



EUROPEAN FEDERATION FOR ELEVATOR  
SMALL AND MEDIUM - SIZED ENTERPRISES asbl

*Technical Convention*

# Quality in Maintenance: full Safety, full Accessibility

Tageszentrum Messe Augsburg  
Panoramasaal - 1<sup>st</sup> floor  
18 October 2007 - h.10.30



*With the participation of the European Commission*

# Programme

Susan Mompalao De Piro, *AFAG representative - Moderator*

Mr. Heiko Könike - *President of AFAG*

Welcome by a representative from the  
*European Commission*

Mr. Giovanni Ferrarini  
*President of EFESME*

Mrs. Beata Pich  
*Directorate General Enterprise and Industry,  
European Commission*

Mrs. Arlette Hayère  
*Officer, New Standardization Opportunities, CEN*

**h. 11.00** Short movie *"Maintenance makes the difference"*

**h. 11.10** Mr. Giuseppe Iotti, *ANACAM*  
*"Considerations on the organization of the maintenance service"*

**h. 11.30** Mr. Adrien Hausswald, *ANPA*  
*"Quality of the service as a contribution to the improvement of  
the comfort"*

**h. 11.45** Mr. Ralf Marohn, *VMA*  
*"Maintenance rules in the EU Member States -  
Analysis and considerations"*

**h. 12.00** Question Time

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For further information about the convention, please contact: Mrs. Alice Lazioli  
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