

## FORMAT FOR SUBMISSIONS

Bernd Stauss<sup>a</sup> and Robert Johnston<sup>b</sup>

<sup>a</sup>Katholische Universität Eichstätt-Ingolstadt, Germany

<sup>b</sup>University of Warwick, UK

### 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 Papers/abstracts which are not in the correct format will not be published in the proceedings.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 Professor Bob Johnston, QUIS 11 Proceedings Co-ordinator, Warwick Business School, email [bob.johnston@warwick.ac.uk](mailto:bob.johnston@warwick.ac.uk). Please note that the *deadline* for inclusion in the proceedings is 31 March 2009.

### INTRODUCTION

QUIS 11 conference proceedings will be published in 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.

### SUBMISSION

Please provide *one electronic copy* of the final paper/abstract as a word document (.doc) by email to [bob.johnston@warwick.ac.uk](mailto:bob.johnston@warwick.ac.uk) by 31 March 2009. If you do not receive an acknowledgement within a few days please contact Bob again.

### PAPER SIZE, MARGINS AND LENGTH

Your paper/abstract will be reduced by 80 per cent to create the final book size. The page layout should be set to A4 paper (210x297 mm) with one inch (2.5 mm) margins (top, bottom, left and right). It must have a *right justified margin* and must be single-spaced with line spacing of at least 12 points.

Extended abstracts should be around 1000 words, or two or three pages. 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.

### TYPE FONT

Please use a 11-pitch font, as similar to the style of font on this paper as possible - it is Arial.

### PAGE NUMBERS

Do *not* include page numbers in your document.

### 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. Do *not* include titles (for example Dr). Include the country. For example:-

Robert Johnston and Nigel D.C. Slack  
University of Warwick, UK

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.

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. Mistaks 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 12 pitch as smaller pitches will not be large enough when the table is reduced.

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 should be included within the document in a readable format and fitting within the size of the page. Please ensure that all letters and numbers are 12 pitch as smaller pitches will not be large enough when the figure is reduced.

## MATHEMATICAL NOTATION

The use of mathematical notation is acceptable, but please ensure that it will be clear after reduction by 80 per cent.

## 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.

## 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*, 3<sup>rd</sup> ed., FT Prentice Hall, Harlow, England
- 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) 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.