|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | Kom jij PvKO versterken? Bekijk hier de [online versie](http://www.pvko.nl/l/mailing2/browserpreview/6520/12419) van de nieuwsbrief |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | | http://pvko.klantsite.net/l/library/download/urn:uuid:f96472c5-77fb-4af4-895f-bbd7cd2ee299/mailing-header.jpg | | |  |  |  | | --- | --- | --- | |  | | | |  | In deze nieuwsbrief onder andere:   * Nog een klein aantal plekken voor "Maak het verschil met gastvrijheid" 16 mei * Inspiratiesessie Nieuwe privacywetgeving 22 juni * Gezocht: versterk het team * En meer.. |  | |  | | | | | |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | | | | | |  | **Gastvrijheid … ook jouw inspiratiebron ??** | | |  | |  | In een tijd waarin klantcontact meer en meer door techniek wordt overgenomen wordt de **persoonlijke ontmoeting** met de klant steeds schaarser en daardoor waardevoller. Hoe zorg je voor mens- en emotiegerichte persoonlijke ontmoetingen die bijdragen aan een excellente klantbeleving?    Neem **gastvrijheid als inspiratiebron**! Ervaar hoe het is om iemand een oprecht gevoel van welkom te geven! Realiseer je dat het vaak de **'human touch’** is die het verschil maakt en die leidt tot verbinding en verbondenheid: hartelijkheid, aandacht, je gezien en gehoord voelen …. recht uit het hospitality hart. We zijn te gast bij het innovatieve Zoku Amsterdam; we kijken in de keuken van Hilton The Hague en gaan met Dear Customer naar de roots van gastvrij gedrag. Leer hoe zij het verschil maken met gastvrijheid!  [Schrijf je snel in … er zijn nog maar 10 plekken beschikbaar >](http://www.pvko.nl/bijeenkomsten/over/62/inspiratiesessie-maak-het-verschil-met-gastvrijheid/about#.WQ49P4VOKuU?utm_source=NBmei17&utm_medium=email&utm_campaign=Inspiratiesessie%2016%20mei%202017~autologin~) |  | http://www.pvko.nl/l/library/download/urn:uuid:34f3b7a1-4d47-40d1-9653-0e7bb7a5689b/inspiratiesessie+mei+2017+150x+100.jpg?scaleType=1&width=150&ext=.jpg |  | |  | | | | | |  | | | | | | | |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **Inspiratiesessie Nieuwe privacywetgeving** | | |  | |  | | | | | |  | 22 juni | | |  | |  | | | | | |  | http://www.pvko.nl/l/library/download/urn:uuid:77e69d51-de8a-47d4-af29-0b765025d485/inspiratiesessie+nieuwe+privacywetgeving.jpg?scaleType=1&width=150&ext=.jpg |  | De nieuwe privacywetgeving (AVG) bepaalt dat individuen volledige controle hebben over hun eigen persoonsgegevens.  Wat betekent deze wetgeving? Waar moet je als bedrijf rekening mee houden en welke maatregelen moet je treffen? Welke risico’s loop je? Deze Inspiratiesessie laat je zien wat consequenties zijn en geeft houvast ermee om te gaan.  Ad van Loon, jurist van counsel Digital Me, geeft informatie over de reikwijdte van de nieuwe wet. Aegon en VvAA laten zien wat zij al hebben gedaan om AVG compliant te zijn. Meld je aan en check hoe ver jouw organisatie is.  Voorafgaand aan de Inspiratiesessie, om 17:00, wordt de ALV gehouden. Meer informatie volgt.  [Lees verder >](http://www.pvko.nl/bijeenkomsten/over/63/inspiratiesessie-nieuwe-privacywetgeving/about#.WQ49noVOKuU?utm_source=NBmei17&utm_medium=email&utm_campaign=Inspiratiesessie%2022%20juni%202017~autologin~) |  | |  | | | | | |  |  | | |  | |  | | | | | |  | **Een scherpe blik op Neuromarketing 2.0 ontwikkelen? Doe mee!