



Prof. Dr. Luigi D'Ambra Full Professor in Statistics, Department of Economics, Management Institutions (University of Naples- Italy). Prof. Luigi D'Ambra has carried out an intense didactic and scientific activity in the University of Naples. He has directed numerous theses in the field of statistics with focusing on customer satisfaction in the context of public services (transport, education, health). His research activity is centralized on multivariate analysis, three-way data matrices, multidimensional scaling, and non-symmetrical correspondence analysis. Other subjects of research have been the log-bilinear and log-trilinear models He has directed PhD theses on Computational Statistics in many Italian universities. In 2004 has been the coordinator of a research project lasting for 4 years regarding the quality of health services for Regione Lombardia. From 2003 has been the Secretary of ECAS (European Courses in Advanced Statistics). He has had an intensive collaboration with many Italian and foreign Universities. Prof. Luigi D'Ambra is the coordinator of a group of Statistics for the Evaluation and Quality in Services (SVQS) of the Italian Society of Statistics. He has organized many conferences in which are discussed the evaluation of the University systems. Prof. D'Ambra has also edited several books about the quality of services in the University systems. He was a member of the *SIS Council*.