

Quality Days 2018

Best Practice Site Visits¹ & Workshops

Friday May 4th, 2018

BPSV²

EY (Ernst & Young), Athens, Greece

EY Representatives: Konstantinos **Bloutsos** | Manager, Advisory Services
Petros **Vamvakaris** | Senior Advisor, Advisory Services

Agenda

- Building a better working world | About EY
- How are businesses changing today ? | Today's megatrends
- How companies create benefits from data? | Introduction to data and analytics
- The right way to monitor & measure performance targets | Consumer product & retail analytics
- Solved business questions | Selected case studies
- Let's take some action | Working groups

Monday May 7th, 2018

Workshop

Quality Focused Assessment Centers²

Zeler & Company/Towers Watson, University of Piraeus

Sophia **Thomaidou**, Head of Practice Organizational Development

- Introduction & Tips for effective performance in an Assessment Center
- Psychometric Tests - Feedback
- Assessment Centers in practice – Students teams participation in a typical Exercise and Team-Individual performance feedback

Wednesday May 9th, 2018

BPSV²

BIC Violex, Anoixi, Attiki

- Arrival - Registration
- BIC Welcome - Introductory Presentation
- R&D Shavers Presentation
- R&D Blade Presentation
- Site Tour
- Lunch Break
- BIC Quality Presentation
- Quality Workshop
- Quality Tools: Process improvement through the PDCA Cycle
- Closing Meeting

Friday May 11th, 2018

BPSV²

DHL Express Hellas (S.A.), Spata Gateway, Attiki

- Welcome Coffee
- Introduction to DHL Express Hellas – Dimitrios **Stamatiou**, Operations Director Greece, Cyprus & Malta
- Gateway visit
- Introduction to DHL services
- Quality Procedures
- Cargo Airplane visit – Yiannis **Kaptanis**, Gateway Manager
- Interview & HR advice – Katia **Labropoulou**, HR Director & Legal Counsel Greece, Cyprus & Malta

Sunday May 20th & Monday 21st, 2018

BPSV²

The Westin Resort - Costa Navarino, Messinia, Greece

- Day 1
 - Introductory Presentation
 - Quality Services offered to our Customers
- Day 2
 - Working with us
 - Tour of the Resort

June, 2018

Workshop

Loyalty Campaigns Design (for Crowd-Sourcing and Crowd-Funding),

Icon Platforms, University of Piraeus

- Detailed Timetable to be announced by mid June 2018.