

RESER2015 PROGRAMME

THURSDAY SEPTEMBER 10, 2015

8:00 - 9:00

Registration

9:00 - 9:15

Opening of the Conference

President of RESER Patrik Ström

Professor Lars Fuglsang

Big Meeting Room / III

9:15 - 9:30

Welcoming speech

Jens Friis Jensen, Deputy Head of Department, CBIT, Roskilde University

SAL III

9:30 - 10:45

Keynote speaker: Anders Gustafsson

University of Karlstad

"Defining service innovation from a theoretical and practical stance"

Big Meeting Room / III

10:45 - 11:15

Coffee break

11:15 - 12:45

Parallel sessions

A1 MAN
Room 7

D1 GEO
Small / II

E1 KIBS
Salon F

G1 RED
Room 9

I1 ICT
Room 4

J1 METH
Big / III

12:45 - 13:45

Lunch break

13:45 - 15:15

Parallel sessions

A2 MAN
Room 7

D2 GEO
Small / II

E2 KIBS
Salon F

G2 RED
Room 9

I2 ICT
Room 4

INDUSTRY
Big / III

15:15 - 15:45

Coffee break

15:45 - 17:15

Parallel sessions

B1 SERV
Room 7

D3 GEO
Small / II

E3 KIBS
Salon F

I3 ICT
Room 4

INDUSTRY
Big / III

18:00

Welcome reception hosted by the Municipality of Copenhagen
The Town Hall, Rådhuspladsen, Copenhagen



FRIDAY SEPTEMBER 11, 2015

Keynote speaker: Paul Windrum Nottingham University Business School 9:00 - 10:15 "Challenges Facing Researchers in Public Sector Services Innovation: Consumption, Production, and Measurement" Big Meeting Room / III						
10:15 - 10:45 Coffee break						
10:45 - 12:15 Parallel sessions						
	C1 INS Room 9	A3 MAN Room 7	E4 KIBS Room 10	G3 RED Big / III	I4 ICT Salon F	J2 METH Small / II
12:15 - 13:15 Lunch break						
13:15 - 14:45 Parallel sessions						
	C2 INS Room 9	D4 GEO Room 7	E5 KIBS Room 10	H1 ICT Big / III	I5 ICT Salon F	J3 METH Small / II
14:45 - 15:15 Coffee break						
15:15 - 16:45 Parallel sessions						
	C3 INS Room 9		F1 POL Room 10	H2 ICT Big / III	I6 ICT Salon F	J4 METH Small / II
16:45 - 17:00 Closing session						
Presentation of the RESER2016 conference Big Meeting Room / III						
19:30 Gala dinner						
IDA, Kalvebod Brygge 31, Copenhagen						

SATURDAY SEPTEMBER 12, 2015

9:00 - 12:00		RESER General Assembly IDA, Kalvebod Brygge 31, Copenhagen
12:15 - 13:45		Social event Secret places, gossip and history - a guided tour of Copenhagen Outside The Black Diamond, Søren Kierkegaards Plads 1, Copenhagen

RESER2015 Programme and sessions

A: Development and innovation in public and private manual services

Session 1: Public, private and social innovation in manual services (Thursday 11:15 - 12:45)	Chair: Brita Hermelin	Room 7
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| A1-1 | Innovation in public service systems
Jon Sundbo, Lars Fuglsang |
| A1-2 | Social innovations – the role of the local community
Brita Hermelin, Grete Rusten |
| A1-3 | Innovation network development in conflict-dominated tourist destinations: An impossible mission?
Flemming Sørensen, Nanna Balsby |

Session 2: Manual service systematization and service values (Thursday 13:45 - 15:15)	Chair: Flemming Sørensen	Room 7
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| A2-1 | Service culture and value experiences of everyday service : North-South divide
Anu Helkkula, Tiziana Russo Spena, Cristina Mele, Carol Kelleher, Valeria Improta |
| A2-2 | Functional versus Experiential Service Encounters: Impact on tourist satisfaction and recommendation intention
Kristian J. Sund, Flemming Sørensen, Jens Friis Jensen |
| A2-3 | Service Dominant Logic - how to systematize service business
Seppo Kuula, Erkka Niemi, Harri Haapasalo |