** | | |  | |  | | | | | |  |  | | |  | |  | | | | | |  | http://www.pvko.nl/l/library/download/urn:uuid:a34ee78d-360e-402f-8712-9e2105a4bc84/versterking+gezocht+nieuwsbrief.jpg?scaleType=1&width=150&ext=.jpg |  | Dit najaar staat Neuromarketing op de agenda van PvKO. Hoe kan de kennis over het menselijke brein ons verder helpen met customer centricity? Je leest er veel over … is het de redding van het vak klantgericht ondernemen?... Of zijn het de nieuwe kleren van de keizer?  Krijg je energie van dit thema? Wil je jouw steentje bijdragen aan dit jonge vakgebied? Jouw ervaringen delen? Je bedenkingen toetsen? Je kennis verrijken en verdiepen? En daarmee het vakgebied Neuromarketing naar de next level trekken?  Dan zijn wij op zoek naar JOU! Vorm samen met een groep enthousiaste vakgenoten de PvKO kerngroep Neuromarketing 2.0.  Je kunt gelijk van start. Met de benen op tafel begin juni brainstormen over de Inspiratiesessie Neuromarketing 2.0 van 7 september…en/of later de regie van een Ronde Tafel bijeenkomst nemen en hierdoor je eigen blik aanscherpen. Van – voor – door vakgenoten.  Meld je nu direct aan en stuur een mail naar [communicatie@pvko.nl](mailto:communicatie@pvko.nl) Ben je nog geen lid van PvKO, ook dan ben je van harte welkom.  [Lees verder >](http://www.pvko.nl/k/n175/news/view/15626/10227/een-scherpe-blik-op-neuromarketing-2-0-ontwikkelen-doe-mee.html) |  | |  | | | | | |  |  | | |  | |  | | | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **Impressie Inspiratiesessie 12 april** | | |  | |  | | | | | |  |  | | |  | |  | | | | | |  | http://www.pvko.nl/l/library/download/urn:uuid:fcf655d7-2c50-4b8c-9dff-62e9986249b4/dscn0087.jpg?scaleType=1&width=150&ext=.jpg |  | *Breng de verhalen van klanten naar de directiekamer … Leef je in, in de directie en hun KPI’s; zo word je samen sterker … En vergeet niet: directieleden zijn net echte mensen!*  Zo maar een aantal adviezen van de sprekers van de Inspiratiesessie Klantgerichtheid op de directieagenda!  [Bekijk hier de presentaties en foto's.](http://www.pvko.nl/k/n171/news/view/15572/10201/terugblik-inspiratiesessie-klantgerichtheid-op-de-directieagenda.html~autologin~) |  | |  | | | | | |  |  | | |  | |  | | | | | |  | **Nieuw lid OneStone stelt zich voor** | | |  | |  | | | | | |  |  | | |  | |  | | | | | |  | http://www.pvko.nl/l/library/download/urn:uuid:98d15c7c-d2ef-4840-8c56-06fc6300b454/onestone+scherp.jpg?scaleType=1&width=150&ext=.jpg |  | Lid zijn bij PvKO helpt ons om de wereld weer een stuk klantgerichter te maken!"  “Onze klanten en medewerkers ervaren onze customer experience strategie nu aan den lijve.” Dat is wat organisaties over hun samenwerking met Onestone zeggen.  [Lees verder >](http://www.pvko.nl/k/n175/news/view/15621/10227/nieuw-lid-onestone-stelt-zich-voor.html) |  | |  | | | | | |  |  | | |  | |  | | | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **Ronde Tafel Self Service functionaliteiten** | | |  | |  | | | | | |  | 18 mei | | |  | |  | | | | | |  | http://www.pvko.nl/l/library/download/urn:uuid:5e490ce7-32f0-45c3-9392-c00ef25f4580/img_1766.jpg?scaleType=1&width=150&ext=.jpg |  | Hoe werkt ABN AMRO aan kanaaloptimalisatie? Hoe stellen zij hierin de klant, met zijn veranderende wensen en eisen centraal? Hoe richten zij de Self Service functionaliteiten in?  