

GOOD PRACTICE VISIT VAMED-KMB IN TUNE WITH THE CUSTOMER

23 - 24 November, 2016

VAMED-KMB, four times Prize Winner at the EFQM Excellence Award - 2015 in the category „Adding value for customers“, is delighted to invite you to a Good Practice Visit on the topic „In tune with the customer“. They continuously seek new ways to understand and fulfil their customers' expectations, e.g. they have recently implemented an innovation management together with their main customer, the Vienna General Hospital. VAMED-KMB is a subsidiary of VAMED who internationally sets standards in conception, construction, and the efficient operation of health facilities. Their portfolio ranges from prevention and treatment to care and rehabilitation. The Good Practice Visit is held at St. Martins Spa & Lodge, a VAMED health tourism facility. It includes a behind-the-scenes tour of the spa resort covering the technical operations management, speeches and an interactive workshop on innovation management. Furthermore, there are optional evening panels to share experiences as well as the opportunity for discussions with experts during a free dinner (an invitation of VAMED-KMB). For the following day, you can register for an optional behind-the-scenes tour of the Vienna General Hospital.



- 10:00-10:30** Welcome by VAMED-KMB, EFQM
- 10:30-11:00** Company presentation VAMED-KMB: "From project development, planning, construction and equipment supply to operation: covering the full lifecycle of health facilities"
- 11:00-12:00** Best practice presentation 1: "Adding value for customers"
- 12:00-13:00** Lunch
- 13:00-13:30** Best practice presentation 2: "Collaborative innovation management: innovate in tune with the customer"
- 13:30-14:30** Workshop: "The power of collective creativity"
- 14:30-15:00** Coffee break
- 15:00-16:00** Guided tour: the St. Martins Spa & Lodge behind-the-scenes

Optional program

- 18:00-20:00** Dinner with VAMED experts: four panels to discuss and share experiences
 - (1) Hospital lifecycle management
 - (2) Innovation and technology management
 - (3) Business excellence: application experiences and motivation strategies
 - (4) Energy efficiency management

Optional on day 2

- 10:00-12:00** Guided tour: the Vienna General Hospital behind-the-scenes

Registration is possible for one or both days.



ORGANISATIONAL MATTERS

Max. 40 participants.

I bindingly register for

- Day 1 only: 23 November 2016
- Day 1 and day 2: 23-24 November 2016 including the guided tour of the Vienna General Hospital

On 23 November 2016 (starting 18:00), I would like to have dinner together with the following VAMED experts (please choose one category):

- Hospital lifecycle management
 - Innovation and technology management
 - Business excellence: application experiences and motivation strategies
 - Energy efficiency management
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Staying overnight

- I would like to stay overnight at St. Martins Spa & Lodge.
(St. Martins Spa & Lodge · Im Seewinkel 1 · A-7132 Frauenkirchen)

Double room for single use: EUR 110.50 or EUR 127.50 per person & night incl. breakfast.

After registration with EFQM you will receive a code by VAMED-KMB that allows you to book a room at the St. Martins Spa & Lodge according to the terms above. Bookings are subject to availability, a contingent for the Good Practice Visit is reserved until 30 October 2016.

Transfer

"Intersprint" offers a return transfer from Vienna Airport to the St. Martins Spa & Lodge (one direction for EUR 74,-). You can book a transfer according to these terms using the code word "VAMED" directly at "Intersprint" (Tel. +43/1/615 21 11 11, Email office@intersprint.at).

On 24 November 2016, you can take a free shuttle from St. Martins Spa & Lodge to the Vienna General Hospital. The meeting point is at the front door. The shuttle leaves at 09:00. Thank you for your understanding that the shuttle needs a leave on time in order to keep the schedule.

- I would like to use the shuttle to the Vienna General Hospital and need space for _____ passengers.

At 13:00 on 24 November 2016, the shuttle leaves for Vienna Airport arriving approx. at 13:45 and then continues back to St. Martins Spa & Lodge arriving there at approx. 14:30.

- I would like to book the shuttle to the Vienna Airport and need space for _____ passengers.
 - I would like to book the shuttle to St. Martins Spa & Lodge and need space for _____ passengers.
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