Call for Abstracts

CHIMSPAS 2026

International Conference on

CHALLENGES IN MANAGING SMART PRODUCTS AND SERVICES

(September 24 & 25, Bielefeld, Germany)

Smart products and services are about to transform both markets and companies. The Conference on Challenges in Managing Smart Products and Services (CHIMSPAS) addresses corresponding managerial issues (see video from the last event). It will take place on-site in Bielefeld, a lovely town in the center of East Westphalia.

Since 2019, a vivid community of researchers with various backgrounds, especially from the fields of service management, innovation management, and business information systems, emerged. Again, we cordially invite researchers and practitioners from these and other 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.

Awards for the most influential conference contributions 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

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 15, 2026**. The abstract submission system is now open:
https://conferences.uni-bielefeld.de/frontend/index.php?sub=38

Important Dates

Submission Deadline	**April 15, 2026**
Authors Notification	End of May 2026
Early Bird register closing date	June 15, 2026
Final registration date for all presenting authors	June 15, 2026
Final registration date for participants	August 15, 2026
Conference	**September 24–25, 2026**

Conference Organizers

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

Contact

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