

## Cambridge Service Management PhD students Forum

### Monday 4th December 2023 (Day One)

9.00	<b>Welcome to Institute of Manufacturing, Cambridge Service Alliance</b> Mohamed Zaki, Deputy Director, CSA
11.00	<b>Exploring Service Management theoretical concept</b>
12.30	<b>Lunch</b>
13.30	<b>Current research in service management centres</b>
14.30	<b>Refreshments</b>
15.00	<b>Poster session</b> (5 minutes each participant)
16.15	<b>Activity: Exploring the Cambridge city</b>
19.00	<b>College Dinner</b> St Catherine's College

### Tuesday 5th December 2023 (Day Two)

9.00	<b>New methodologies in service management research</b>
10.30	<b>Refreshments</b>
11.00	<b>Group Activity: <i>What is the future of service research?</i></b>
12.30	<b>Lunch</b>
13.30	<b>Group Presentation: <i>What is the future of service research?</i></b>
14.45	<b>Refreshments</b>
15.15	<b>Industry Activity</b>
16.15	<b>Wrap up and close</b>