



INDUSTRIAL MANAGEMENT



Seminario Permanente en Diseño, Gestión y Optimización de Procesos
Industriales y de Servicios

*Seminar on Design, Management and Optimization of Processes in Industry and
Services*

“Customer Service en Supply Chain”

Mr. Francisco Guerrero

Customer Service Director - HEINEKEN Spain

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(Solicitar enlace para la reunión a framinan@us.es)

FRANCISCO GUERRERO is an Industrial Engineer from the University of Seville and holds a Leadership & Management Development Program from the IE Business School in Madrid. He is currently Customer Service Director of HEINEKEN Spain, a company where he has developed most of his professional experience. Prior to this position, he has been Chairman of the Global HEINEKEN Customer Service Community, Logistics Director, Logistics Planning Manager and Production Planning Coordination of HEINEKEN Spain.