

Il prof. Bo Edvardsson è docente e ricercatore di chiara fama internazionale, *top scientist* che vanta 18.000 citazioni Google Scholar (marzo 2011) ed è stato insignito di premi e riconoscimenti internazionali di assoluto prestigio.

Il suo profilo e le competenze specifiche nell'area del Service Management e del Total Quality Management aggiungerebbero valore all'attuale offerta formativa di Economia Aziendale contribuendo all'internazionalizzazione attiva del Dipartimento e dell'Ateneo.

Curriculum del candidato (max 16000 caratteri)

Bo Edvardsson è Professore di Business Administration e Founder, CTF-Service Research Center and Vice Rector, Karlstad University, Sweden.

È stato editor di Journal of Service Management, principale rivista del settore, ed è nel review board di numerosi journals tra cui Journal of Service research, Journal of Service management and International Journal on Research in Marketing.

Posizioni accademiche e di visiting selezionate

- 2017 Evert Gummesson Award at Naples Forum for "long term contributions to and support of service research and education".
- 2013 was appointed Honorary Distinguished Professor of Service Management, EGADE Business School, Monterrey Tech, Mexico.
- 2013 was appointed Distinguished Faculty Fellow of the
- Center for Excellence in Service, University of Maryland
- 2013- was appointed a position as "Professor Two" Hedmark University College in Norway.
- 2013 was appointed Distinguished Faculty Fellow of the Center for Excellence in Service at University of Maryland.
- 2011-2013 was appointed a position as "Professor Two" (20%) Norwegian School of Economics and Business Administration
- 2011 was appointed Guest professor of Service Management, EMBA Center, Nankai University China
- 2010 was appointed Honorary Visiting fellow in Manchester Business School.
- 2009 was awarded Honorary Doctorate, Swedish School of Economics and Business Administration, Hanken.
- On December 3rd 2008, was awarded for public service with a Medal from the City of Karlstad.
- 2008 The RESER award; "Commendation for lifetime achievement to scholarship" by The European Association for Service Research.
- 2004 Career Contributions to the Services Discipline Award. Presented by Services Marketing Special Interest Group (ServSig) of the American Marketing Association.
- Editor International Journal of Service Industry Management 2005-2010.
- Member of the editorial staff of the following journals: International Journal of Service Industry Management, Managing Service Quality, International Journal of Internet Marketing & Advertising and Journal of Service Research.
- Member of organizational committees for several research conferences on Service Management and for the international symposium on Quality in Services, QUIS 1-11, held every other year since 1988 alternately in Sweden and in the USA. Coordinator of the International Academy of Services Research and Education.



- Opponent at 21 dissertations in Sweden, Finland, Denmark, Norway and England.
- Take part in Executive seminars in Malaysia and Singapore and other countries on a regular basis.
- Invited Key-note speaker at a number of conferences such as THE RESER 2008 conference in Stuttgart in September, MarkStrat Helsinki January 22nd 2009, Service for The Future ISS National University of Singapore March 2010, Service Innovation Circus Helsinki June 3rd 2010, Frontiers In Service Conference Karlstad June 13th 2010, Second International Conference on Service Science and Innovation Auguts 9th 2010.

Pubblcazioni negli ultimi 10 anni

Angela Carida, Bo Edvardsson, Maria Colurcio, (2018), "Conceptualizing resource integration as an embedded process: Matching, resourcing and valuing", *Marketing Theory*, sagepub.co.uk/journalsPermissions.nav DOI: 10.1177/1470593118772215, pp.1-20.

Laura Di Pietro, Bo Edvardsson, Javier Reynoso, Maria Francesca Renzi, Martina Toni, Roberta Guglielmetti Mugion, (2017) "A scaling up framework for innovative service ecosystems: lessons from Eataly and

KidZania", *Journal of Service Management*, <https://doi.org/10.1108/JOSM-02-2017-0054>

Keenan D. Yoho, Robert Ford, Bo Edvardsson, Fred Dahlinger, (2017) "Moving "the greatest show on earth":

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Elina Jaakkola, Thomas Meiren, Lars Witell, Bo Edvardsson, Adrienne Schäfer, Javier Reynoso, Roberta Sebastiani, Doris Weitlaner, (2017) "Does one size fit all? New service development across different types of services", *Journal of Service Management*, Vol. 28 Issue: 2, pp.329-347, <https://doi.org/10.1108/JOSM-11-2015-0370>

Stephen L. Vargo, Kaisa Koskela-Huotari, Steve Baron, Bo Edvardsson, Javier Reynoso, Maria Colurcio (2017) A systems perspective on markets – Toward a research agenda. *Journal of Business Research*, Available online 31 March 2017. <http://dx.doi.org/10.1016/j.jbusres.2017.03.011>

Aal, K., Di Pietro, L., Edvardsson, B., Renzi, M.F. and Guglielmetti Mugion, R. (2016), Innovation in service ecosystems, *Journal of Service Management*, Vol. 27 No. 4, pp. 619–651.

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Lars Witell, Laurel Anderson, Roderick J Brodie, Maria Colurcio, Bo Edvardsson, Per Kristensson, Line Lervik-Olsen, Roberta Sebastiani, Tor Wallin Andreassen., 2015, Exploring dualities of service innovation: implications for service research, *Journal of Services Marketing*. Vol 29, No 6/7. pp. 436-441.

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