



Call for Abstracts

CHIMSPAS 2022

International Conference on

CHALLENGES IN MANAGING SMART PRODUCTS AND SERVICES

(August 25 & 26, hybrid)

Smart products and services are about to transform both markets and companies. In 2019, researchers discussed corresponding managerial issues during the initial Conference on Challenges in Managing Smart Products and Services (CHIMSPAS, find a short video [here](#)). The follow-up conference in 2021 took place virtually and also featured interesting presentations as well as networking opportunities during social events (e.g., online chocolate or gin tasting). CHIMSPAS 2022 is planned to take place in a hybrid format. Thus, participants can either meet on-site in Bielefeld, a lovely town in the center of East Westphalia, or take part virtually.

Again, we cordially invite researchers and practitioners from diverse management fields as well as from other 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 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, importance of data, open or closed system)

Abstract Submission

Authors should submit their abstracts (**maximum of 500 words**) by **April 3, 2022**. Further information regarding the submission will be available at the beginning of 2022 on our conference website (www.chimspas.de). There will be no publicly available conference proceedings and, thus, abstract submission to the conference do not impede submission of the full paper to a journal afterwards.

Important Dates

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| Submission Deadline | April 3, 2022 |
| Authors Notification | End of April 2022 |
| Early Bird register closing date | May 31, 2022 |
| Final registration date for all presenting authors | June 30, 2022 |
| Conference | August 25–26, 2022 |

Special Issue

For the first two conferences, we organized special issues in Schmalenbach Business Review and in the Journal of Service Management Research, respectively. For CHIMSPAS 2022, there might be a similar opportunity in another journal. Probably, submission for this special issue will be possible already before CHIMSPAS. 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

Contact

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