Session 3: Bricolage and user-based innovation in manual services (Friday 10:45 - 12:15)	Chair: Mervi Hasu	Room 7
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| A3-1 | How users are involved in business-to-business service innovation processes
Giulia Nardelli, Ada Scupola |
| A3-2 | Connecting policy and practice: How everyday creativity and bricolage-work can evolve around shared fields of meaning
Lars Fuglsang |
| A3-3 | Employee critique as an impulse for bricolage in elderly care services
Sari Käpykangas, Mervi Hasu |

B: Servitization

Session 1: Servitization (Thursday 15:45 - 17:15)	Chair: Thomas Meiren	Room 7
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| B1-1 | Development of Smart Services in Manufacturing Companies
Thomas Meiren, Nicola Sacconi, Andrea Alghisi |
| B1-2 | Servitization and Productization: two faces of the same coin?
Luna Leoni |
| B1-3 | Standardizing the service delivery system for repetitive industrial services
Elena Poikonen, Miia Martinsuo, Sanna Nenonen |

C: Innovative services, sustainability and value-creation

Session 1: Innovative services and innovation determinants (Friday 10:45 - 12:15)	Chair Jon Sundbo	Room 9
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| C1-1 | Determination of Innovation Capability of Organizations: Qualitative Meta Synthesis and Delphi Method
Mostafa Momeni, Susanne Balslev Nielsen, Mahdi Haghighi Kafash |
| C1-2 | Service concepts from future - weak signals from different branches
Vitalija Petrulaitienė, Eelis Rytönen, Suvi Nenonen, Tuuli Jylhä |
| C1-3 | Re-approaching the Meaning "Innovative Service" on Generating New Service Process: MEIJI Milk Express study case (fresh milk home delivery service)
- Provider and User
Leisa Moreno |
| C1-4 | Fruit wine festivals and producer visits as tourist attractions and marketing channels
Donna Sundbo, Jon Sundbo |

Session 2: Services and issues of sustainability (Friday 13:15 - 14:45)	Chair: Faiz Gallouj	Room 9
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| C2-1 | Service innovation for sustainability: paths for greening by service innovation
Faridah Djellal, Faiz Gallouj |
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- C2-2 Sustainable Development an Opportunity for Innovation in the Management Model of Public Organisations
José Aureliano Martín Segura, José Luis Navarro Espigares, César Pérez López, Guillermo Maraver Tarifa
- C2-3 Market dynamism and spcial capital as determinants of innovation: A study of cultural tourism clusters
Dioni Elche, Ángela Martínez-Pérez, Pedro M. García-Villaverde, M^a José Ruiz-Ortega

Session 3: Values of services and their measurement (Friday 15:15 - 16:45)	Chair: Bent Petersen	Room 9
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- C3-1 Importance-Performance-Analysis as a Tool in Evaluating Service Productivity in Hospitals
Mario A. Pfannstiel
- C3-2 Creating and Capturing Value for Different Types of Services - A Contingency Approach
Bent Petersen, Peter Ørberg Jensen
- C3-3 Emotion measurement services for knowledge workers
Maiju Vuolle, Henna Salonius, Johanna Lintinen, Julia Mäkinen

D: Changing geographies of services: Internationalisation, regional and local development

Session 1: Services and local, regional and national development issues (Thursday 11:15 - 12:45)	Chair: Laurențiu Tăchiciu	Small / II
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- D1-1 Tyranny of Distance or Market Potential? Empirical Analysis on Service Sector Growth in Hinterlands of China
Liu Yi
- D1-2 The assessment of service innovation in relation to regional development. A comparative analysis between the Province of Limburg and the Region of Bucharest-Ilfov
Alina-Elena Iosif, Laurențiu Tăchiciu
- D1-3 Host country impact of services FDI: the case of Visegrad countries
Zoltán Gál, Magdolna Sass