In de besloten kleinschalige omgeving van een Ronde Tafel setting gaan de mensen van ABN AMRO in gesprek met collega bedrijven binnen de PvKO community. Er zijn nog maar een paar plekken beschikbaar. Deze Ronde Tafel is uitsluitend bedoeld voor gebruikers.  [Geef je hier op>](http://www.pvko.nl/bijeenkomsten/over/73/ronde-tafel-self-service-functionaliteiten/about#.WQ5Ck4VOKuU?utm_source=NBmei17&utm_medium=email&utm_campaign=Ronde%20Tafel%2018%20mei%202017~autologin~) |  | |  | | | | | |  |  | | |  | |  | | | | | |  | **Emotiecongres: Werk aan de klantreis** | | |  | |  | | | | | |  | 1 juni | | |  | |  | | | | | |  | http://www.pvko.nl/l/library/download/urn:uuid:4f952eb5-c466-4db9-bdf7-eef215848000/banner+380x270+emotiecongres.png?scaleType=1&width=150&ext=.png |  | Op 1 juni organiseert PvKO lid Store Support het **Emotiecongres:** met als key note sprekers **Dick Swaab, internationaal bekende hersenonderzoeken Mischa Coster, mediapsycholoog.**  De klantemotie voor je laten werken in de customer journey, dat is wat je hier leert. Leden van PvKO ontvangen €100 euro korting.  [Lees verder >](http://www.pvko.nl/k/n175/news/view/15610/416/emotiecongres-werk-aan-de-klantreis.html) |  | |  | | | | | |  |  | | |  | |  | | | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **Recensie Chief Customer Officer 2.0** | | |  | |  | | | | | |  |  | | |  | |  | | | | | |  | http://www.pvko.nl/l/library/download/urn:uuid:e8a7bf30-1b1f-4eba-97b3-68618264d621/chief+customer+officer+2.0+370x280.jpg?scaleType=1&width=150&ext=.jpg |  | Kashifa Suddle, klantgerichte innovator bij KPN, heeft voor ons het boek Chief Customer Officer 2.0 gerecenseerd:  Customer Experience is een vakgebied dat de laatste jaren enorm aan belangstelling gewonnen heeft. Toch blijft het in organisaties lastig om de gewenste klantbeleving in het gehele bedrijf te verankeren, over afdelingen heen. Ook is er nog teveel focus op scores in plaats van het verhaal achter deze cijfers.  [Lees verder >](http://www.pvko.nl/k/n175/news/view/15606/10227/recensie-chief-customer-officer-2-0.html) |  | |  | | | | | |  |  | | |  | |  | | | | | |  | **Recenseer een managementboek!** | | |  | |  | | | | | |  |  | | |  | |  | | | | | |  | http://www.pvko.nl/l/library/download/urn:uuid:0b6524ad-88b4-479f-86c4-5c295c78dc15/managementboeken+nb+april17.jpg?scaleType=1&width=150&ext=.jpg |  | Wil je, **als lid van PvKO**, een boekrecensie schrijven? Kies één van de volgende titels: 1. Eén fan per dag 2. Influencers of 3. Zo simpel is marketing!  Stuur een mail naar [communicatie@pvko.nl](mailto:communicatie@pvko.nl?subject=Recenseren%20managementboek) en wij sturen je het boek kosteloos toe. Jouw recensie verschijnt zowel op Managementboek.nl als [op onze website](http://www.pvko.nl/recensies-managementboek.nl).  [Lees verder >](http://www.pvko.nl/kennis/recenseren-managementboeken) |  | |  | | | | | |  |  | | |  | |  | | | | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | **Eventoverzicht: PvKO en partners** | | |  | |  | | | | | |  |  | | |  | |  | | | | | |  | http://www.pvko.nl/l/library/download/urn:uuid:98b1d0d7-25a8-4148-b72e-feae6d89e995/dsc_1459.jpg?scaleType=1&width=150&ext=.jpg |  | 16 mei - [Inspiratiesessie Maak het verschil met gastvrijheid](http://www.pvko.nl/bijeenkomsten/over/62/inspiratiesessie-maak-het-verschil-met-gastvrijheid/about#.WQ49P4VOKuU?utm_source=NBmei17&utm_medium=email&utm_campaign=Inspiratiesessie%2016%20mei%202017~autologin~) 