

Welcome back!

And welcome to the first CTF News for this fall! We are looking forward to an exciting fall at CTF with many international guest researchers visiting us, new Ph D Students, new research studies, interesting research conferences, CTF Service Academy 2013, and much more. Keep updated - follow us on [Twitter](#) & [Facebook](#) and visit our [web](#)!

Hello Vassilis Charitsis ...

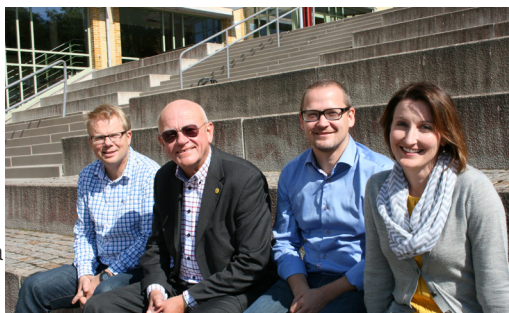
... Ph D Student in Business Administration at CTF and the Swedish Research School of Management and IT. Can you tell us about your Ph D studies?

[Read more >](#)

International collaboration within SISB

In August Nancy Sirianni, researcher at Northeastern University, USA, visited CTF to work within the research profile SISB, Service Innovation for Sustainable Business.

Nancy Sirianni worked together with researchers Lars Witell and Anders Gustafsson, CTF, and Bo Femtvik, Tetra Pak, on a project that involves the employee's role in service innovation.



[Read more >](#) Anders Gustafsson, Bo Femtvik, Lars Witell and Nancy Sirianni.

Congratulations to...

Researchers Heiko Gebauer, Eawag in Switzerland, and Samot-researchers Samuel Petros Sebhato, Mikael Johnson and Bo Enquist who received The Journal of Service Management (JOSM) Highly Commended award at IRSSM-4, India for the article Innovation in complex service systems.

International perspective



Henrietta Huzell, Ph D and Director of CTF.

We have many researchers from all over the world visiting for both short and long periods of time.

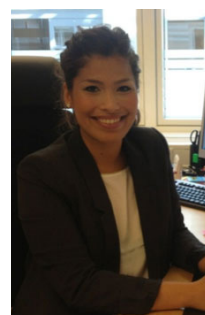
- One of our strengths as an international research center is our collaboration with other researchers outside CTF. They can provide us with inspiration, new perspectives and support. We are very pleased with the large interest for collaboration and researchers from all over the world visiting us. This is a

great opportunity for us to expand our international network, says Ph D Henrietta Huzell, Director of CTF.

Visiting us at the moment are: Katriina Järvi, Alto University in Finland, Christoph Peters, Kassel University in Germany, Dr Li Peilin, Henan University of Economics and Law in China, and Dr Yingzi Xu from Auckland University of Technology, New Zealand.

[Read more here >](#)

New Ph D Student at Samot



We welcome Sara Davoudi, new PhD Student in Business Administration at Karlstad University. She will conduct her Ph D studies at Region Värmland and within Samot.

Calendar

1st Workshop on Service Innovation Research
September 18-20 in Catanzaro, Italy. The conference is arranged by University Magna Graecia of Catanzaro in cooperation with CTF >

16th QMOD conference on Quality and Service Sciences ICQSS 2013
September 4-6, Portoroz, Slovenia >

CTF Service Academy 2013
November 27, Stockholm, Sweden. More information will soon be available >

CTF presented research in Reykjavik



Ph D Student Tobias Otterbring presented a paper on consumer behaviour.

On August 21-23, ten researchers and Ph D Students from CTF attended the Nordic Academy of Management Conference, which was arranged by University of Iceland in Reykjavik. The presentations from CTF were on the topics consumer behaviour, marketing in digital channels and alternative to new public management.

[Read about the conference here >](#)

