



International Conference on Challenges in Managing Smart Products and Services (CHIMSPAS 2024)



The fifth edition of the CHIMSPAS conference („International Conference on Challenges in Managing Smart Products and Services“) took place end of August 2024 at Bielefeld University. Once more Professor Dr Nicola Bilstein (University of Bayreuth) and Professor Dr Christian Stummer (University of Bielefeld) were co-chairs of the international conference.

The program featured ten dynamic and cutting-edge presentations on topics such as Smart Service Systems, Large Language Models, Artificial Intelligence, Smart Stores, and much more. Each 40-minute presentation provided researchers with the opportunity to delve deeply into their projects and

receive valuable feedback. In addition, a poster session showcased six presentations, offering insights into ongoing research on themes like the metaverse, smart services in sports, and artificial intelligence in e-commerce. A highlight of this year's CHIMSPAS was the practitioner session. Ansgar Päschke und Jennifer Richardt from Thyssenkrupp Polysius GmbH, Jonas Föhr from SüdwestRundfunk und Ina Nordsiek from der Miele/Pioneer GmbH shared their experiences and challenges with smart services and products from a corporate perspective. The session concluded with a panel discussion, where practitioners fielded questions from researchers. The event also featured a networking-focused conference dinner, that was all about connecting within the "smart" community.

Special thanks go to the speakers in particular:

Dr. Bieke Henkens, Ingo Kaiser, Bea Waelbers, Kathrin Nauth, Lukas Breustedt, Prof. Dr. Tobias Schäfers, Maike Netscher, Ansgar Päschke, Jennifer Richardt, Dr. Jonas Föhr, Sara Belghiti, Zhongli Wang, Stephanie Jordan, Dr. Beatrice Schütte, Dr. Christian Bartelheimer, Prof. Dr. Chi-Hsing Tseng, Dr. Yi-Mu Chen, Dr. Charlotte Kräft und Lucas Endres.

Furthermore, we would like to thank all participants for their constructive feedback and valuable discussion.

Find more information on the CHIMSPAS conference here: www.chimspas.de

Bayreuth, 29.10.2024

Prof. Dr. Nicola Bilstein