**Guidelines on how to prepare your Full Paper for   
the 1st International Conference on Quality Engineering and Management (ICQEM), Guimarães 2014 (Times New Roman, bold, 18 pt, single space, no capitalization)**

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*Name of Author1 (add email within brackets if this is the corresponding author)   
(Times New Roman, italics, 12 pt, centered)*

*Affiliation (Times New Roman, italics, 12 pt, centered)*

<1 line spacing>

*Name of Author2 (add email if this is the corresponding author)   
(Times New Roman, italics, 12 pt, centered)*

*Affiliation (Times New Roman, italics, 12 pt, centered)*

<1 line spacing>

*Same information pattern from other authors, if any, follow here*

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###### Abstract (Times New Roman, bold, 15 pt, no numbering)

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This paper provides instructions to authors for preparing the full paper to be submitted to ICQEM 2014 Guimarães by Tuesday, **May 15, 2014**. *Papers received after the deadline date will not be included in the conference proceedings*. Given that the best articles will be published in the International Journal of Quality & Reliability Management (IJQRM), the ICQEM 2014 format requirements of abstract as well as full paper is same as the author guidelines for IJQRM. The **Abstract** should not exceed 250 words in total (including keywords and article classification, see below). The structured abstract must be set out under 4-7 sub-headings as follows:

**Purpose** (mandatory)

**Design/methodology/approach** (mandatory)

**Findings** (mandatory)

**Research limitations/implications** (if applicable)

**Practical implications** (if applicable)

**Social implications** (if applicable)

**Originality/value** (mandatory)

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**Keywords:** Keyword 1, Keyword 2, Keyword 3, Keyword 4, Keyword 5 (up to five keywords)

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**Article Classification**: Please categorize your paper under one of the following classifications (this will help with organising sessions and possible journal publication)

Research paper

Viewpoint

Technical paper

Conceptual paper

Case study

Literature review

General review

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1. **Full text Headings must be concise, with a clear indication of the distinction between the hierarchy of headings. (Section heading: Times New Roman, bold, 12 pt)**

The preferred format is for first level headings to be presented in bold format and subsequent sub-headings to be presented in medium italics.

The paper should be prepared using ISO A4 paper size (210 x 297 mm) using Times New Roman (12 pt, justified) font according to the format described in this template. *Authors are strongly urged to follow these instructions to ensure the production of uniformly high-quality conference proceedings*. The first paragraph of each section and subsection should not be indented.

Following paragraphs indented 0.5 cm. Margins should be as follows: top 3 cm, bottom 2 cm, left and right 3 cm each. The full paper should not exceed 6000 words in length. This includes all illustrations, tables, and references and appendices. Please allow 280 words for each figure or table.

<1 line spacing before the subheading and section heading and 1 line spacing after the heading and subheading>

* 1. ***Other details (subheading: Times New Roman, italics, bold, 12 pt)***

Pages should be numbered in the page footer, including the first page, as demonstrated in this document. Papers should be organized in the following sequence:

* Article Title
* Authors Details: Full name(s), Affiliation of each author, Email address of the corresponding author
* Abstract (not exceeding 250 words in total, including keywords and article classification)
* Keywords
* Article Classification
* Main subject text
* Acknowledgments (If applicable)
* References

Bulleted or numbered lists should have a hanging indent of 0.5 cm. Avoid using more than two levels in the lists.

Following paragraphs indented 0.5 cm.

Footnotes should be avoided. The corresponding text should be incorporated in the main text.

Equations should be typed flush with the left-hand margin and numbered consecutively with numbers in brackets on the right. Leave single spacing above and below equations, as shown below.

<1 line spacing before equation>

Equation (1):



<1 line spacing after equation>

Figures and tables must be included in the main text and be individually numbered and captioned. Illustrations should be sharp and clear. All Figures should be of high quality, legible and numbered consecutively with Arabic numerals. Graphics may be supplied in color to facilitate their appearance on the online database. Please ensure that any superscripts or asterisks are shown next to the relevant items and have corresponding explanations displayed as footnotes to the table, figure or plate. Captions should be placed **below figures** and **above tables**. These are to be typed in **Times New Roman 12, Bold** (see examples below).

<1 line spacing before table>

**Table 1 – Caption (Times New Roman, Italic, 12 pt)**

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<1 line spacing after table>

<1 line spacing before figure>



**Figure 1 – Caption (Times New Roman, Italic, 12 pt)**

<1 line spacing after Figure>

**Language**

Full papers must be written in good English. However, contributions for “After 5 Workshop” could be submitted in Portuguese or Spanish. Please ensure that your paper has been carefully proofread prior to full paper submission.

**Conclusion**

References to other publications must be in Harvard style and carefully checked for completeness, accuracy and consistency. This is very important in an electronic environment because it enables your readers to exploit the Reference Linking facility on the database and link back to the works you have cited through CrossRef. You should cite publications in the text: (Adams, 2006) using the first named author's name or (Adams and Brown, 2006) citing both names of two and (Adams et al., 2006), when there are three or more authors. At the end of the paper a reference list in alphabetical order should be supplied as follows:

**References**

For books: Surname, Initials (year), *Title of Book*, Publisher, Place of publication

Harrow, R. (2005), *No Place to Hide*, Simon & Schuster, New York, NY (Times New Roman, 12 pt, left aligned, hanging indent 0.5 cm).

For book chapter: Surname, Initials (year), “Chapter title”, Editor's Surname, Initials, *Title of Book, Publisher*, Place of publication, pages.

Yaya, L. H., Marimon, F., & Casadesus, M. (2014), “Customer Satisfaction and the Role of Demographic Characteristics in Online Banking.” In D. Yannacopoulos, P. Manolitzas, N. Matsatsinis, & E. Grigoroudis (Eds.) *Evaluating Websites and Web Services: Interdisciplinary Perspectives on User Satisfaction,* Hershey, pp. 138-154.

For journals: Surname, Initials (Year), “Title”, *Journal Name*, Volume, Number, Pages.

Capizzi, M.T. and Ferguson, R. (2005), “Loyalty trends for the twenty-first century”, *Journal of Consumer Marketing*, Vol. 22 No. 2, pp. 72-80.

For published conference proceedings: Surname, Initials (year of publication), “Title of paper”, in Surname, Initials (Ed.), *Title of published proceeding which may include place and date(s) held*, Publisher, Place of publication, Page numbers.

Jakkilinki, R., Georgievski, M. and Sharda, N. (2007), “Connecting destinations with an ontology-based e-tourism planner”, *in Information and communication technologies in tourism 2007 proceedings of the international conference in Ljubljana, Slovenia, 2007,* *Springer-Verlag*, Vienna, pp. 12-32.