

Updated Brochure



Focus Day Network and Dealer Inventory Management

Organized by ISLA
April 22nd, 2015
Hamm, Germany

In cooperation with



Original Equipment Manufacturers from across industries have made significant investments in recent years to improve spare parts availability. It is not uncommon that OEMs achieve fill rates of 98 percent from their central distribution center. Nevertheless, there is still a wide gap between such high-level network fill rates and the actual availability at the point-of-sale. This fact limits overall customer satisfaction in dealer distribution networks. The Focus Day »Network and Dealer Inventory Management« will provide the opportunity for customer service and spare parts managers to discuss how to ensure that dealers have parts that customers demand immediately available in stock. Speakers from dealer-oriented industries will contribute their view and experience and be available for an in-depth Q & A session. Presentations are from AGCO, Barkawi Management Consultants, CLAAS, MAN Truck & Bus, Synchron, and the Volvo Group.

This Focus Day will address concepts like Managed Dealer Inventory (MDI) and other projects to strengthen the dealer-OEM collaboration in raising the service level. MDI refers to a centralized approach to planning — with the goal of the OEM taking over inventory planning for own and external dealers. Between the presentations and during the breaks, all participants are welcome to contribute to an open exchange of ideas that helps you review and develop your own strategy for network and dealer inventory management. The agenda is topped off with a guided visit through the Parts Logistics Center of CLAAS where 150,000 parts are held in a storage surface area of 50,000 square meters.

Sponsored by



Agenda

8:30 – 9:00	Registration and morning coffee		
9:00 – 9:15	Welcome Address Opening remarks and introduction of participants	Kraft Schumann Chairman of ISLA	
9:15 – 10:00	Presentation and subsequent discussion The MDI Outlook: Big Data & Internet of Things for an Integrated Aftermarket Ecosystem	Dr. Andreas Baader Managing Partner Barkawi Management Consultants	
10:00 – 10:45	Presentation and subsequent discussion Actively manage dealer inventory to become #1 in experienced Customer Service	Dr. Gero Weimer Director Parts Supply Chain EAME AGCO	
10:45 – 11:00	Coffee/Tea Break		
11:00 – 11:40	Presentation and subsequent discussion More than replenishment: Retail inventory management in a seasonal business	Peter Rudzio, Head of Logistics, Member of the Management Board CLAAS Service and Parts	
11:40 – 12:20	Presentation and subsequent discussion Network Planning as a core module of an agile spare parts supply chain	Christian Seemann, Vice President SCM Parts, and Günter Sackmann, Sen. Project Manager plan@parts MAN Truck & Bus	
12:20 – 13:00	Presentation and subsequent discussion Collective experiences from Retail Inventory Management (RIM) programs	Tony Abouzolof, Co-Founder and Managing Director UK, and Tomas Wennerstein, RIM Executive Director, Synchron	
13:00 – 13:45	Lunch		
13:45 – 14:30	Presentation and subsequent discussion Volvo Group Dealer Inventory Management (DIM) experience and future development trends	Sebastian Sjögren, Manager DIM Process Development, Volvo Group Trucks Operations, and Martin Sand, Dealer Development Manager, Volvo Penta	
14:30 – 15:00	Car drive/bus transportation to CLAAS Service and Parts		
15:00 – 16:30	Guided visit of the CLAAS Parts Logistics Center (PLC) in Hamm-Uentrop Behind-the-scenes tour of CLAAS' global parts operations	Sven Wagner Head of Material Flow CLAAS Service & Parts	
16:30	End of the event, and bus transportation back to the conference hotel (optional)		

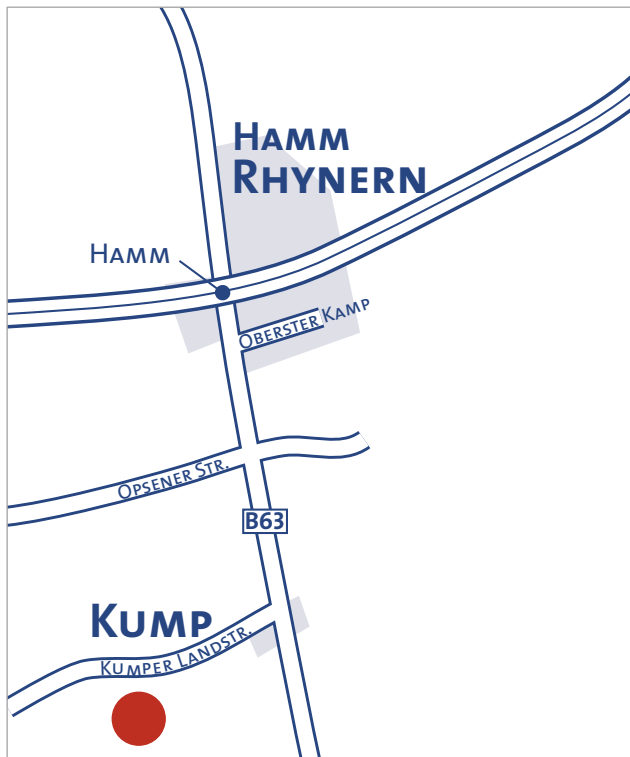
Locations



Hotel Gut Kump
 Kumper Landstraße 5
 59069 Hamm-Kump
 Phone: +49 2385 921260
 www.gut-kump.de



CLAAS Parts Logistics Center
 CLAAS Service and Parts GmbH
 Kranstraße 40
 59071 Hamm-Uentrop
 Phone: +49 5247 12-2281



The presentation and meeting session of the Focus Day will take place at Gut Kump in Hamm (Westphalia). First mentioned in the records in 1298, this estate was opened as a hotel in 2012 after extensive reconstruction. Following the meeting there, we will visit the Parts Logistics Center (PLC) of CLAAS in Hamm-Uentrop. The drive from the hotel to the PLC takes less than 30 minutes. Both locations are well connected to the highway network. The distance to Düsseldorf Airport (DUS) is approximately 120 km, but Dortmund Airport (DTM, ~40 km) could also be an option for some destinations.



