



Call for Abstracts

CHIMSPAS 2021

International Conference on

CHALLENGES IN MANAGING SMART PRODUCTS AND SERVICES

(August 26 & 27, either on-site or virtually)

Smart products and services are about to transform both markets and companies. In 2019, researchers discussed corresponding managerial issues during the first Conference on Challenges in Managing Smart Products and Services (CHIMSPAS, find a short video [here](#)). Motivated by the fruitful first conference, we invite colleagues from diverse management fields to join us for a follow-up conference in 2021.

The second CHIMSPAS conference will take place in 2021 in any case!

We plan the conference to be held as an in-person event in **Bielefeld, Germany**, a lovely town in the center of East Westphalia, which is the home of numerous highly successful small and medium-sized enterprises with several of them being 'hidden champions' in their industries. Bielefeld University in particular hosts the Center for Cognitive Interaction Technology (CITEC) as well as the Institute of Technological Innovation, Market Development and Entrepreneurship (iTIME), which are concerned with engineering and economic issues of smart products and services. If the COVID-19 pandemic does not allow for an **in-person** conference, the CHIMSPAS 2021 will take place **virtually** or as a **hybrid** event.

We welcome conceptual, empirical, and analytical works to be presented at the CHIMSPAS conference. 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 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, 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)
- Service Management (e.g., smart service systems, smart transformative services)
- Strategic Management (e.g., new business model, importance of data, open or closed system)

Abstract Submission

Authors should submit their abstracts (**maximum of 500 words**) by **April 1, 2021**. Information on the submission procedure can be obtained via the conference website soon. There will be no publicly available conference proceedings and, thus, abstract submissions to the conference do not impede submission of the full paper to a journal afterwards.

Important Dates

Submission deadline	April 1, 2021
Authors notification	April 30, 2021
Early bird register closing date	May 31, 2021
Final registration date for all presenting authors	June 15, 2021
Conference	August 26–27, 2021

Special Issue

There will be a Special Issue in the SMR – Journal of Service Management Research after the conference. The submission to the Special Issue is not restricted to participants of the conference. The corresponding Call for Papers will be distributed via the conference website soon.

Conference Organizers

- Nicola Bilstein, JProf., Management of Smart Products, Bielefeld University
- Christian Stummer, Prof., Innovation and Technology Management, Bielefeld University

Venue

The CHIMSPAS 2021 will **take place in any case**. Preferably, we will hold the conference in the [ZiF Building](#) at Bielefeld University; otherwise virtually or as a hybrid event.

Contact

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