



BE A REVIEWER

Thank you for your interest in being a Service Management Conference reviewer! The Conference reviewing team contribute greatly to the success of the Conference program by reviewing, shortlisting and supporting speaker submissions.

The submission system

We receive over a hundred proposals into the anonymous submission system each year. Reviewers read and supply feedback on proposals in their respective streams and then work together in teams to produce shortlists. Less than half of the proposals are shortlisted from which approximately 30 talks are chosen for the final program.

Every speaker at the Service Management Conference (bar the keynotes and invited speakers) are required to tender their proposal anonymously.

If when reviewing a proposal, you notice an author identifies themselves in either the body of the proposal or comments – please let us know!

Once you have signed up as a reviewer – we will link you to the submission system.

Supplying feedback

One of the most important responsibilities as a reviewer is supplying honest and constructive feedback to submitters with a view to shape their proposal to be as good as possible!

Commenting on a submission is your primary means of supplying feedback to an author. You may like to ask the author to clarify things that don't make sense to you; suggest that they include more examples; query the eye-catching quality of their title etc; but keep in mind that it is up to them whether or not they take on your advice.

Service Management reviewers are encouraged to comment on at least half of the proposals in their stream

Reviewers should be commenting between March 2020 –April 2020.

Reviews and ratings are not visible to authors. This is a space for reviewers to discuss their views or submit their ratings on a proposal privately.

Service Management reviewers are expected to submit a rating, and/or review on *every submission in your stream*

Please refrain from submitting a final rating of 'Reject', 'Maybe' and 'Must have' until authors have had a chance to respond to feedback

Reviewers should be submitting their final reviews and ratings 27 April 2020 – 18 May 2020.

For all enquiries, please contact:

SERVICE MANAGEMENT 2020 CONFERENCE SECRETARIAT

Tel: + 61 2 9431 8600 Email: smconference@theassociationspecialists.com.au



Shortlisting

Each reviewing team is required to produce a shortlist that represents the best of the best proposals in their stream – the smaller the selection, the better!

There is no one way to do this, and each team typically uses a slightly different process – your stream captain is responsible for rallying your team to make this happen. In most cases reviewing teams will meet in person or link up via teleconference to discuss their choices in a final shortlisting meeting!

Once shortlists have been produced – a final program meeting is held amongst the Service Management Conference Committee in which they balance the program and ensure topics and speakers are not duplicated.

Key dates

- Reviewers meet to develop reviewing criteria and inform streams. Reviewers are allocated to streams: **March 2020**
- Reviewing criteria finalised and submission commenting begins: **Mid-March 2020**
- Submissions close. Reviews remain open: **17 April 2020**
- Shortlisting meetings commence for each stream: **Week beginning 27 April 2020**
- Shortlists due: **COB 10 May 2020**
- Final program meeting – Conference Committee meets to review shortlists, remove double ups and lift a balanced program of 30-40 talks: **Early June 2020**
- Speakers and topics go live! **End June 2020**
- Service Management 2020 Conference: **18-19 August 2020**

The busiest period for reviewers is March to early May 2020

Submissions usually start quite slowly and then build up to a deluge in the last few weeks – so it's advisable to stay on top of things from the beginning!

Reviewer compensation

Aside from being a part of a wonderful, generous and welcoming community – complimentary registration will be provided to reviewers who meet the roles and responsibilities outlined above.

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