Cooperation Partner

The Focus Day is organized in cooperation with **CLAAS**, one of the world's leading manufacturers of agricultural engineering equipment. The company, with corporate headquarters in Harsewinkel in Germany's Westphalia region, is the European market leader in combine harvesters. CLAAS is the world leader in another large product group, self-propelled forage harvesters. CLAAS is also a top performer in world-wide agricultural engineering with tractors, agricultural balers and green harvesting machinery. The CLAAS product portfolio also includes state-of-the-art farming information technology. CLAAS employs around 11,000 workers worldwide and reported a turnover of 3.8 billion euros in the financial year of 2014.

Sponsors

The event is supported by ISLA's members Barkawi Management Consultants and Synchron. **Barkawi** is an international management consultancy that focuses on supply chain management and after sales services. The company was founded in 1994 by Karim Barkawi and it now employs more than 100 people at its sites in Munich (headquarters), Shanghai, Moscow, Atlanta and Vienna. **Synchron** is the global leader in cloud-based aftermarket service optimization. Synchron provides global inventory management, global price management, order management and master data management software to manufacturing and distribution companies around the world. Synchron is headquartered in Stockholm, Sweden with U.S. offices in Atlanta and Chicago. For more information, go to www.barkawi.com and www.synchron.com, respectively.

Organizer

The Focus Day »Network and Dealer Inventory Management« is organized by the International Service Logistics Association. ISLA was founded in 2003 as a network of professionals dedicated to Service Management and Spare Parts Logistics. It is not commercially driven, and thus it depends on the support of its members for the work it does. Over 50 companies from 15 European countries, Israel, China and the USA have joined the association. They are globally active in spare-parts and service-intensive businesses such as Automotive, Agricultural & Constuction Equipment, Healthcare and Machinery (see some of them listed below).

Selection of ISLA members

New members are always welcome to support ISLA in its efforts to provide a valuable networking and training platform for the service and logistics community. For more information, please visit www.servicelogistics.info or contact us:

ISLA International Service Logistics Association e. V.
 Baierbrunner Straße 35
 81379 München, Germany
 Phone +49-(0)89-74 98 26-960
 Fax +49-(0)89-74 98 26-969
isla@servicelogistics.info
 Executive Board: Kraft Schumann (Chairman),
 Tom Clevinger, Henry van der Schoot, and Magne Svendsen
































Registration

To register for the Focus Day »Network and Dealer Inventory Management« to be held in Hamm, Germany, on April 22nd, 2015, please complete the form below, including the correct billing address. **The fee for attending the Focus Day is 490,- €; ISLA members pay a reduced price of 370,- €.** As ISLA is based in Germany, the fee is subject to German VAT of 19% or the Reverse Charge Procedure.

Please return the completed form via **fax to +49 (0)89 749826-969** or via e-mail to **isla@servicelogistics.info**

Registration for the Focus Day includes access to the meeting, and meals, snacks and beverages during the sessions and breaks. A meeting handout and an event documentation are also included. Expenses for travel and accommodation are to be borne by the event attendees themselves. ISLA reserves the right to make changes to the program as stated in this document. Cancellations must be in writing and are free of charge if made at least 10 days prior to the event. Cancellations received after this date will entitle to a 40% refund of the attendance fee. However, substitutes can be made at any time. If the Focus Day »Network and Dealer Inventory Management« cannot take place due to force majeure or other important reasons (e.g. sickness of speakers), registration fees will be refunded, but no further liability is accepted.

Data given in this form will be used for registration. Your contact details may be passed to the event sponsors who wish to communicate with you offers related to your business activities. Please tick below, if you do not wish this to happen:

Please do not pass my contact details to any third party

If you have any questions regarding ISLA and the Focus Day, please feel free to contact Ulf Nitz, the ISLA Association Coordinator on +49 (0)89 749826-960, +49 (0)172 8682141 (mobile) or at isla@servicelogistics.info

Mr Mrs Ms Title, first and last name _____

Company / Institution _____

Department _____ VAT-ID-N° _____
(for non-German EU only)

Position / Job Title _____

Address _____

Postal Code _____ City _____ Country _____

Tel _____ Mobile _____ E-Mail _____

Accommodation
Rooms at the conference hotel are sold out, but ISLA has booked additional rooms at the Mercure Hotel in Hamm (Neue Bahnhofstr. 3). Please tick if you want to stay at the Mercure for the night of April 21st. *Price of single room is 89,- €; not included in the event fee.*

Dinner hosted by **BARKAWI**
On April 21st ISLA's founding member Barkawi Management Consultants would be pleased to welcome the event participants to dinner at the restaurant of Gut Kump. Please indicate if you would like to attend the dinner which starts at 8 p.m.

Date, Signature _____