

## - Activities Plan 2018 -

FECHA	EVENTO	ORGANIZADO	
31 <sup>st</sup> January	WORKING BREKFAST-EOI: CONFERENCE ON: Summary of the AFSM/CFSMI Congress in Stuttgart: Customer Experience	AFSM	
20 <sup>th</sup> February	WORKING BREKFAST EOI-AVANSIS-AFSM: New Directive GDPR, LOPD	AFSM/AVANSIS	
7 <sup>th</sup> March	PROFESSIONAL MEETING in EOI: Data Quality, Governance and Management; BIG DATA & Analytics	AFSM	
14 <sup>th</sup> March	WEBINAR: Performance Management & BI	CFSMI/AFSM	
10th May	PROFESSIONAL MEETING : EOI  Centered on:  Personal Motivation:  Leadership and Enterprise Management  HHRR Management& Personal Engagement  From 9.00 to 14:00	AFSM	
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	
20 <sup>th</sup> of June	WEBINAR: on CLOUD 40	TSIA/AFSM	

Every Month	Working Brekfast CEDE every month	CEDE
8-13th April and November	TRANSFORMATIONAL LEADERSHIP TRAINING EVENTS: Campus Universitas Telefonica- La Roca del Valles-Barcelona (One Week)	CEDE
13 <sup>th</sup> September	WEBINAR Technology& Services 50 Q2 2018	TSIA/AFSM
27th September	WORKING EVENING ,CCM: Public Sector Contract Law	AFSM
3rd October	On-Demand Webinar: How Top Performing FSOs Address Today's Challenges	ASTE/AFSM
5 <sup>th</sup> October	WEBINAR on Services and Support Metrics that Matter	TSIA/AFSM
16th October	WEBINAR: 5 Ways to Achieve Operational Excellence in Customer Service	AFSM
18th October	WEBINAR: Customer Satisfaction- The Net Promoter Score System, How to use it	AFSM/CFSMI
26th October	CEDE CONGRESS (P.Mallorca)	CEDE
9th November	WEBINAR: Top Tips for Midsize Businesses to Win the Cloud Customer Service Game	AFSM
13th November	WEBINAR: BUILDING AN EMPLOYEE ENGAGEMENT PROGRAM: Why it Matters	TSIA/AFSM
17th November	WEBINAR: How to Find Leads For Services	TSIA/AFSM
22nd November	WEBINAR :Servitization Strategy	AFSM/CFSMI
1st December	WEBINAR: The New Field Service Organisation	TSIA/AFSM
11th December.	CONGRESS CFSMI European Conference in Frankfurt-GERMANY:	CFSMI & AFSM GERMANY
13th December	AFSM END YEAR EVENT: CONFERENCE: "La Ciberseguridad, un reto en el vehículo digital-conectado"	AFSM
13th December	DELIVERY OF AFSM AWARDS 2018 and END YEAR DINNER	AFSM
	THREE AFSM 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.**