

CHIMSPAS Program

Date/Time	Session
Thursday, 22 August	
09:00-09:30	Welcome notes: <i>Nicola Bilstein, Christian Stummer, and Reinhold Decker</i>
09:30-10:30	Invited talk: Challenges in digitalizing established products: Practical experiences and lessons learnt at Miele <i>Ingo Kaiser (Miele & Cie. KG)</i>
10:30-10:50	Short break
10:50-11:30	Engaging customers along the smart service journey: A network perspective <i>Bieke Henkens (Ghent University)</i> <i>Katrien Verleye (Ghent University)</i> <i>Bart Larivière (KU Leuven)</i>
11:30-12:10	No gain without pain: Understanding the contingencies of consumers' value co-creation with smart services <i>Stefan Dyck (University of Hagen)</i>
12:15-14:00	Lunch break and CITEC tour
14:00-14:40	Alexa, who are you? Consumer trust in and mental representations of smart home technologies <i>Jonas Föhr (University of Bayreuth)</i> <i>Claas Christian Germelmann (University of Bayreuth)</i>
14:40-15:20	Smart services, smart customer community, less support costs? Examining the economic impact of a firm-sponsored online community on traditional customer support <i>Gerrit P. Cziehso (TU Dortmund)</i> <i>Tobias Schaefers (Copenhagen Business School)</i> <i>Ann-Kristin Kupfer (WWU Münster)</i> <i>Fabian Ottinger (TU Dortmund)</i>
15:20-16:00	Influencing factors and strategies regarding B2B customer's data disclosure behavior for smart services: A qualitative approach <i>Curd-Georg Eggert (University of Passau)</i> <i>Corinna Winkler (University of Passau)</i> <i>Jan H. Schumann (University of Passau)</i> <i>Nancy V. Wunderlich (Paderborn University)</i>
16:00-16:20	Short break
16:20-17:00	Security concerns as barriers of smart product acceptance: The case of automated parking <i>Antje Fricke (TU Braunschweig)</i> <i>Nadine Pieper (TU Braunschweig)</i> <i>David M. Woisetschläger (TU Braunschweig)</i>
17:00-17:40	Is more automation always better? An empirical study of customers' willingness to use autonomous vehicle functions <i>Mohamed Souka (Bielefeld University)</i> <i>Daniel Böger (Bielefeld University)</i> <i>Reinhold Decker (Bielefeld University)</i> <i>Christian Stummer (Bielefeld University)</i> <i>Alisa Wiemann (Bielefeld University)</i>
18:30	Excursion to Sparrenburg Castle (<i>comfortable shoes recommended</i>)
19:00-23:00	Conference dinner at Sparrenburg Castle

Friday, 23 August	
08:30-09:10	Being in control or not: Perceived disempowerment and desire for control as determinants for selecting future means of travel <i>Alisa Wiemann</i> (Bielefeld University) <i>Christian Stummer</i> (Bielefeld University) <i>Reinhold Decker</i> (Bielefeld University)
09:10-09:50	How do different customers value the use of companion shopping apps in inner cities? An empirical investigation <i>Gertrud Schmitz</i> (University of Duisburg-Essen) <i>Severine Peche</i> (University of Duisburg-Essen) <i>Stephanie Schwipper</i> (University of Duisburg-Essen)
09:50-10:10	Short break
10:10-10:55	Invited talk: Servicefactory – A smart sports service platform beyond fitness tracking <i>Ekaterina Korneeva</i> (RWTH Aachen University) <i>Frank T. Piller</i> (RWTH Aachen University)
10:55-11:35	The impact of knowledge boundaries on collaborative projects: A review of the resistance to value co-creation in open innovation <i>Joshua K. Salawu</i> (University of Namur) <i>Annick Castiaux</i> (University of Namur) <i>Assaad El Akremi</i> (Toulouse University 1 Capitole)
11:35-12:15	Spanning boundaries in service science: An interdisciplinary approach to smart service platforms <i>Nancy V. Wunderlich</i> (Paderborn University) <i>Daniel Beverungen</i> (Paderborn University) <i>Dennis Kundisch</i> (Paderborn University)
12:15-12:30	Closing (<i>including award presentation</i>)
12:30-13:30	Lunch