

Organizer



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Annual Conference & Expo

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Ζωή Ζαχαριάδου,
People & Culture Director, ISS Greece



Who is **ISS**?



Building the company globally ...

... further increasing scale and global presence...

... alignment of the company behind a core value proposition

STRATEGY

EXPANSION

SHARE-HOLDERS



At ISS, we believe that great service comes from motivated employees, who understand your purpose and empathise with your needs.

And human sensitivity makes the difference between generic service and a personal, tailored solution.

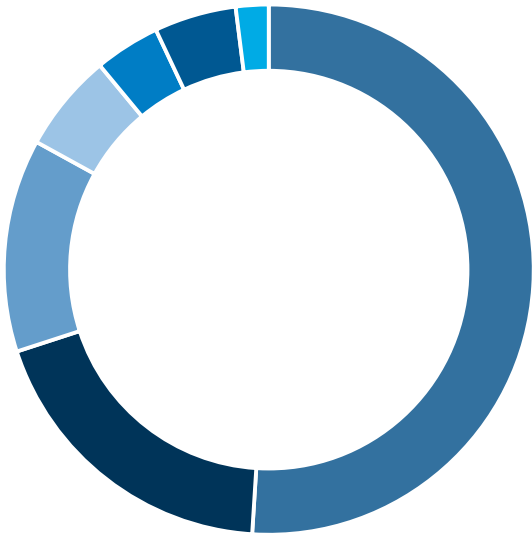
Through **THE POWER OF THE HUMAN TOUCH**, we care for your business as if it were our own.



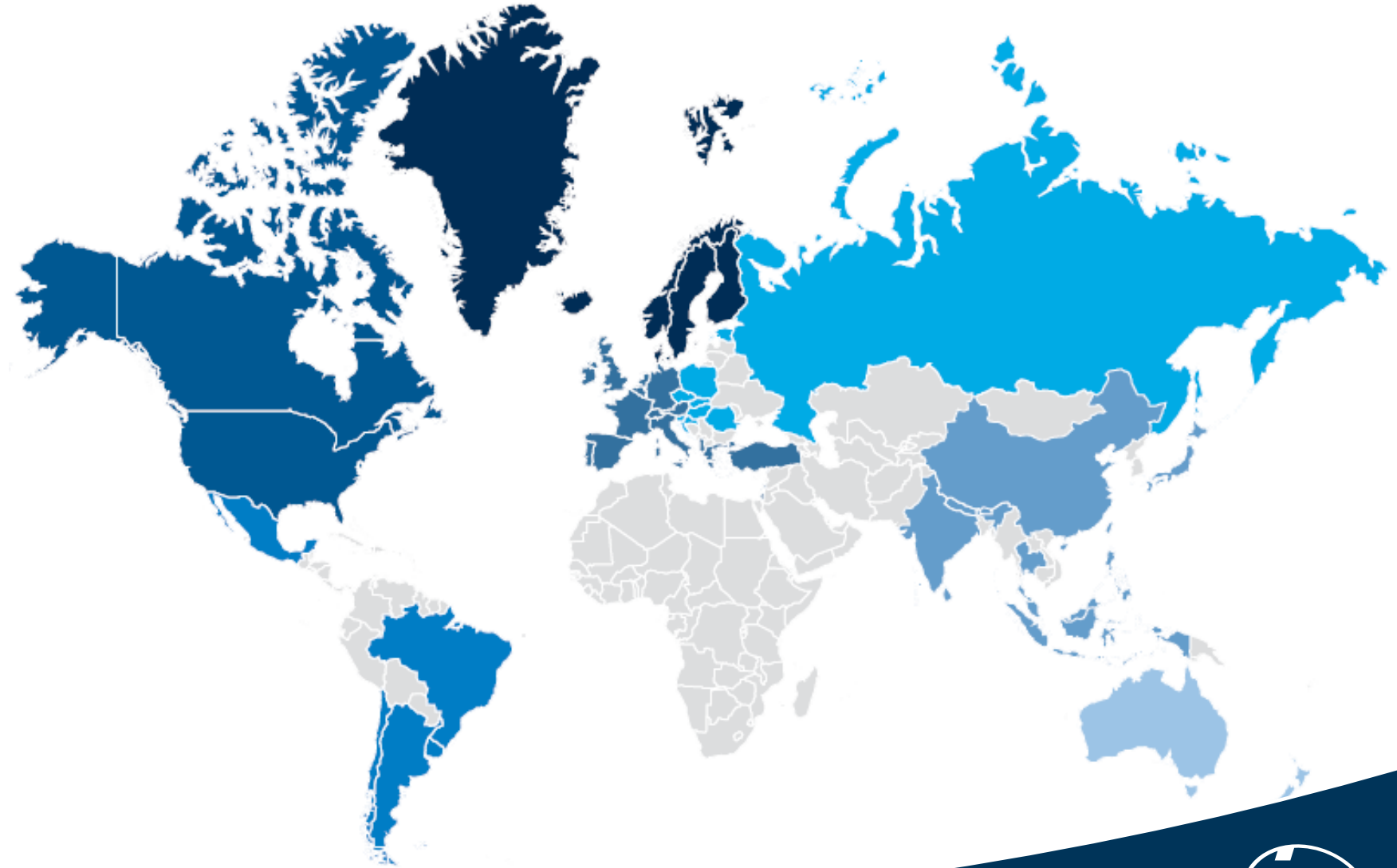
“ We are going to be
the world’s greatest
service organisation ”

