



**International Society of Service Innovation Professionals
Annual Q4 2015 Board of Directors Meeting Minutes
January 20, 2016**

Board Members:

Present: Haluk Demirkan, Jim Spohrer, Ammar Rayes (representing Sunil Kripalani), Ralph Badinelli,
Not Present: Charlie Bess, Kazuo Iwano
Quorum present? Yes

Others Present:

Monique Morrow (ISSIP President)
Yassi Moghaddam (ISSIP Executive Director)
DJ Christman
Heather Yurko
Larry Hiner
Neeve Nikoo
Doug Morse
Doug McDavid
Gjoko Stamenkov
Gerhard Gudergan
Aly Megahed
Valorie Valencia
Madeline Sayko
3 other unknown users on the call

Presentation material & Webex recordings are found on the ISSIP website under Events/ Board of Director Meetings/Annual (4Q) 2015 – Jan 20, 2016, here:

<http://www.issip.org/2401-2/>

Duration: ~60 min

The following agenda was covered:

- ❑ **Opening, and welcome** – Jim Spohrer (JS)
- ❑ **Honoring ISSIP President 2015, Welcoming ISSIP President/VP 2016** - JS
- ❑ **ISSIP 2016 Goals and Objective** - Monique Morrow ISSIP 2016 President
- ❑ **Events** - Haluk Demirkan (HD)
- ❑ **Knowledge Co-creation (Publications)** - HD
- ❑ **SIGS & COI Activities** - Heather Yurko, Chair, SIF SIG
- ❑ **Ambassadors activities** - Yassi Moghaddam (YM)
- ❑ **Volunteers** - YM
- ❑ **Operations** - YM
- ❑ **Open Discussion::Ask of the Board**

Assessment of the Meeting:

- Meeting started at 12:04 am PDT.
- Meeting adjourned at 1:04p.m. PDT.
- Minutes submitted by Executive Director, Yassi Moghaddam, and confirmed by the ISSIP Secretary, Jim Spohrer.