

NEWS RELEASE

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Society of Workforce Planning Professionals (SWPP) Formed

NASHVILLE, TENNESSEE – March 29, 2002 – The Society of Workforce Planning Professionals (SWPP) announced today its formation as an association and resource for those in the call center industry responsible for workforce planning and management activities.

“The mission of SWPP is to facilitate networking and knowledge among workforce planners,” said Vicki Herrell, SWPP Executive Director. “The SWPP has been formed solely to support workforce planning professionals in their critical mission within the call center and within the organization as a whole.”

The SWPP offers its members many benefits, including regional networking meetings, educational offerings, a quarterly newsletter, and an Annual Conference devoted solely to workforce planning issues. The SWPP website includes such features as online forums, workforce management tools, job and resume postings, and information specific to workforce planners regarding classroom training, web seminars, and other learning opportunities.

Membership in SWPP is available to all workforce planning professionals and other interested parties from consulting and vendor organizations. Both individual memberships and corporate membership options are available, with full benefits and costs outlined on the organization’s web site at www.swpp.org.

For more information, visit the SWPP website at www.swpp.org or call 877-289-0004.

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