ISS Vision

Where...



- 51% - Western Europe
- 19% - Nordic
- 13% - Asia
- 6% - Pacific
- 4% - Latin America
- 5% - North America
- 2% - Eastern Europe



Fun Facts



504,816

ISS employees



6,149,122 hrs

of training annually
(frontline employees)



>50 million m²

of premises on IFS contracts
serviced annually



For every

14,558 people

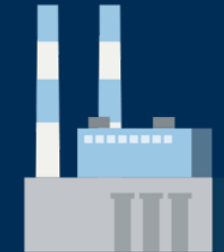
in the world, there is

1 ISS employee



1.2 million

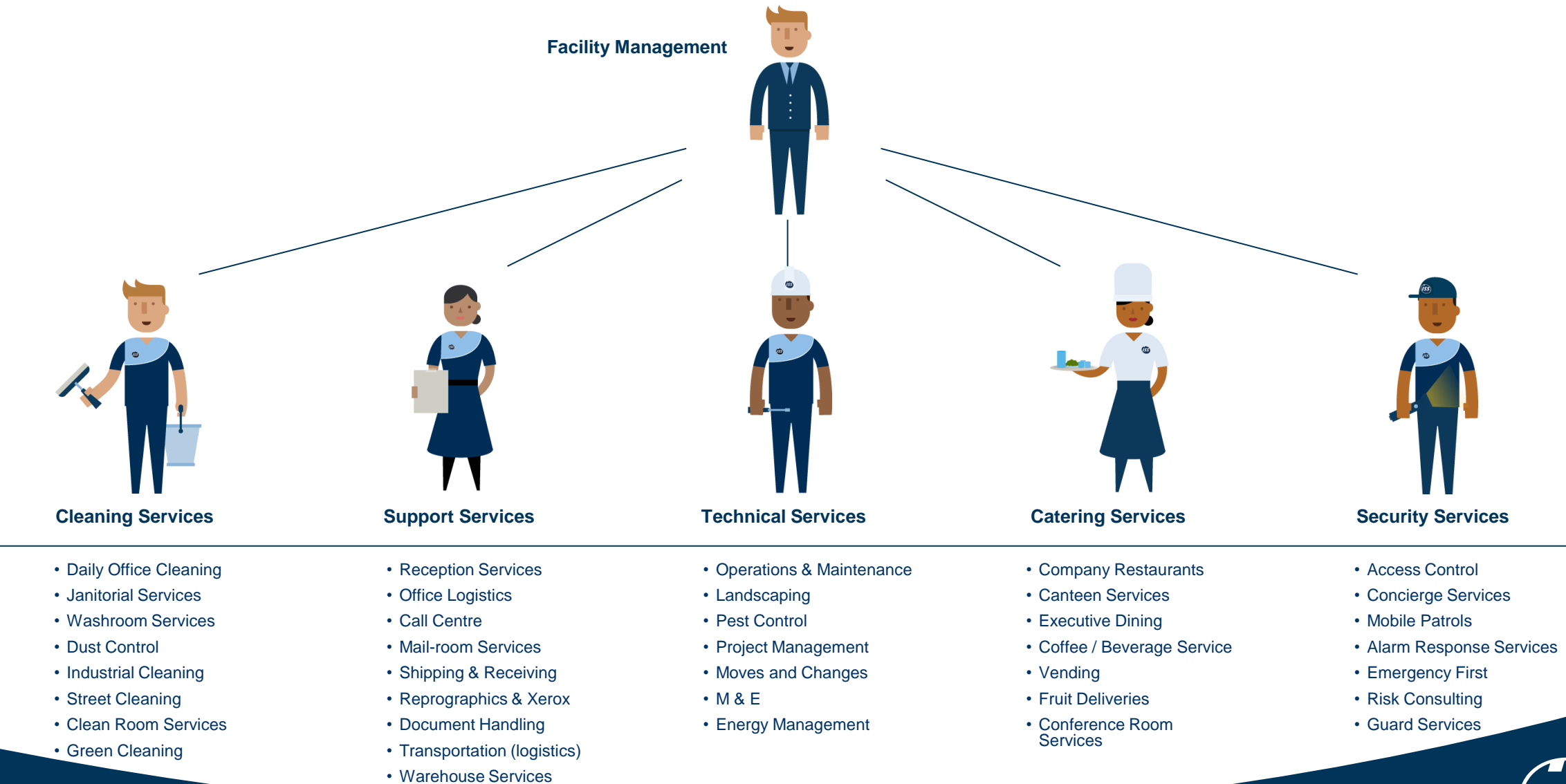
meals served
every day



>5.5 million ft²

of critical facilities space managed
for our Global partners

Our Service Offering



SERVICE PERFORMANCE

FACILITATING OUR CUSTOMERS PURPOSE

THROUGH PEOPLE EMPOWERMENT



“I make the difference”

Empowering Every Employee to Make a Difference



MISSION

SERVICE PERFORMANCE
FACILITATING OUR CUSTOMERS PURPOSE
THROUGH **PEOPLE EMPOWERMENT**

We are not
**delivering
hours...**



...we are
**creating
experiences**



MISSION

SERVICE PERFORMANCE
FACILITATING OUR CUSTOMERS PURPOSE
 THROUGH **PEOPLE EMPOWERMENT**

Linking
 customer
 purpose...



...to daily life of
ISS employees

*"Good nutrition helps patients
 to a **faster recovery**"*

Emma Davies
 HOSTESS, ISS UNITED KINGDOM

MISSION

SERVICE PERFORMANCE
FACILITATING OUR CUSTOMERS PURPOSE
THROUGH **PEOPLE EMPOWERMENT**

Empowering
our people...



***"I make a difference** to the whole experience of the hospital and possibly how fast the patients may recover"*

George Wickham
PORTER, ROYAL LIVERPOOL HOSPITAL



...to make
a difference

STRATEGY
EXECUTION**GREAT****THE SEGMENTED
MARKET****Minds**

You **can't be everything** to everybody...
...but you **can be "the one"** to somebody

