



National Conference on:

“Excellence in quality, statistical quality control and customer satisfaction”

University Campus “Luigi Einaudi”, Turin University
(Lungo Dora Siena, Turin)

September 18-19, 2014

A two-day national conference is going to be held at the University Campus “Luigi Einaudi” of the Turin University on September 18 and 19, 2014. The title is: *Excellence in quality, statistical quality control and customer satisfaction*.

The conference is aimed at enhancing applications and methodology of statistics for improving studies on goods and services’ production, in particular, to obtain excellence in quality and customer satisfaction.

Official languages for contributes’ presentation will be Italian and English. Other basic information on the conference can be found at the following website:

<http://torinoqcscs.wordpress.com/>

Call for Contributed Papers

Contributed papers are welcome. Concerned scholars are invited to submit to the Scientific Committee an abstract either in Italian or in English, of no more than 3,000 characters, title, Authors, company or institution they belong to, and email included. The Committee, after acceptation, will contact the Authors.

The conference organizers will allow publishing, after refereeing, full texts of the invited papers and of a selection of the contributed papers. The journals interested to host such papers are the following: *Italian Journal of Applied Statistics*, *Micro & Macro Marketing*, *QTQM – Quality Technology and Quantitative Management e Statistica & Società*. All journals publish in English, though *Micro & Macro Marketing* and *Statistica & Società* usually host papers also in Italian.

Con il patrocinio di:

	Fondazione de Castro	
 Politecnico di Torino	Toulon-Verona Conference	 Università di Torino

A competition to define the two best papers by young researchers is going to be organized. The first prize will be of 700 Euro, the second of 350 Euro. The two papers are to be published in one of the above journals. People below the age of 40 on September 19, 2014 can stand the competition, even if the paper is co-authored with people above 40. The competition is funded by the “Franca e Diego De Castro” Foundation.

Deadlines

Abstract submission	May 4, 2014
Abstract acceptance	May 25, 2014
Submission of full paper for prize competition	October 29, 2014
Submission of full papers for publication	November 29, 2014

Main Topics for Contributed Papers or Contributed Sessions

- Quality Indicators in Firms
- Performance Measurement and Evaluation in Public Services
- Customer Satisfaction Measurement
- Customer Experience Measurement
- Customer Satisfaction Analysis
- Certification, Consistency indicators and Statistical Control
- Information Systems for Quality Detection in Firms
- Six Sigma Methods
- Experiment Designs to Optimize Production Processes
- Choice experiments and preference elicitation
- Text Mining
- Text Data Quality
- Big Data and Data Management
- Big Data *versus* Sample Surveys
- Statistical Data Quality
- Data Quality of Industrial Processes
- Predictive Control of Industrial Processes
- Measurement and Prevention of Risks in Worksites
- Measurement and Control of Environmental Risks
- Risk Evaluation in Quality Systems
- Measurement and Prevention of Corruption in Public Institutions
- Project management e statistics
- Quality in Logistics
- Systemic Approaches to Firm Studies
- Study Program Accreditation
- Teaching Quality and Research Measurement in Universities
- Learning Measurement
- Ranking or Scoring Enterprises and Institutions