Session 2: Collaboration, networking and innovation (Thursday 13:45 - 15:15))		Chair: Lars Fuglsang	Small / II
D2-1	Networking and cooperation: Social innovations in the demographic change Janina Evers, Jan Knipperts		
D2-2	Towards a multi-level framework of collaborative innovation in tourism Olga Høegh-Guldberg, Lars Fuglsang		
D2-3	Evaluation of design thinking for the creation of service innovations in developing countries Silvia Gliem, Astrid Boeger, Harald Goegl, Christiane Hipp		
Session 3: Services, regional and local development (Thursday 15:45 - 17:15)		Chair: William Beyers	Small / II
D3-1	L'éventail des services délocalisables, facteur d'attractivité des pays hôtes : Une approche par les coûts et les risques Arbia Chatmi, Karim Elasri		
D3-2	Dynamics of Trade In Services: Exports, Imports and Local Demand in Washington State and the U.S. 1963-2007 William B. Beyers		
D3-3	Between the center and the margins: Services location, economic (re)structuring and quality of life in metropolitan periurban areas P. Costa, T. Costa Pinto, M^a F. Ferreira, F. Bernardo, C. Colaço, S. Santos, R. Lopes, R. Coelho		
Session 4: Knowledge intensive services: geographic characteristics and development (Friday 13:15 - 14:45 Chair Patrick Ström			Room 7
D4-1	International Financial Centre Development In Central And Eastern Europe - Role of Financial & Business Services Offshoring in IFC Formation Zoltán Gál		
D4-2	Regional reconfiguration of the multinational companies in the knowledge economy Ola Bergström, Patrik Ström		
D4-3	Outward FDI in financial services – the case of Hungary Magdolna Sass		

E: Development, innovation and societal impact of knowledge intensive services

Session 1: Innovation and new business models in KIBS (Thursday 11:15 - 12:45)

Chair: Christina Castro Lucas

Salon F

- E1-1 Teaching Strategy of an Innovative Service: a Case Study in the Context of Cybernetic Simulated Scenarios
Víthor Rosa Franco, Cristina Castro Lucas Souza, João Gustavo Alcantara Guimarães
- E1-2 From value propositions to business models: the case of diabetes self-care
Eija-Liisa Heikka, Salla Saraniemi, Pauliina Ulkuniemi
- E1-3 Obstacles of Innovation and innovation capabilities in knowledge intensive business services in Palestine
Rabeh Morrar, May Abdelhadi
- E1-4 Sustainable business model innovations in service: A study of Norwegian knowledge-intensive service companies
Erlend Aas Gulbrandsen, Sveinung Jørgensen, Lars Jacob Tynes Pedersen

Session 2: Innovation and development in healthcare (Thursday 13:45 - 15:15)

Chair: Doris Schartinger

Salon F

- E2-1 Social innovation in Austrian health care: a conceptual approach
Doris Schartinger
- E2-2 Non-Invasive Prenatal Test: An 'invasive' innovation in prenatal testing
Henni Tenhunen, An Chen
- E2-3 The impact of service robotics on service work within a healthcare service system
Michaela Friedrich, Andrea Rößner, Anne-Sophie Tombeil
- E2-4 Identifying critical interdependencies and coordination needs in value-driven e-health services
Kaisa Seppänen, Henri Karppinen

Session 3: KIBS and learning in clusters and networks (Thursday 15:45 - 17:15)

Chair: Morten Boesen

Salon F

- E3-1 Learning in value networks as a challenge for digitalized service innovations
Eveliina Saari, Mervi Hasu
- E3-2 KIBS and the Dynamics of Industrial Clusters: a Complex Adaptive Systems Approach
Benoît Desmarchelier, Faridah Djellal, Faïz Gallouj

- E3-3 Ties with KIBS and SMEs' Service Innovation Performance: The Moderating Role of Absorptive Capacity
Lin Wang, Yan Tao
- E3-4 Serving mobile workers at university campuses – access to success
Eelis Rytönen, Vitalija Petrulaitiene, Suvi Nenonen, Tuuli Jylhä

