INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE

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Globalizing Indian Thought

11th International Conference on Operational Excellence (ICOPEX 2027)

Theme: Human-Centric and Sustainable Operational Excellence in the era of AI and Digitalization

11th – 13th January 2027 | IIM Kozhikode, Kerala, India

ABOUT THE CONFERENCE

The International Conference on Operational Excellence (OPEX), founded by Professor Jiju Antony in 2004 in Glasgow, has brought together more than 1,200 academics and practitioners from over 35 countries. The 11th OPEX Conference will focus on human-centricity and sustainability in the era of AI and digitalization, attracting professionals from manufacturing, services, the public sector, and the voluntary sector.

In today's digital landscape, OPEX integrates technologies such as Artificial Intelligence, Internet of Things, big data, and automation to create smarter, more agile operations driven by real-time data and continuous improvement. While these advancements can enhance efficiency, safety, and employee well-being, they also raise concerns about over-automation, workforce displacement, and loss of human intuition.

Despite widespread adoption, many organizations struggle to sustain OPEX beyond tools and short-term gains. True success requires embedding OPEX into organizational culture, leadership, and governance to support responsible, people-focused, and sustainable operations.

The conference aims to bring together scholars and industry practitioners to address these human-centric challenges and foster collaborative research and practical solutions for the AI-driven future.

OBJECTIVES

- Build a global network of researchers and practitioners advancing OPEX across sectors
- Share best-practice case studies from diverse industries
- Evaluate the role of AI and digitalization in OPEX
- Examine human-centric challenges in OPEX transformation
- Address sustainability gaps and implementation challenges
- Assess global OPEX trends and identify future research directions

TOPICS/SUB-THEMES

With an exciting theme for the upcoming conference, we invite paper submissions on relevant sub-themes, including, but not limited to the following:

- Emerging Trends for OPEX in the era of Digitalization
- OPEX for manufacturing companies (including SMEs)
- OPEX for the Service Sector (Banking, Finance, Airline, Transportation, etc.)
- OPEX for the Public Sector and Voluntary or Third Sector (Police, Ambulance, Health, Local authorities or Municipalities, Education, Charity or non-profit, etc.)
- Sustainability of OPEX
- Integration of OPEX with Industry 4.0 (Artificial Intelligence, Big data, Blockchain, Internet of Things, etc.) and 5.0
- OPEX in Supply Chain and Logistics Operations
- Integration of OPEX with Innovation
- Application of quality improvement initiatives and OPEX tools (VSM, QFD, Design of Experiments, TPM, etc.)
- Data-Driven OPEX and Performance Management (e.g. leading vs. lagging indicators, real-time dashboards, KPIs that matter)
- OPEX in Volatile, Uncertain, Complex, and Ambiguous (VUCA) Environments
- Exploring human-centricity in the pursuit of OPEX through AI and digitalization
- Miscellaneous topics (Leadership, Integration of ISO standards with OPEX, Business Excellence Models, Shingo Model, etc.)

WHO SHOULD ATTEND?

The conference is intended for senior managers, academics, researchers, consultants, and professionals involved in operational excellence, quality management, continuous improvement, digitalization, AI, and smart manufacturing. It is also suitable for doctoral students and practitioners of business excellence models such as EFQM and the Shingo Institute, as well as data analytics and AI professionals working in operations.

Registration /Submission Link

PAPER SUBMISSION

The basis for acceptance of papers is that they must be relevant and contribute to the current literature of OPEX topics, Quality Management, Continuous Improvement, and Total Quality Management. Authors are invited to submit an extended abstract of 300 words through the conference submission system. All conference abstracts will be double-blind reviewed by members of a Scientific Committee to ensure their academic rigor, practical significance to industrial arena and value to existing literature.

IMPORTANT DATES

Submission Opens: 15 March 2026

Abstract Deadline: 31 May 2026

Abstract Acceptance : 15 June 2026

Registration Opens : 15 June 2026

Full Paper Deadline: 14 August 2026

Full Paper Acceptance: 2 October 2026

Final Paper with revisions: 6 November 2026

Registration Closes : 15 November 2026

REGISTRATION /PARTICIPATION FEE

Category	Domestic (₹)	International ($)
Academicians / Post-doctoral Researchers	10,000	275
Research Scholars / Retired Professors	5,000	175
Industry Participants	12,500	300

Registration Fee Includes: Conference kit, access to all sessions, workshops, and exhibitions; lunch and refreshments during conference days; inaugural and valedictory dinners; and a certificate of participation.

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https://iimk.ac.in/apps/ICOPEX2027/

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