

Paper ID : 36-Fostering “Energy Communities”: An Ethnographic-SECI Approach to User-Centered Residential Micro-Smart Grid Adoption
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Bio:

Dr Emmanuel Fragnière CIA (Certified Internal Auditor), is a professor of Service Design and Innovation and the director of the CAS HES-SO in Treasury Management at the University of Applied Sciences Western Switzerland (HES-SO Valais). Previously, he was a Commodity Risk Analyst at Cargill (Ocean Transportation) and a Senior Internal Auditor at Banque Cantonale Vaudoise, the fourth largest bank in Switzerland.

His research is focused on the development of design techniques for the service sector in general and more specifically applied to the energy and tourism markets. He has published several papers in academic journals such as Annals of Operations Research, Environmental Modelling and Assessment, European Journal of Operational Research, Interfaces, Management Science as well as Service Science. He is the author (with Sullivan) of the book entitled Risk Management: Safeguarding Company Assets, Fifty-Minute Crisp Series, November 2006 (2015 new edition).

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