Session 4: KIBS and internationalisation and outsourcing (Friday 10:45 - 12:15) Chair: Grete Rusten Room 10

- E4-1 Building documentation for building operation - A study based on the theory of planned behavior
Jana Koers, Vanessa Platner, Torben Bernhold, David Serbin, Christian Junker
- E4-2 Internationalization Services and KIS (Knowledge Intensive Services): Applicability of Traditional Models
Clara Belén Martos Martínez
- E4-3 Current state and perspectives of 3PL outsourcing by SMEs
Laurențiu Tăchiciu, Vasile Dinu

Session 5: Development in KIBS (Friday 13:15 - 14:45) Chair: Thomas Meiren Room 10

- E5-1 Which Factors Influence Formalization in the New Services Development Process? Empirical Findings from German Services Firms
Ilyas Khan, Thomas Meiren
- E5-2 Development of a methodology for the intellectual capital measure and assessment of research centers of innovation based in multi-criteria method
Sergio Luiz Souza Motta, Juliana Ferreira Santos Bastos de Lacerda, Cristina Castro-Lucas

F: The role of services and service development in industrial policy

Session 1: Policy issues (Friday 15:15 - 16:45) Chair: Peter Smith Room 10

- F1-1 The impact of regulation of network and professional services on competition, growth and trade
Peter M. Smith
- F1-2 Governance for collaborative development of service and system innovations
Kirsi Hyytinen

F1-3 Analysis of networked service systems based on value creation model
Takeshi Takenaka, Nariaki Nishino, Keita Kodama, Kenju Akai

G: Services and innovation in developing economies (REDLAS track)

Session 1: Service innovation in development countries (Thursday 11:15 - 12:45) Chair: Andrew Berry Room 9

- G1-1 The greening of Chilean wineries through specialized services
Andrew Berry, Nanno Mulder, Ximena Olmos
- G1-2 Sectoral engines of growth in developing countries – are services a chance for catching-up?
Gisela Di Meglio, Jorge Gallego Martínez-Alcocer, Andrés Maroto, Maria Savona
- G1-3 INNOVACIÓN, SERVICIOS Y DESARROLLO LOCAL: EL CASO DE LA ACUACULTURA EN MEXICO
Minerva Celaya, Araceli Almaraz, Alfredo Hualde

Session 2: KIBS and quality in services (Thursday 13:45 - 15:15) Chair: Patrik Ström Room 9

- G2-1 The trade service in Latin America (2002-2012)
Suzana Quinet de Andrade Bastos, Melise Aline Saviotti Zille
- G2-2 La compétitivité des entreprises locales face aux multinationales dans les pays sous-développés d'Afrique : le rôle de la qualité des services
Birahim Gueye, Dan Rani Guero & Chabi Benoit Kpassi Gobi
- G2-3 The Rise of Knowledge Intensive Business Services (KIBS) in Asian emerging economies
Andrew Jones, Patrik Ström

Session 3: Innovation dynamics in public services and governance (Friday 10:45 - 12:15) Chair: Céline Merlin-Brogniar Big / III

- G3-1 Industrial Ecology in developing countries: barriers, governance modes, and the role of services
Céline Merlin-Brogniart, Fédoua KASMI
- G3-2 Innovation in Public Services: A descriptive analysis of award-winning innovative experiences in Brazil
Lear Valadares Vieira, Antonio Isidro da Silva Filho, Mauro Célio Araújo dos Reis
- G3-3 Service Innovation dynamics in solid waste sector: CDM landfill projects
Silvia Cruz, Sônia Paulin2, Delhi Paiva

G3-4 A labour process approach to derived typologies for service innovations for Mexican KIB
Leonel Corona-Treviño

H: ICT's role in service development (A)

