Caniana 2, Bergamo

9:00-9:30	Registration & Welcome Coffee
9:30-11:00	Opening Plenary session Piera Molinelli , Vice-rector of Bergamo University Federico Brunetti , Co-Chair Jacques Martin , Co-Chair Mauro Cavallone , Co-Chair <i>Speaker: Giuseppe De Beni</i> , Senior Business Advisor Horvath Management Consulting
11:00-12:00	PARALLEL SESSIONS 1 (Rooms UniBg, via dei Caniana 2, Bergamo)
12:00-13:00	Lunch
13:00-15:00	PARALLEL SESSIONS 2 (Rooms UniBg, via dei Caniana 2, Bergamo)
15:00-15:30	Coffee break
15:30-17:30	PARALLEL SESSIONS 3 (Rooms UniBg, via dei Caniana 2, Bergamo)
20:00	Gala Dinner: Pianone Restaurant 2023 Best Papers Awards

DAY 2 Friday, 30th August 2024

Sala Galeotti UniBg, via dei Caniana 2, Bergamo

9:00-10:00	PARALLEL SESSIONS 4 (Rooms UniBg, via dei Caniana 2, Bergamo)
10:00-11:00	Round table: The Future of Quality and Excellence <i>Chairs: R. Isaksson, Y. Raanan</i>
11:00-11:30	Coffee break
11.30-12.30	<i>Keynote Speaker: Federico Eichberg</i> , Head of Cabinet of the Ministry of Industry and Made in Italy
12.30-13.00	Closing of Conference

In collaboration with the Department of Management, UniBg

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