



SILVER JUBILEE INTERNATIONAL CONFERENCE
ON

**Services Management -
The Best and Next Practices**

In Association with



SJICSM 2009

December 18- 19, 2009

Organised by

VIT Business School
VIT University

Vellore 632 014, Tamil Nadu, India

Co-Sponsor



Conference Theme: Services Management – The Best and Next Practices

Service Sector has turned to be a great money spinner in the recent years compared to the core manufacturing sectors, though one cannot belittle core sectors without which service does not exist. The support, service sector is rendering to the core sectors, not only of manufacturing, but also of agriculture, etc. cannot be wished away at this juncture. Hence we at VIT Business School, have anchored ourselves to Services Management, appropriately so. It is our vision to embrace all disciplines or areas or functions of management in Service Sector. Hence the conference theme to probe the best and next practices of Services Management will definitely add value to professionals at all walks of life, ranging from Education to ITES. The Conference aims to cover a few of the following broad thematic spectrum.

- | | |
|---|------------------------------------|
| 1. IT Service Management | 8. Supply Chain Management |
| 2. Financial Services | 9. Business Service Management |
| 3. Customer Service Management | 10. Food Service Management |
| 4. Health Care Service Management | 11. Field Service Management |
| 5. Tourism Service Management | 12. Hospitality Service Management |
| 6. Functional Management in Services Management | 13. Educational Service Management |
| 7. Social Service | 14. Any other Relevant Theme |

Important Dates

- Deadline for submission of extended abstracts July 25, 2009
- Notification of acceptance of extended abstracts August 05, 2009
- Submission of full length paper commences August 06, 2009
- Registration commences August 06, 2009
- Early Bird Registration ends September 30, 2009
- Deadline for submission of full length papers October 31, 2009
- Conference Dates December 18-19, 2009

The extended abstract may be prepared using MS-Word strictly according to the following format, not exceeding 300 words and the full paper should not exceed 6000 words.

- Title of the paper : 14 Point Arial, Bold in title format
 Name of authors : In capital letters, Times New Roman 12 point
 Address : Affiliation and email address – Times New Roman 12 point, immediately below the name
 Extended Abstract : Times New Roman 12 point

Extended abstracts will be selected after a critical review by an International Scientific Committee. Successful authors will be requested to submit full length papers. Papers accepted for conference will be sent for double blind review process and will be chosen for publication in a Book of Readings.

The Language of the conference will be English.

Extended abstracts as well as full papers may be sent to the Organizing Secretary through sjicsm2009@vit.ac.in and / or sjicsm2009@gmail.com

ABOUT VIT UNIVERSITY

Founded in 1984, as Vellore Engineering College, the Institute was upgraded to a University, conferred in recognition of its academic excellence, by the Ministry of Human Resources Development, Government of India, in 2001. The founder **Dr. G. Viswanathan** is the Chancellor. **Mr. Sekar Viswanathan** and **Mr. G. V. Selvam** are serving the University as Pro Chancellors. **Dr. D. P. Kothari** is the Vice Chancellor. VIT today comprises of six constituent Schools and interdisciplinary centres offering many specialized programmes. Accredited by National and International agencies, VIT offers quality education with international ambience and caters to students from all over the world. VIT is the only Indian Institute to get International accreditations like IET (UK), EI (UK). VIT is offering 15 undergraduate programmes and 30 post graduate programmes. It also offers research programmes leading to the award of M.Phil. and Ph.D. Degrees. More than 14,000 students are studying in the institute. Nearly one fourth of them are women. Around 850 fulltime faculty members supported by about 800 administrative and supporting staff facilitate the students to become not only professionals but also

employable ensuring contribution to the wealth of the nation. The campus spread over 350 acres is located on the Ranipet – Katpadi Road. Well furnished hostels accommodate two thirds of the student population. The strategic location of the institute adds value to the education by enabling constant interaction with industries located near by.

ABOUT VIT BUSINESS SCHOOL

VIT Business School, one of India's leading centres for management education has been in existence since September 1994. The programmes offered are Master of Business Administration, Master of Business Administration (International Business), 5 year Integrated MBA and Bachelor of Commerce (Computer Applications).

VIT Business School offers Research Programmes leading to the award of M.S. and Ph.D in Management. A total of 65 full time Faculty Members under the guidance of **Fr. Dr. N. Casimir Raj, SJ**, Advisor, and **Dr. Anand A. Samuel**, Director and Pro-Vice Chancellor support the functioning of the School apart from a galaxy of visiting professors with an appropriate blend of industry experience and academic excellence.

VIT Business School's core competencies are, Infrastructure Management including International Shipping, Logistics Management, Project Management, Intellectual Property Rights, Hands on experience in Supply Chain Lab, Business Simulation, Real Time Business Solutions, Capital Market Simulation and E-Commerce Lab.

ABOUT VELLORE

The historic town of Vellore in India's southernmost state, Tamil Nadu, has long been known for its magnificent fort and ancient temple. It is located in an industrial area noted for leather, chemical, automobile ancillary, heavy electrical, textile, horticulture industries. Vellore is located mid-way between Bangalore and Chennai, noted IT destinations in India and the hub of automobile and general engineering industries. There are several historical places around Vellore, known for their scenic beauty and ancient temples and churches of magnificent architecture. Vellore is about 140 km from Chennai metropolis and about 200 km from Bangalore, the Silicon Valley of India. Vellore is located close to important centres of tourist attraction like Mahabalipuram, known famous for the Pallava monuments, Kancheepuram, a city of magnificent temples, Tiruvannalamalai, the place founded by world renowned sage Ramana Maharishi and Tirupati, the abode of the Lord Venkateswara which attracts lakhs of devotees everyday. Vellore is also close to Trichy and Madurai, which are important pilgrim centres.



REGISTRATION FEE

	Full time Students / Research Scholars		Academicians & R & D Institutions		Industrialists		Accompanying persons	
	Before 30-09-09	After 30-09-09	Before 30-09-09	After 30-09-09	Before 30-09-09	After 30-09-09	Before 30-09-09	After 30-09-09
National	INR 1000	INR 1200	INR 2000	INR 2500	INR 5000	INR 5500	INR 1000	INR 1200
International	USD 200	USD 250	USD 450	USD 500	USD 450	USD 500	USD 100	USD 100

[All payments within India must be made through Demand Draft in favour of "VIT University", payable at Vellore. Foreign delegates or participants may make their remittance of their registration fee through wire transfer to VIT University's **Account No. 407580397**, Indian Bank, VIT Branch (V 086), Vellore via **A/c No. 000-712869** of Indian Bank, Overseas Branch, 2, Jehangir Street, Chennai 600001 SWIFT:IDIBINBBMAS (ibosbch@indianbank.co.in)]

ALL CORRESPONDENCE SHOULD BE ADDRESSED TO

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