Session 1: ICT based service encounters and innovation (Friday 13:15 - 14:45)	Chair: Flemming Sørensen	Big / III
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| H1-1 | Co-production of the Service Recovery – Embodiment Perspectives for the Innovation from the ICT-centric Service Encounter
Jannick Kirk Sørensen |
| H1-2 | Online review site data in service innovation
Tuomo Eloranta |
| H1-3 | ICT-based service encounters in e-service development
Hannamaija Määttä, Inka Lappalainen |
| H1-4 | Comparing methods for involving users in ideation. The use of Future Scenarios and Blogs in Library Innovation
Hanne Westh Nicolajsen, Ada Scupola, Flemming Sørensen |

Session 2: ICT, learning and innovation in health care services (Friday 15:15 - 16:45)	Chair: Christian Bourret	Big / III
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| H2-1 | Gamification as an enabler of mutual learning in complex health care systems
Johanna Leväsluoto, Jouko Heikkilä, Kaupo Viitanen, Joona Tuovinen |
| H2-2 | Transforming health care through niche service innovations: the perspective of new entrepreneurial ventures
Arto Wallin |
| H2-3 | Frameworks towards a virtual co-creation tool for fuzzy front-end of service development in health care context
Katriina Lahtinen, Satu Aaltonen, Marika Järvinen, Outi Teittinen, Mikko Pirttimäki |
| H2-4 | New approaches to patients' services and new uses of ICT in Co-operative Interface Organizations as a lever to improve the French Healthcare System
Christian Bourret, Corinne Nkondjock |

I: ICT's role in service development (B)

Session 1: Mobile services (Thursday 11:15 - 12:45)	Chair: Ute Reuter	Room 4
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| I1-1 | App communication on Instagram. A netnographic study of a young human brand Isac Elliot
Anu Helkkula, Apramey Dube, Maria Holmlund-Rytkönen, Tii Pylvänäinen, Arja Hallberg, Maria Hellberg |
| I1-2 | Electronic auctioning of services
Ute Reuter |
| I1-3 | Factors influencing consumer retention of mobile apps: A Conceptual perspective on the high-street retails
Khalid AL-Nabhani, Alan Wilson |

Session 2: ICT and the urban (Thursday 13:45 - 15:15)	Chair: Jan Bröchner	Room 4
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| I2-1 | ICT use in delivery of uncertain and complex project services: the case of building refurbishment
Ahmet Anil Sezer, Jan Bröchner |
| I2-2 | Smart Urban Services
Inka Caroline Woyke, Jens Neuhüttler |
| I2-3 | L'Innovation des Services Publics à l'aide de Tics dans le contexte des Smart Cities
Milena Jael Silva-Morales |

Session 3: Improving customer loyalty and management through ICT (Thursday 15:45 - 17:15)	Chair: Jean Philippe	Room 4
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| I3-1 | Loyalty program and meta-services - insights from the case of Airlines alliances
Vikrant Janawade, Pierre-Yves Leo, Jean Philippe |
| I3-2 | Qu'est-ce qui crée la fidélité des consommateurs de drive ? Une recherche sur le nouvel environnement des consommateurs
Kenan Wassouf |
| I3-3 | Evolving the online customer experience - Is there a role for online customer support?
Graeme McLeana, Alan Wilsonb |
| I3-4 | Unlocking new business potential in the field of digital services
Hanna Komulainen, Heikki Karjaluo, Hannu Saarijärvi, Saira Saraniemi, Kaisa Still, Pauliina Ulkuniemi |