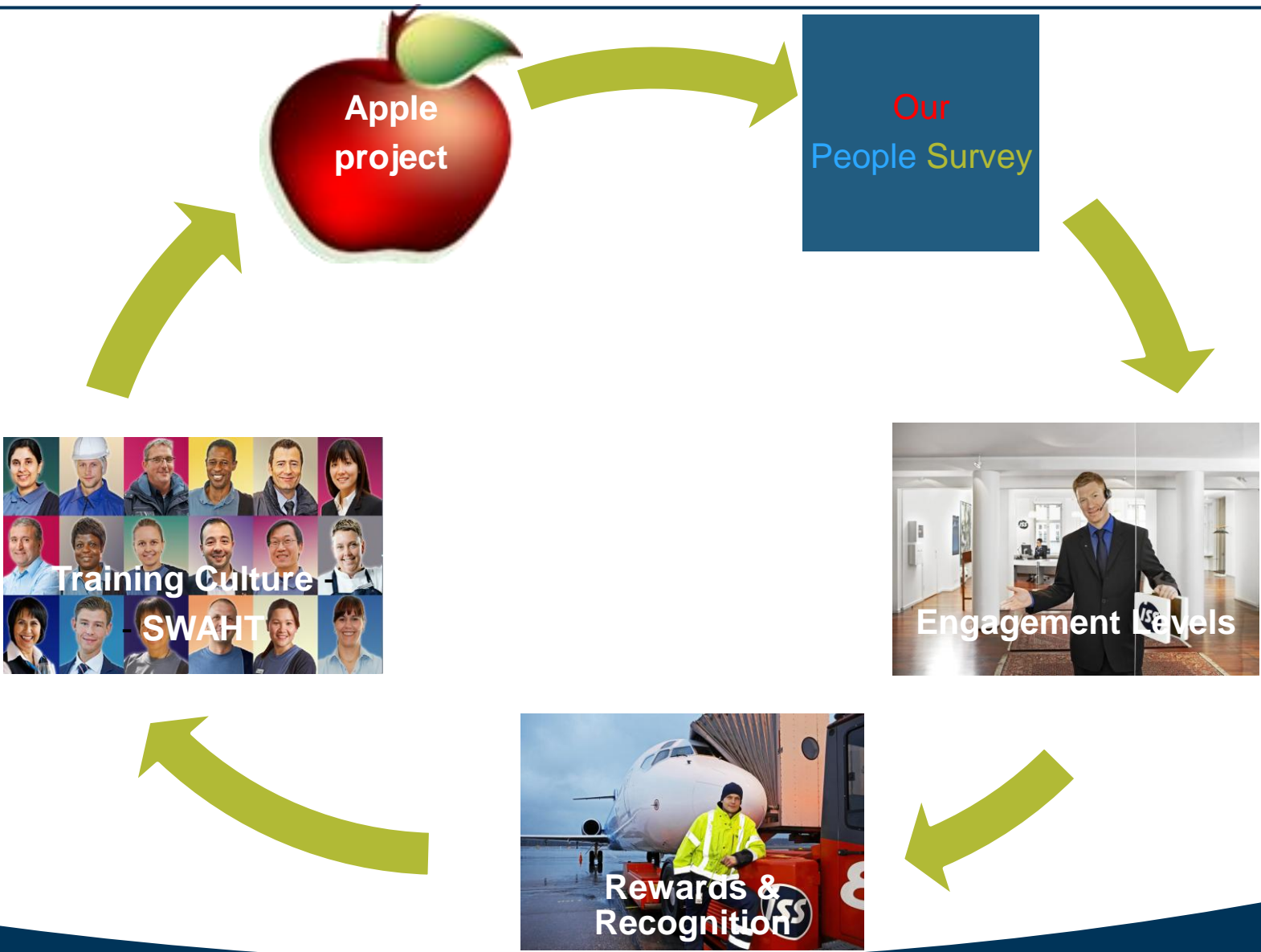
**Hearts**



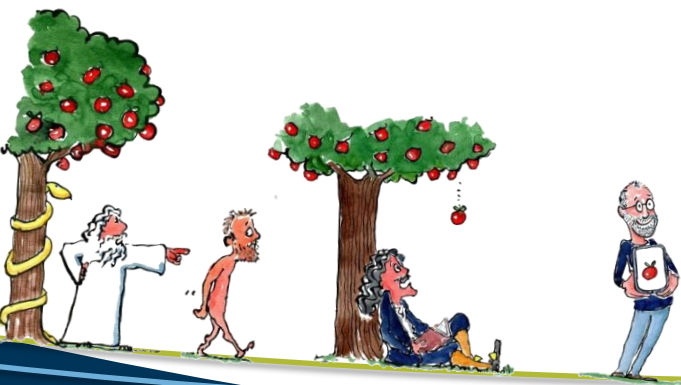
THE APPLE PROJECT

Πρόγραμμα Αναγνώρισης & Επιβράβευσης

Need



Η αρχή...



Το μήλο της ISS

Our vision is to create technology that makes life better for everyone, everywhere — every person, every organization, and every community around the globe. This motivates us — inspires us — to do what we do. To make what we make. To invent, and to reinvent. To engineer experiences that amaze. We won't stop pushing ahead, because *you* won't stop pushing ahead. You're reinventing how you work. How you play. How you live. With our technology, you'll reinvent your world.

This is our calling. This is a new HP.

Keep reinventing.

SERVICE WITH A
Human Touch



Γνώρισε τις ανάγκες του πελάτη σου



Μάθε τι θέλουν να πετύχουν



Γνώση και κατανόηση = βοηθάμε να πετύχουν τους στόχους τους



Αυτό είναι το μήλο!



SERVICE WITH A Human Touch



CUSTOMER EXPECTATIONS



READ MY SIGNALS



COMMUNICATE WITH ME



SUPPORT ME



MAKE A DIFFERENCE FOR ME



