

# ISAHP | LONDON 2016

## CONTEXT

- Every two years, the International Symposium on the Analytic Hierarchy Process (ISAHP) assembles academy and industry to share their experiences in researching and implementing this logarithmic decision-making process
- For almost two decades, the challenge of facilitating the convergence of nearly 250 international participants has rested on volunteer teams replaced every two years.
- No system has ever been implemented to hand over best practices, organizational infrastructure, and event housing data to ensuing management teams.
- Previous symposiums have experienced a small, but persistent, decline in registrations and paper submission.

## CHALLENGES

- To manage and find solutions to any unforeseen logistical changes that would cause unsatisfied client attendees.

## SOLUTIONS

- By using negotiating tactics, past experience, and a thorough understanding of the clients' wants and needs, any discrepancies in the conference were successfully resolved.

## RESULTS

- MaestroMeetings, Inc grew a better understanding on possible conflicts that might arise due to unforeseen circumstances.
- Client-Partner relations grew as MaestroMeetings proved the importance of client knowledge and customer service.