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We look forward to receiving your abstract!

**- AUTHOR INFORMATION -**

**Abstract Title:** Orchestrating supply networks to deliver service performance

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- Identify the corresponding author with an asterisk (\*) after their surname.
- In the case of more authors, please continue listing them as above.

**- ABSTRACT -**

Please include in 50 words your research, this might include aims, methods or key results and findings.

This study explores how a client firm orchestrates its service supply networks (SSN). Specifically, we link *ex-ante* and *ex-post* governance of SSNs with performance. A study of a client's SSNs reveals that task complexity influences *ex-ante* governance choice. Furthermore, the degree of *ex-post* coordination has inverted-U effect on service performance.

**Discipline/Area:**

Please select up to two areas from the following topics where your research might fit best by putting an "x".

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