18 mei - [Ronde Tafel Self Service functionaliteiten](http://www.pvko.nl/bijeenkomsten/over/73/ronde-tafel-self-service-functionaliteiten/about#.WQ5Ck4VOKuU?utm_source=NBmei17&utm_medium=email&utm_campaign=Ronde%20Tafel%2018%20mei%202017~autologin~) 18 mei - [NCCC](http://www.pvko.nl/k/n175/news/view/15468/416/nccc-2017.html) - CustomerFirst 18 mei - [Lead generation in 1 Day](http://www.leadgenerationin1day.nl/#utm_source=pvko&utm_medium=nb&utm_content=leadgen%20) - IDMK 30 mei - [Tech Live! - Emerce](http://www.pvko.nl/k/n175/news/view/15615/416/tech-live.html) 31 mei - [E-commerce Live! - Emerce](http://www.pvko.nl/k/n175/news/view/15616/416/e-commerce-live-(ecl).html) 01 juni - [Emotiecongres: Werk aan de klantreis - StoreSupport](http://www.pvko.nl/k/n175/news/view/15610/416/emotiecongres-werk-aan-de-klantreis.html) 01 juni - [Digital Marketing Live - Emerce](http://www.pvko.nl/k/n175/news/view/15617/416/digital-marketing-live-(dml).html) 08 juni - [Customer Experience Event - Adfo Groep](http://www.pvko.nl/k/n175/news/view/15596/416/customer-experience-event.html) 20 juni - [NIMA Marketing Day](http://www.pvko.nl/k/n175/news/view/15527/416/nima-marketing-day.html)- BBP 22 juni - [Inspiratiesessie Nieuwe privacywetgeving](http://www.pvko.nl/bijeenkomsten/over/63/inspiratiesessie-nieuwe-privacywetgeving/about#.WQ49noVOKuU?utm_source=NBmei17&utm_medium=email&utm_campaign=Inspiratiesessie%2022%20juni%202017~autologin~) 22 juni - ALV, 17:00 te Utrecht  [Ga naar alle events >](http://www.pvko.nl/events) |  | |  | | | | | |  |  | | |  | |  | | | | | | | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | |  |  |  |  |  |  |  | |  | | | | | | | |  |  | | | | |  | |  | | | | | | | | |  | | |  |  |  | | --- | --- | --- | |  | Heb je tips of opmerkingen? Laat het ons weten!  Hartelijke groet,  Karoline Wiegerink Directeur Platform voor Klantgericht Ondernemen  E: [communicatie@pvko.nl](mailto:communicatie@pvko.nl) W: [www.pvko.nl](http://www.pvko.nl/) **Over Platform voor Klantgericht Ondernemen (PvKO)**  PvKO is de vereniging die richting geeft aan bedrijven die antwoord willen blijven geven op de veranderende vraag en behoefte van de klant. Hierbij wordt geen onderscheid gemaakt tussen b2b en b2c en via welk communicatiekanaal dit plaatsvindt. Inmiddels zijn circa 160 bedrijven lid. [Zien wie dit zijn?](http://www.pvko.nl/leden/crm-gebruikers) **Postadres** Driedistellaan 232554 HN Den Haag |  | |  |  |  | |  | |  |  |  | | --- | --- | --- | | http://pvko.klantsite.net/l/library/download/urn:uuid:30ec9470-855a-43ce-907b-4530ede89330/linkedin.jpg |  | [LinkedIn](http://www.linkedin.com/groups?home=&gid=760097) | | http://pvko.klantsite.net/l/library/download/urn:uuid:56b925e0-c8a8-493a-a999-a51cadb7ad78/twitter.jpg |  | [Twitter](http://twitter.com/PvKO) | | http://pvko.klantsite.net/l/library/download/urn:uuid:7fe3c1f1-e80d-4d33-9b38-9fb929053c21/facebook.jpg |  | [Facebook](https://www.facebook.com/pvko.nl) | | http://pvko.klantsite.net/l/library/download/urn:uuid:094cb11f-8424-4ad6-bfff-36b94b18d813/youtube.jpg |  | [Youtube](http://www.youtube.com/PvKOnl) | |  | | | |  | |  | | [Klik hier om je uit te schrijven voor deze mailing](http://www.pvko.nl/k/mailing2/unsubscribe/##trackingcode##) | |  | |