

# First Announcement and Call for Papers



## **W55 - Building Economics**

jointly with

## **W65 - Organisation and Management of Construction**

with the participation of

## **W92 - Procurement Systems**

### **Joint Triennial Symposium**

### **Customer Satisfaction: A Focus for Research and Practice**

**5 - 10 September 1999 The University of Cape Town  
South Africa**



### **Themes**

The central theme of the Symposium is as shown above: Customer Satisfaction: A Focus for Research and Practice

Sub-Themes have not been firmly defined because the intention is to encourage the submission of current research rather than 'made to fit' material. To this end, the following broad guidelines have been designed and the compilation of final sub-themes will take place after the receipt of abstracts: customer and client needs / business objectives / delivery systems / technology / managing the process / integration, innovation and change / research and education.

## **Aims and Objectives**

This Symposium aims to bring together all who are involved in property and construction, be they owners, consultants, constructors, researchers or educators in Africa and the international community.

To present the latest research findings, to discuss related problems and identify future research direction in the building environment.

It is hoped that the exchange of ideas between all participants will lead to improved customer satisfaction, expanded networks and partnering between delegates from the multitude of specialist disciplines which will be represented. It is intended that key issues will be identified, emanating from the papers and subsequent discussion. These issues will be handled in workshops to identify problem areas and to formulate future research direction.

## **Call for Abstracts**

Abstracts are invited for immediate submission.

They should not exceed 300 words on a single side of A4.

Line Spacing: 1.5

Type Face: 12pt Times New Roman

Justification: Full

All Margins: 1 1/4 Inch

Title: 12pt, Upper Case, Left Aligned

Author Details: Name and Affiliation, in 12pt; Caps/Lower Case; Left Aligned

Keywords: 12pt; Caps/Lower Case; 4-6 words

Summary: 12pt; maximum 300 words

Full guidelines for the publication of papers will be provided upon acceptance of the abstracts.

## **Proceedings**

It is intended to publish the Proceedings as a set of hard-cover volumes. They will contain only the papers of those who register for the Symposium.

## **The Refereeing Process**

All papers will be refereed by at least two people selected from the scientific committee for their expertise in research and familiarity with the research topic.

## **Organising Committee**

- Professor Paul Bowen, University of Cape Town
- Mr. Bob Hindle, University of Cape Town
- Dr. P.D. Rwelamila, University of Cape Town
- Ms. Kathy Hall, University of Cape Town

## **Host City - Cape Town**

Cape Town is a city of many contrasts that tourists from around the globe eagerly look forward to and enjoy. Besides Table Mountain there are many attractions including: the pulsing Victoria and Alfred Waterfront (comparable to San Francisco's Fisherman's Wharf); historical buildings; museums; Kirstenbosch Botanical gardens; wine estates that are open to the public for tasting and sales; over 100 beaches in and around the Cape Town Metropole; local theatre; and the people of Cape Town itself who originate from many different and diverse cultures from across the globe. Cape Town is also one of the 5

final cities bidding for the 2004 Olympic Games.

## **Contact Address**

If you would like to have further details about venue, accommodation, registration fees, social functions and guided tours etc. please contact Sally Elliott at the address below. She will also provide a form for those planning to submit an abstract.

Sally Elliott  
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Tourism web site: <http://www.ctcc.govt.ac/>