

The '10th years Naples Forum on Service' Macro Program

h	Wednesday 5 June (Day 1)	h	Thursday 6 June (Day 2)	h	Friday 7 June (Day 3)
8.40-9.00	Polese and Mele	8.30-9.30	4 Parallel sessions	8.30-9.30	Plenary Session on 'Emergence'
9.00-9.45	Vargo	9.30-10.30	4 Parallel sessions	9.30-10.30	4 Parallel sessions
9.45-10.30	Spohrer				
10.30-11.00	<i>Coffee break</i>	10.30-11.00	<i>Coffee break</i>	10.30-11.00	<i>Coffee break</i>
11.00-12.00	4 Parallel sessions	11.00-12.00	4 Parallel sessions	11.00-12.00	'Culture' Session & Parallel sessions
12.00-13.00	4 Parallel sessions	12.00-13.00	HOSS Session & Parallel sessions	12.00-13.00	4 Parallel sessions
13.00-14.00	<i>Lunch (Poster session)</i>	13.00-14.00	<i>Lunch</i>	13.00-14.00	<i>Lunch</i>
14.00-15.00	4 Parallel sessions	14.00-14.40	Plenary MASHIN	14.00-15.00	Plenary - SAGE Handbook on SD logic - Teaching SD-Logic
15.00-16.00	4 Parallel sessions	14.40-15.40	4 Parallel sessions		
16.00-16.30	<i>Coffee break</i>	15.40-16.00	<i>Coffee break</i>	15.00-15.45	Closing Panel: Service research future priorities & challenges: Leitner, Mele, Pels, Spohrer, Vargo
16.30-17.30	Healthcare Session & Parallel sessions	16.00-17.30	Plenary Session 'Technology'	15.45-16.00	Greetings from Ischia Mele & Polese