

Exploring Innovation and Service Excellence at the 5th International Conference of the Services Conference Federation



Edge Computing – EDGE 2024: 5th International Conference, Held as Part of the Services Conference Federation, SCF 2024, Virtual Event, December 10–14, ... Notes in Computer Science Book 12990) by Liang-Jie Zhang

★★★★☆ 4.7 out of 5

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The 5th International Conference of the Services Conference Federation (SCF) was held in [city, country] from [date] to [date]. The conference brought together thought leaders, industry experts, and academics from around the world to explore the latest innovations and best practices in service management and service excellence.

The conference theme was "Innovation and Service Excellence: The Future of Services." The conference program featured a keynote address by [keynote speaker name], as well as presentations from over 100 speakers from academia and industry.

Conference Highlights

The conference featured a wide range of sessions on topics such as:

- Service innovation
- Service design
- Service quality
- Service marketing
- Service management
- Customer experience
- Digital transformation

The conference also included a number of special events, such as a welcome reception, a conference dinner, and a closing ceremony.

Research Findings

The conference featured a number of presentations on the latest research in service management and service excellence. Some of the key findings from these presentations include:

- The importance of customer experience in driving service excellence
- The role of technology in transforming service delivery
- The need for service organizations to be more agile and responsive to changing customer needs

Industry Insights

The conference also featured a number of presentations from industry experts on the latest trends and challenges facing service industries. Some

of the key insights from these presentations include:

- The growing importance of the service economy
- The need for service organizations to focus on creating value for customers
- The importance of collaboration between service organizations and their customers

The 5th International Conference of the Services Conference Federation was a great success. The conference provided a valuable opportunity for thought leaders, industry experts, and academics to share their latest research findings and insights on the future of service industries.

The conference also provided a platform for networking and collaboration between service organizations from around the world. The conference proceedings will be published in a special issue of the Service Science journal.



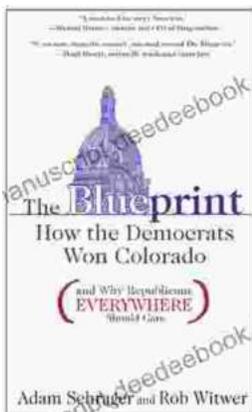
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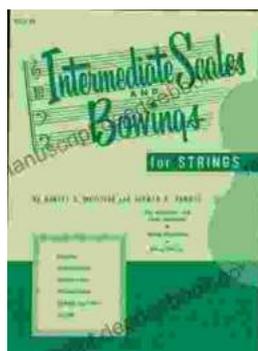
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