



**19th International QMOD-ICQSS
Conference**
21-23 September, 2016, Rome

Best Paper Award

Presented for:

**Trust in customer satisfaction formation:
A study of retail banking in two national markets**

**Torben Hansen, Lars Grønholdt,
Anne Martensen and Alexander Josiassen**

On behalf of the Scientific Committee,

**Su Mi Park & Jens J. Dahlgaard
Founders & Conference General Chairs**