**FORMAT FOR PROCEEDINGS ARTICLE SUBMISSION FOR QUIS 17**

Bo van der Rheea, Liana Victorinob and Rohit Vermac

aUniversity of Victoria, Canada, lianav@uvic.ca

bNyenrode Business University, Netherlands, B.vdRhee@nyenrode.nl

cCornell University, USA, rohit.verma@cornell.edu

ABSTRACT

This paper provides instructions for the layout and submission of your paper or extended abstract. It is essential that it conforms to this specification as it will *not* be type-set before it is published. Papers/abstracts which are not in the correct format will not be published in the proceedings. If you have any queries please do not hesitate to get in touch with to get in touch with Angel Peiro or Oscar Trull, QUIS 17 Proceedings Coordinators (quis17vlc@upv.es). Please note that the deadline for inclusion in the proceedings is 30 November 2021.

INTRODUCTION

QUIS 17 conference proceedings will be published in a book form. It is important that all the papers/extended abstracts use the same format to ensure that the book is as uniform as possible. Your submission will therefore need to conform precisely to the format instructions contained here. This ‘paper’ is an example of the layout style.

Please provide *one electronic copy* of the final paper/abstract as a word document by email to quis17vlc@upv.es by 30 November 2021. If you do not receive an acknowledgement within a few days please contact us again.

PAPER SIZE, MARGINS AND LENGTH

The page layout should be set to an A4 with .5 inch (13mm) margins (top, bottom, left and right). It must have *right* and *left* justified margins i.e the two margins should be straight like this paper (including the references). The text must be single-spaced.

All paragraphs must be separated by one blank line with the first line starting aligned to the left margin, like this paragraph. Extended abstracts should be minimum of five pages (including the references) and Papers must be a *maximum* of 10 single sided pages, including references, appendices etc. This not only ensures that we provide a volume of concise papers but will give you the advantage of being able to publish your full paper elsewhere, should you wish to do so.

Please use Arial font if possible or an equivalent 11-pitch font. (Arial is shown on this page)

Do *not* include page numbers in your paper. Your paper will have to be paginated later to fit with its position in the book, so please remove all headers and footers and any page numbers.

TITLE AND AUTHORS

The title should be in bold, upper case letters, centred on the page. It is recommended that titles should be less than eight words long. The title should be followed by one blank line then the authors’ names and affiliations centred on separate lines, with a line in between. Do *not* include titles (for example Dr). Include country and email address as shown after the title in this document.

If the authors are from different locations please use superscripts as in the example at the top of this ‘paper’. The names and affiliations should be followed by one blank line.

ABSTRACT

Please provide a summary of **no more than 100 words** at the start of the paper.

SECTION HEADINGS

Each heading should have one blank line above it and below it. These headings should be in capitals and left justified. Please try to use only one level of headings. If subheadings are necessary please use the format below. Please ensure that there are no ‘hanging’ headings at the bottom of a page, i.e. a heading with no text below it (see below).

Example of a sub section heading

All sub section headings should be in lower case (except the first letter of the first word only). Please include one line spacing above and below the sub heading.

LANGUAGE

All papers must be in good English. Please proof read carefully your own paper. Mistakes cannot be changed later.

TABLES AND FIGURES

Tables should have horizontal lines *only,* which should be placed above and below the table headings. The table must fit in ‘portrait’ onto the page. Overlaps are not permitted. The table should be numbered, and referred to in the text, and have a title, see table 1. All letters and numbers must be in 11 pitch. The title for the table or figure should be above the figure or table and left aligned, with a colon and one space as below. Please do not use bold text anywhere (except as the title of the paper).

Table 1: An example of a table

|  |  |  |  |
| --- | --- | --- | --- |
|  | Heading 1 | Heading 2 | Heading 3 |
| Line 1 | 1 | 2 | 3 |
| Line 2 | 1 | 2 | 3 |
| Line 3 | 1 | 2 | 3 |
| Line 4 | 1 | 2 | 3 |

Figures and/or pictures must be in JPG format and included within the document at the right place and fitting within the size of the page.

MATHEMATICAL NOTATION

The use of mathematical notation is acceptable.

LISTS

* either use bullet points like this, with no lines in between, or,
* use lower case letters followed by a parenthesis, as in the next section
* ensure the text is indented 0.2 inch and the bullet is also indented by 0.2 inch.

MISCELLANEOUS

a) Please use per cent not % unless it is in a table, figure or equation.

b) When using numbers less than 10 please write them out in full. The only exceptions are when referring to tables and figures, for example table 1 or in equations.

c) Please avoid using abbreviations.

d) Should you wish to emphasise a word, please use *italics* not an underline, capitals or bold.

e) Underlines are acceptable for URLs

FOOTNOTES

Please try to avoid the use of footnotes.

REFERENCING

References should be collected at the end of the paper in alphabetical order with no blank lines in between. The heading ‘references’ should be in upper case with a blank line above and below. Please use Harvard style references in the text for example (Shaw and Ivens, 2002), or Andreassen (1999). Use italics not underlines.

REFERENCES

Johnston, R. and Clark, G. (2008) *Service Operations Management*, 3rd edn. Harlow, England: Prentice Hall.

Bate, S. P. and Robert, G. (2006) ‘Experience-based design: from redesigning the system around the patient to co-designing services with the patient’, *Quality & Safety in Health Care*, 15 (5), pp. 307-310.

APPENDICES

Please try to avoid using appendices. If they are necessary, the guidelines above apply. Please order the appendices after the references ensuring that they are referred to in the text.