

## - ACTIVITIES PLAN 2017 -

EVENT DATE	EVENT TITLE-PLACE	ORGANIZED BY:
23rd January	WEBINAR: New Services Models - (TSW Congress-Las Vegas)	CFSMI
24th January	WEBINAR: CONFERENCE ON: Field Services Management Tools-SERVICEMAX	AFSM
23rd March	WORKING BREKFAST-EOI: CLAVES DE LA CIBERSEGURIDAD	AFSM
15th, 16th & 17th March	CFSMI European Conference in GERMANY: Berlin Delivery of the CFSMI AWARD. Inform. In:	CFSMI
27th March	WEBINAR: Improving Service Productivity	AFSM
<b>PROFESSIONAL MEETING: EOI</b>		
<b>Centered on:</b>		
<b>Personal Communication-Leadership:</b>		
20th April	<b>Neuronal Leadership</b>	AFSM
<b>ISO 9001:2015-Leadership Role</b>		
Interpersonal Communication the core of the leadership		
<b>From 9.00 to 14:00</b>		
<b>20th April</b>	<b>STARTING 25<sup>th</sup> AFSM Spain ANNIVERSARY CELEBRATION</b>	<b>AFSM</b>
18th May	<b>WORKING BREKFAST EOI: Services Knowledge Management to improve Productivity.</b>	AFSM
19th May to 17th June	<b>Starts COURSE ON CIBERSECURITY at the EOI (Weekends Course)</b>	AFSM
<b>PROFESSIONAL MEETING: X SERVICES SUMMIT: EOI</b>		
15th June	-High Value Services	AFSM-EOI
	-Identification of Value for Customers.	
	-Improvement of Customer Experience.	
	- Services for Customers outcomes	
	- The Value generation of Contact Center, Benchmark Data	
<b>ROUND TABLE on: Services Trends</b>		

	<b>AFSM ANNUAL ASSEMBLY:</b>	
	<b>From 16:00 to 17:00</b>	
15th June	<b>Activities Report from President</b>	AFSM
	<b>Economic Report from TREASURER</b>	
	<b>Election of a New Board and President</b>	
Every Month	<b>Working Breakfast CEDE every month</b>	CEDE
April and November	<b>TRANSFORMATIONAL LEADERSHIP TRAINING EVENTS:</b>	CEDE
	<b>From 19:00 to 20.30</b>	
28th September	<b>Discussion among attendees</b>	AFSM
	<b>From 20:30 to close</b>	
	<b>25<sup>th</sup> AFSM Spain Anniversary Celebration</b>	
6th October	<b>Start SERVICE MANAGEMENT COURSE at EOI</b>	AFSM-EOI
19 <sup>th</sup> & 20 <sup>th</sup> October	<b>CFSMI European Conference in GERMANY: Berlin</b>	CFSMI
	<b>Delivery of the CFSMI AWARD</b>	
19th October	<b>Working Breakfast : Call Centers Management for increasing Productivity and Customer Satisfaction</b>	AFSM
20th October	<b>ANNUAL ASSEMBLY CFSMI</b>	CFSMI
November	<b>CEDE CONGRESS in ALICANTE</b>	CEDE
16th November	<b>WORKING BREAKFAST: OUTSOURCING: Logistic and Suppliers Management to improve productivity</b>	AFSM
12th December	<b>AFSM Spain 25<sup>th</sup> ANNIVERSARY CELEBRATION</b>	AFSM
	<b>ROUND TABLE AFSM AWARDS: TECHNOLOGY in the FUTURE</b>	
12th December	<b>DELIVERY OF AFSM AWARDS 2017 and END YEAR DINNER</b>	AFSM
	<b>THREE AFSM BULLETINS EVERY MONTH+ ONE BULLETIN CEDE EVERY WEEK</b>	AFSM- CEDE

**Working Evenings=MU= Format Meet Up, this is conferences starting at 19:00, without cost for the attendants.**