MAKE IT RIGHT FOR ME







Your m
you ca
to the
no su
settir

TECHNICAL/MAINTENANCE
Customer 06

FRONT OF HOUSE
Customer 09

You have an appointment at 3pm with the Manager of this company and arrived on time. The receptionist informed you that the manager got held up in traffic and will arrive half an hour late.

ISS



Active, engaging and fun training sessions







Ευρωπαϊκή
"Δημιουργούμε τον
Εκπαιδευτικό Οργανισμό
Παροχής Υπηρεσιών στον
κόσμο"







Κάθε εργαζόμενος μπορεί να επιβραβεύσει
έναν/ μια συνάδελφο με Ευχαριστήρια Κάρτα
*

Μέχρι την 25^η ημέρα κάθε μήνα, οι επικεφαλής θα παραδίδουν τις
προς βράβευση υποψηφιότητες στην «Επιτροπή Απόδοσης
Μήλων (Ομάδα Διοίκησης)»
*

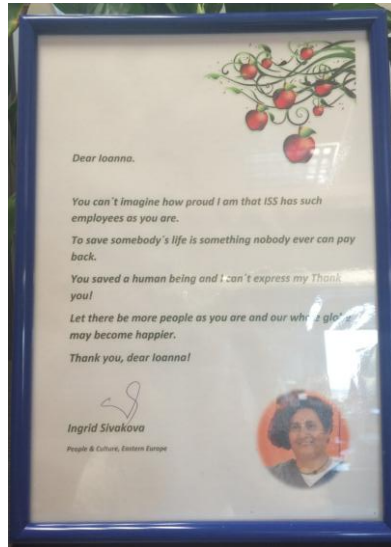
Βραβεία θα δίνονται κάθε ΜΗΝΑ (100€), ΤΡΙΜΗΝΟ (200€) & ΕΤΟΣ
(500€)
*

Υποψήφιοι για το τριμηνιαίο βραβείο είναι οι βραβευθέντες
κάθε μήνα και υποψήφιοι για το ετήσιο βραβείο είναι οι
βραβευθέντες των τριμήνων
*

Αυτό είναι το μήλο!



Πότε θεωρείται επιτυχημένο?



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