Session 4: Unlocking new potentials of ICT (Friday 10:45 - 12:15)		Chair: Jørn Kjølnseth Møller	Salon F
I4-1	Use of equipment lifecycle data in industrial services Moramay Ocaña Flores, Miia Martinuso		
I4-2	Actor roles in the Internet of Things ecosystems Seppo Leminen, Mervi Rajahonka, Mika Westerlund		
I4-3	Utilization of Text Analytics in Service Development Eugen Molnár, Rastislav Molnár		
Session 5: Collaborative potentials of ICT (Friday 13:15 - 14:45)		Chair: Iwona Windekilde	Salon F
I5-1	Transaction costs and the sharing economy Anders Henten, Iwona Windekilde		
I5-2	CoDiT: An integrated business partner discovery tool over SNSs Atia Bano Memon, Kyrill Meyer, Lars-Peter Meyer, Michael Thieme		
I5-3	Analysis on Collaborative Development of Meaningful Technologies in Services Kentaro Watanabe, Masaaki Mochimaru		
Session 6: ICT and innovation (Friday 15:15 - 16:45)		Chair: Metka Stare	Salon F
I6-1	From web-platform to eco-system for innovation in tourism Metka Stare, Dejan Krizaj		
I6-2	Governance and innovation in public sector services: The case of digital library Ada Scupola, Antonello Zanfei		
I6-3	Innovation in retail: impact of mobile phone on consumer behavior Zhuo Zhang		

J: Service management and marketing theory and research methods in an innovative perspective

Session 1: Co-creation (Thursday 11:15 - 12:45)	Chair: Donna Sundbo	Big / III
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| J1-1 | Co-Creation of Value and Coproduction – a systematic review of the literature from the last 32 year
Lear Valadares Vieira, Mariana Carolina Barbosa Rêgo, Antonio Isidro da Silva Filho |
| J1-2 | Dyadic Value Co-Creation at the Micro Level in a Healthcare Setting: Methodological Implications
Kofi Osei-Frimpong |
| J1-3 | Exploring the features of customer value co-creation in health care: literature review
Liudmila Bagdoniene, Neringa Langviniene |
| J1-4 | Knowledge-intensive business services: testing a multi-dimensional model in the Basque Country
Mariangélica Martínez, Estibaliz Hernández, Luis Rubalcaba |

Session 2: Service processes (Friday 10:45 - 12:15)	Chair: Shuki Dror	Small / II
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| J2-1 | QFD for design simulation experiments of service processes
Shuki Dror |
| J2-3 | Competence Screening: Introducing a Concept for Competence Management in Service Divisions
Marc Rusch, Ute David |
| J2-3 | The concept of commitment in explaining micro-level vitality of an sdl-networ
Sami Berghäll, Liina Häyrynen, Anne Toppinen, Jari Kuusisto |

Session 3: New service values - New service concepts (Friday 13:15 - 14:45)	Chair: Claire Forder	Small / II
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| J3-1 | Enhancing the service value proposition in tradition to transformative service research
Neringa Langviniene, Liudmila Bagdoniene |
| J3-2 | Exploring Customer Value in the Experience Economy Service Encounter: An Exploratory Study
Claire Forder |
| J3-3 | Clarifying Service Classification Concepts: An In-Depth Literature Review
Erik Kolek, Dennis Behrens, Ralf Knackstedt |

- J4-1 Know Your Customers: Developing Innovative Services to Enhance Acceptance towards Electric Vehicles
Sabrina Cocca, Michaela Friedrich
- J4-2 Le rôle de l'animation dans la construction de projets innovants, le cas des structures hospitalières.
Sid Ahmed Gozim, MC Monnoyer
- J4-3 Innovation management in healthcare services. Two countries in comparison
Laura Castrén, Markus Scheuer

Session 1: Presentation of research about what makes successful service firms
(Thursday afternoon)

Chair: Jon Sundbo

Big / III

How to get more satisfied customers: Renewing offerings through service innovation

Anders Gustafsson

How large facility service providers can create extra value: What small firms can learn from that

Per Anker Jensen

How service firms can learn improve their knowledge about customers: Learning together with customers and co-creation of services

Marja Toivonen

How service firms can maintain and develop their labour force: Retention of low-wage and seasonal employees

Mervi Hasu

Session 2: Thematic workshop discussions relating theory to practice (Thursday afternoon)
(Thursday afternoon)

