SAVE THE DATE

2027 POMS College of Service Operations Mini-Conference

Thursday, April 22, 2027, 9:00am – 4:30pm. Orlando, FL





Theme: MISSION-DRIVEN SERVICE OPERATIONS: LESSONS FROM THE SPACE COAST

The **Kennedy Space Center Visitor Complex** faces a distinctive operational challenge: how to design and deliver an exceptional guest experience while managing capacity, queues, demand variability, technology, frontline employees, safety and security, and coordination across multiple organizations, all within significant technical and operational constraints. And unlike guest experiences at a for-profit company, the Visitor Complex is the public-facing division of the space program, creating good will for the broader mission. Join us for an **on-site learning experience** on Florida's Space Coast, where we will hear a presentation from Kennedy Space Center and take a **private tour** of the Visitor Complex to see how a world-class organization identifies customer needs and designs its operations to meet them. Bring back ideas for your research, your classroom, and your students.

Tentative Agenda

9:00am	Depart: Meet at the hotel to leave for Kennedy Space Center. Please eat breakfast beforehand.
11:00am	Lunch and a presentation from Kennedy Space Center.
12:00pm – 3:00pm	Private tour of the Kennedy Space Center Visitor Complex.
3:30pm – 4:30pm	Return to hotel
6:00pm	We will join other colleges for the reception at the conference hotel.

Participation requires registration for the mini-conference, which can be obtained via the POMS conference website (at the same time or separately at a later time from the registration to the main conference). **Wear comfortable clothes and shoes as we will walk around the Visitor Complex**.

Registration link: https://pomsmeetings.org/conf-2027/

We look forward to seeing you all in Orlando!

POMS College of Service Operations Board & Mini-Conference Organizers