



# INTERLOG 2007

The Aftermarket Product Support &  
Service Parts Logistics Event of the Year

EUROPE

## Fully Integrating Your Service & Logistics Operations To Optimise Global Capabilities & Partnerships And Maximise Profitability

Conference Day 1: Wednesday 28 <sup>th</sup> November 2007		
8.15	Coffee and Registration	
9.00	Opening Remarks From the Chair: <b>Richard Wilding, Professor of Supply Chain Management - Cranfield School of Management</b>	
Plenary Sessions: Globalisation		
9.10	Expanding Your Operations By Establishing A Network Of High Performing Global Partners <b>Fabrizio Bassotti, Motorcycle Related Product Logistics Manager – Ducati Motor Holdings</b>	
9.45	Transforming Your Service And Logistics Operation To Maximise Global Capabilities And Commercial Opportunities <b>Harold Bol, Services Supply Chain Manager – Vanderlande Industries</b>	
10.20	Networking Break in Solution Zone	
10.50	Tailoring Your Service And Logistics Offering To The Needs Of Individual Markets Whilst Minimising Operational Complexity On A Global Level <b>Charles Menkhorst, SVP Regional Services EMEA – DHL Exel Supply Chain</b>	
11.25	Overcoming Cultural Barriers Through Effective Relationship Building To Ensure Speed Of Entry Into Emerging Markets <b>Richard Wilding, Professor of Supply Chain Management – Cranfield School of Management</b>	
12.00	Strategic Service Management In Local And Global Markets: Improving Service To Maximise Profit <b>Shawn Lane, VP Sales – Servigistics &amp; Olivier Clair, Spares Forecasting &amp; Inventory Control Manager - ATR</b>	
12.35	Lunch	
14.00	<b>Stream A: Theatre</b> <b>Cost-Effective Operations</b> Chair: Shawn Lane, VP Sales – Servigistics	<b>Stream B: Versailles Room</b> <b>Achieving Total Visibility</b> Chair: Charles Menkhorst, SVP Regional Services EMEA - DHL
	Forecasting & Planning – Exploiting Tools And Techniques For Maximising Accuracy And Eliminating Unforeseen Costs <b>Clive Robson, Business Development, Manufacturing – Tata Consultancy Services</b>	Establishing Best Practice Systems And Processes For Integrated Management Of The Service Workforce And Parts Logistics Operations <b>Jan van Veen, Partner - Noventum</b>
	Lifecycle Planning – Devising A Cost-Efficient Strategy To Ensure Long Term Support Of Complex Parts <b>Anna Schmidt-Almlof, Director Hardware Services - Ericsson</b>	End-To-End Supply Chain Visibility – Achieving System Integration Across Your Evolving Operation <b>Joerg Runge, Executive Director Logistics Operation – Océ Printing Systems</b>
15.20	Networking Break in Solution Zone	
16.00	Inventory Optimisation – Ensuring That The Right Parts Are In The Right Place To Optimise Service Fill Rates And Inventory Levels <b>Paul Clapham, European Parts Operation Director - Canon</b>	Visibility Over Global Operations – Integrating With Global Partners To Ensure A Seamless View Of Your Extended Operation <b>Kraft Schumann, Senior Director Logistics – Fujitsu Siemens</b>
16.40	Operational Integration – Achieving Internal And External Integration To Eliminate Bottlenecks And Deliver On Your Service Level Obligations <b>Claus Stepputat, Supply Chain Manager OES - Hella</b>	Visibility In A Newly Merged Organisation – Cutting Through Operational Duplication To Achieve Cost Efficiency In The Supply Chain <b>Robert Srumf, Head of Global Hardware Service Operations – Nokia Siemens Networks</b>
17.20	Champagne Roundtables	
18.30	Drinks Reception	
19.30	Networking Dinner	



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Conference Day 2: Thursday 29 <sup>th</sup> November 2007									
8.30	Coffee and Registration								
9.00	Opening Remarks From the Chair: <b>Professor Alan Waller, President - The Chartered Institute of Logistics &amp; Transport</b>								
	<b>Plenary Sessions: Outsourcing &amp; Partner Management</b>								
9.10	Incorporating Customer Expectations Into Your Partner Selection Strategy To Ensure Seamless End-To-End Service Delivery <b>David Beddows, Director of International Programmes – AgustaWestland</b>								
9.40	Establishing An Appropriate Set Of KPIs For Partner Selection To Ensure Organisational Best-Fit <b>Marco Van Duijnhoven, Head of Service Operations – Cisco Systems</b>								
10.10	Quantifying The Risks And Opportunities Of Outsourcing Different Elements Of Your Service Operation <b>Jurgen Gremez, Parts Service Manager, Europe, Africa &amp; Middle East - Bobcat</b>								
10.40	<b>Networking Break in Solution Zone</b>								
11.10	Driving Collaboration With Partners Through Effective Operational Integration Across Global Boundaries <b>Lex Kwaaitaal, Director Service Supply Chain - Unisys</b>								
11.40	Devising A Partner Performance Measurement And Management Strategy To Ensure Long Term Profitable Relationships <b>Allan Tarkenton, Vice President, Global Materials – GE Aviation</b>								
12.10	Achieving A World Class Reputation For Customer Service And Excellence Through The Development Of A High Performing Field Force <b>Steve Downton, Managing Director – Downton Consulting</b>								
12.40	<b>Lunch</b>								
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16.30	Innovative Revenue Generation Models – Reviewing The Service Business And Identifying New Revenue Generation Opportunities <b>Peter Boels Head of Performance and Governance, Bombardier Transportation Services UK</b>								
17.10	<b>Closing Remarks From the Chair</b>								
17.20	<b>End of Main Conference</b>								