

**CFSMI - Center for Education, Research and Transfer founded - Service is People Business!**



17<sup>th</sup> March 2014 CFSMI created a Center for Education, Research and Transfer (CERT) in Europe. Based on previous activities of AFSMI Chapters in France, Germany, Italy, Netherlands, Spain and Switzerland it will coordinate and focus these initiatives. For an analysis of the current situation different regional, national and international Service Expert Workshops took place. Main gaps between service business practice and

service science insight were identified in the areas of education, competencies, business models, engineering, controlling, standards and value added services. CFSMI's objective is to enhance High-Tech Service competencies through the communication of Good Service Practice for the High-Tech Service industry, its members, and the public.

In 2000 AFSMI defined a curriculum for Service Management **Education**. It served as basis for certification programs of course of studies in Germany and France. Furthermore a list of international places is maintained, where service education and trainings can be found. Several lectures were held during the last years from members and nearly 500 students received AFSMI certificates. It is planned to collect typical job profiles in our field and make them available for information of interested young people and professionals about the attractiveness and challenges of the Service Management profession.



Since several years we observe and participate in different national and international **Research** initiatives which focus on innovation and productivity of services. AFSMI GC and AFSMI CH supports and has supported such projects. Horizon 2020, started January 2014, is the biggest EU Research and Innovation programme ever

with nearly €80 billion of funding available over 7 years (2014 to 2020) – in addition to the private investment that this money will attract. It promises more breakthroughs, discoveries and world-firsts by taking great ideas from the lab to the market. AFSMI GC has already started to support Horizon 2020 projects with a service impact.

Anyway, international service expert workshops stated that there are still big gaps between service practice and science. We will focus on closing these gaps by an enhanced Service Know How **Transfer** concept. First ideas have been formulated. As a first deliverable we helped editing a “Service Innovation in Europe - Good Practice, Methods & Tools for SME” brochure in connection with the EU EPISIS project partners. A second, enhanced edition of that brochure is planned.

During the coming months CERT prepares an action plan for the next years. See [www.cfsmi.eu](http://www.cfsmi.eu) for details. Any comments, questions and support is highly welcomed, please contact [t.post@afsmi.de](mailto:t.post@afsmi.de).