

QUALITY, CUSTOMER SERVICE, FM DELIVERY

WORKSHOP 10/1 – 26 May 2005
University of Sunderland
Sir Tom Cowie Campus at St Peter's
Reg Vardy Centre, Room 404

Wednesday 25th May

- 17.00 Check into CLANNY HOUSE student accommodation
18.00 Guided tour of NATIONAL GLASS CENTRE
19.00 for 19.30 Optional evening event: informal dinner near ST PETER'S

Thursday 26th May

- 8.30 Transport to ST PETER'S
8.45 Registration
9.00 Welcome and introduction to the day
Fides Matzdorf
9.05 A quality journey – never stand still!
Ian Gray, University of Sunderland
9.55 Are your customers getting the right level of service?
Fides Matzdorf, FMGC
10.40 Coffee
11.00 Whole Life Value
Andy Green, Faithful & Gould
11.55 What the customers say...
Richard Green, University of Leicester
12.20 Lunch
13.00 Guided tour of campus
Iain Garfield, University of Sunderland
13.30 "The age of the disgruntled customer": can we really provide more for less?
Parviz Partow, Loughborough University
13.45 How excellent is FM?
Carol Steed, Centre for Integral Excellence, SHU
15.00 Tea and networking
15.30 Close