

- Activities Plan 2019 -

FECHA	EVENTO	ORGANIZADO
19 th January 2019	SEMINAR: One day: NPS-Net Promoter Score System-Maurice FitzGerald	AFSM/CFSMI
31 st January 2019	W.B.: Leadership 4.0	AFSM/EOI
21 st February	WORKING BREKFAST EOI: SUMMARY of Frankfurt Conference on SERVITIZATION-Pedro Ruiz Godoy	AFSM
14 th March	PROFESSIONAL MEETING in EOI: Data Quality, Governance and Management; BIG DATA & Analytics	AFSM
27 th March	WEBINAR: Performance Management & BI	CFSMI/AFSM
26th April	STARTING COURSE ON SERVICE MANAGEMENT : EOI, 56 Hours on Friday Evening and Saturdays Morning	AFSM/EOI
22 nd May	PROFESSIONAL MEETING : EOI Centered on: BLOCKCHAIN: What is it? Main Applications as of today From 9.00 to 14:00	AFSM
5 th June	WB: IoT and Industry 4.0	AFSM
12 th June	PROFESSIONAL MEETING: XII SERVICES SUMMIT: EOI - New Services Model-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

12th 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
1st Half and 2nd Half 2019	TRANSFORMATIONAL LEADERSHIP TRAINING EVENTS:	CEDE
18th September	WORKING BREKFAST in EOI: Digital Transformation and Change Management	AFSM
17th October	COURSE ON EMOTIONAL INTELIGENCE	AFSM
13th November	Working Breakfast-EOI : Call Centers Management for increasing Productivity and Customer Satisfaction	AFSM
November.	CONGRESS CFSMI European Conference in GERMANY: Delivery of the CFSMI AWARD.	CFSMI & AFSM GERMANY
November	ANNUAL ASSEMBLY CFSMI	CFSMI
28th November	WORKING BREAKFAST EOI: AI and Business Intelligence	AFSM
November	CEDE CONGRESS	CEDE
11th December	AFSM END YEAR EVENT: ROUND TABLE: Customer Success Management	AFSM
11th December	DELIVERY OF AFSM AWARDS 2019 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. The dates of the Events can be modified but we will inform our members at least one month before the modification. New Events can be added to the Program.