



Call for Abstracts

CHIMSPAS 2024

International Conference on

CHALLENGES IN MANAGING SMART PRODUCTS AND SERVICES

(August 29 & 30, Bielefeld)

Smart products and services are about to transform both markets and companies. Since 2019, scientists discuss corresponding managerial issues during the Conference on Challenges in Managing Smart Products and Services (CHIMSPAS, see videos from the [first event](#) and the [last one](#)). CHIMSPAS 2024 will take place on-site in Bielefeld, a lovely town in the center of East Westphalia.

In these past years, a vivid community of researchers with various backgrounds, especially from the fields of service management, innovation management, marketing, and business information systems, emerged. Again, we cordially invite researchers and practitioners from these and other management fields as well as from disciplines such as engineering, psychology, or law to join us for another CHIMSPAS event. We welcome conceptual, empirical, and analytical works to be presented at CHIMSPAS. Possible contributions should be submitted as extended abstracts. Both completed research and work in progress are eligible.

An **award** for the most influential conference contribution will be presented during the conference.

Topics of Interest

Conference contributions need to be related to challenges in managing smart products and services, which might arise in **diverse fields** such as those listed *alphabetically* in the following:

- Business Information Systems Engineering (e.g., establishing smart service platforms)
- Entrepreneurship (e.g., collaboration with startups in developing smart products)
- Human Resource Management (e.g., new skills required, new working styles or cultural norms)
- Innovation and Technology Management (e.g., barriers to smart product adoption and diffusion, acquisition of required technologies)

- Logistics (e.g., continuous tracking of products w.r.t. location, current condition, environment)
- Marketing (e.g., finer customer segmentation, better after-sale service, novel pricing strategies)
- Organization (e.g., new organizational structures to coordinate units more closely)
- Production (e.g., predictive analytics enabling service innovation in manufacturing, industry 4.0)
- Services Management (e.g., smart service systems)
- Strategic Management (e.g., new business model)

Abstract Submission

CHIMSPAS offers the opportunity for either **full-length oral** or **poster** presentations. Authors should submit their abstracts (**maximum of 500 words**) indicating the type of presentation by **April 1, 2024**. Further information regarding the submission will be available at the beginning of 2024 on our conference website (www.chimspas.de).

Important Dates

Submission Deadline	April 1, 2024
Authors Notification	Beginning of May 2024
Early Bird register closing date	May 31, 2024
Final registration date for all presenting authors	May 31, 2024
Final registration date for participants	July 15, 2024
Conference	August 29–30, 2024

Conference Co-Chairs

- Nicola Bilstein, Professor of Marketing & Service Management, University of Bayreuth
- Christian Stummer, Professor of Innovation and Technology Management, Bielefeld University

Contact

Further information and updates can be obtained from the conference website: www.chimspas.de or via email: chimspas@uni-bielefeld.de.

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