



Managing Service Quality

An International Journal



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In Association with the Naples Forum on Service

Guest Editors Evert Gummesson, Cristina Mele and Francesco Polese are currently considering papers for a forthcoming Special Issue of [*Managing Service Quality*](#) (MSQ).

Continuing with the journal's standard of publishing cutting-edge, relevant and rigorous scholarship, the Special Issue is based on presentations made at the 2013 Naples Forum and welcomes papers dealing with themes within one or several of the 3 Forum Pillars:

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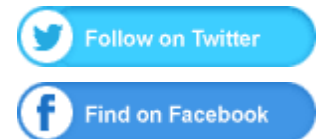
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