Chair Jon Sundbo

Big / III

Thematic workshop

Led by Danish Technological Institute

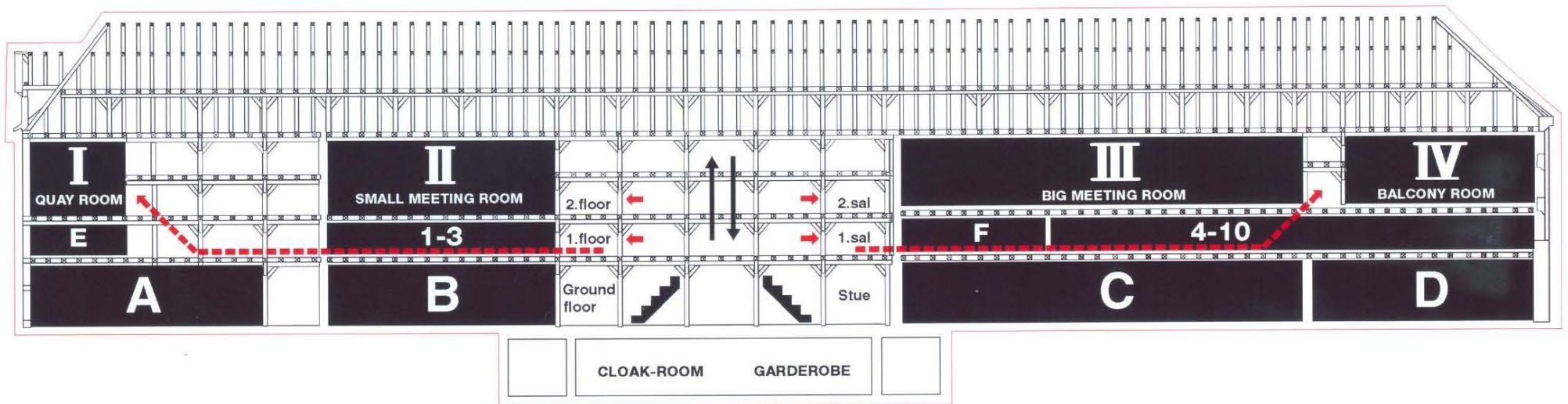
Presentation of a new Danish investigation: What makes successful service firms?

Kresten Olesen, RegLab, Denmark

Wrapping up: key lessons and best practices

Jon Sundbo

MAP OF EIGTVEDS WAREHOUSE - THE MEETING ROOMS





PRAKTISK INFORMATION

DATO: Torsdag d. 10. september 2015

TID: Kl. 14.00-17.00

STED: Eigtveds Pakhus, Asiatisk Plads 2G, 1448 Copenhagen

PRIS: Deltagelse er gratis. Tilmelding senest tirsdag den 1. september.

Læs mere og tilmeld dig på:
www.teknologisk.dk/k45039

HVORDAN SKABER MAN SUCCESFULDE SERVICEVIRKSOMHEDER?

Kom og hør forskere fortælle, hvordan man arbejder med at skabe succesfulde servicevirksomheder i udlandet og diskuter det med kolleger. Det foregår på industry track på den internationale forskerkonference Reser 2015

PROGRAM

How to get more satisfied customers: Renewing offerings through service innovation

Professor Anders Gustafsson, Center for Service Research, Karlstad University, Sweden

How large facility service providers can create extra value. What small firms can learn from that

Professor Per Anker Jensen, Center for Facilities Management, Technological University of Denmark

How service firms can learn improve their knowledge about customers: Learning together with customers and co-creation of services

Professor Marja Toivonen, VTT Technical Research Centre of Finland

How service firms can maintain and develop their labour force: Retention of low-wage and seasonal employees

Mervi Hasu, Senior Researcher, Finnish Institute of Occupational Health

Thematic workshop discussions relating theory to practice

Led by Danish Technological Institute

Presentation of a new Danish investigation: What makes successful service firms?

Hear about the most important factors for growth and internationalization

Kresten Olesen, RegLab, Denmark

Konferencen og industry track foregår på engelsk. Industry track er organiseret af Roskilde Universitet i samarbejde med innovationsnetværket Service Platform, Teknologisk Institut, Center for facilities management på DTU og RUC-Innovation.

For mere information, kontakt:

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