

- Activities Plan 2018 -

DATE	EVENT	ORGANIZED BY
31st January	WORKING BREKFAST-EOI: CONFERENCE ON: Summary of the AFSM/CFSMI Congress in Stuttgart: Customer Experience	AFSM
20 th February	WORKING BREKFAST EOI-AVANSIS-AFSM: New Directive GDPR, LOPD	AFSM/AVANSIS
7th March	PROFESSIONAL MEETING in EOI: Data Quality, Governance and Management; BIG DATA & Analytics	AFSM
14 th March	WEBINAR: Performance Management & BI	CFSMI/AFSM
13rd April	STARTING COURSE ON SERVICE MANAGEMENT : EOI, 56 Hours on Friday Evening and Saturdays Morning	AFSM/EOI
19th April	PROFESSIONAL MEETING : EOI Centered on: Personal Motivation: Leadership and Enterprise Management HHRR Management& Personal Engagement From 9.00 to 14:00	AFSM
9th May	WORKING BREKFAST EOI: New Services Models and trends in ITC Services	AFSM
24th and 25th May	COURSE ON CIBERSECURITY at the EOI 16 hours course	AFSM EOI
5th and 6th of June	COURSE ON PROJECT MANAGEMENT: SCRUM, PMI.	AFSM/ESTRATECNO
14th June	PROFESSIONAL MEETING: XI SERVICES SUMMIT: EOI - High Value Services -Identification of Value for Customers. -Improvement of Customer Experience. - Services for Customers outcomes - The Value generation of Contact Center, Benchmark Data - Cognitive Computing trends ROUND TABLE on: Services Trends	AFSM-EOI
		AFSM

14th June	AFSM ANNUAL ASSEMBLY: From 16:00 to 17:00 Activities Report from President Economic Report from TREASURER Election of a New Board and President	AFSM
Every Month	Working Brekfast CEDE every month	CEDE
8-13th April and November	TRANSFORMATIONAL LEADERSHIP TRAINING EVENTS: Campus Universitat Telefonica- La Roca del Valles-Barcelona (One Week)	CEDE
26th September	WORKING BREKFAST in EOI: Digital Transformation and Change Management	AFSM
17 th October	WORKING BREKFAST-EOI: Customer Satisfaction- The Net Promoter Score System, How to use it	AFSM-EOI
7th November	Working Breakfast-EOI : Call Centers Management for increasing Productivity and Customer Satisfaction	AFSM
21st & 22nd November.	CONGRESS CFSMI European Conference in GERMANY: Delivery of the CFSMI AWARD .	CFSMI & AFSM GERMANY
22nd of November	ANNUAL ASSEMBLY CFSMI	CFSMI
28th November	WORKING BREAKFAST EOI: BLOCKCHAIN concepts and application	AFSM
21st November	CEDE CONGRESS	CEDE
12th December	AFSM END YEAR EVENT: ROUND TABLE : IIoT impact on Services and Indusrey 4.0	AFSM
12th December	DELIVERY OF AFSM AWARDS 2018 and END YEAR DINNER	AFSM
	THREE AFS M BULLETINS EVERY MONTH+ ONE BULLETIN CEDE EVERY WEEK	AFSM- CEDE

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

