

Spare Parts Logistics Focus Day



Organized by ISLA
November 7th, 2019
9:00 am – 4:30 pm
Oberopfingen, Germany

Hosted by
Liebherr-Logistics

LIEBHERR

Spare parts are core to an OEM's customer service. Although service means much more than just the right part at the right place at the right time, a service that does not meet this essential requirement is good for nothing. This is why best-in-class companies have brought their spare parts logistics to perfection — with parts availability of over 98 percent, extremely fast response times, and delivery within 24 hours. And the laggards have begun catching up with those who set the benchmarks.

Therefore, it is fair to ask: Is there still room for improvement to make high-performance Spare Parts Logistics even better? Where in the parts supply chain is potential for cost cutting,

process optimization, efficiency enhancement, and increased customer satisfaction? What are the current trends in service logistics? And what changes will we see in the next few years? As a forum to discuss the questions above, this Focus Day will bring together senior managers from after sales service and spare parts logistics in Automotive, Construction Equipment, Energy Generation, Machinery, Rail, and other industries. It is an excellent opportunity to network and share ideas, views and experience. The exchange is facilitated by a stream of presentations from BMW, Daimler Buses, and Siemens Mobility — in addition to Liebherr, which will host the event and give a tour of its new spare parts centre that was opened in 2015.

Agenda

8:30 – 9:00	Registration and morning coffee		
9:00 – 9:15	Welcome Note Opening remarks and introduction of participants	Dr. Bernd Garbe , Global Executive Officer Service at KSB and Member of the Executive Board of ISLA	
9:15 – 9:45	Presentation Pooling spare parts from multiple product divisions into one central hub	Martin Barth Managing Director at Liebherr-Logistics	
9:45 – 10:15	Presentation w/ audience involvement Rethink Spare Parts Logistics in times of disruption and digital transformation	Oliver Bendig Advisory Board Member of ISLA, and Partner at Monitor Deloitte	
10:15 – 10:30	Coffee Break		
10:30 – 11:15	Presentation and subsequent discussion Cost validation in After Sales — What happens to spare parts costs and prices after series run-out?	John Baker Head of Cost Management Spare Parts at BMW Group	
11:15 – 12:00	Presentation and subsequent discussion Obsolescence Management — Reliable spare parts supply throughout the entire service lifecycle	Philip Klever Head of Obsolescence Management at Siemens Mobility	
12:00 – 13:00	Lunch		
13:00 – 14:30	Tour of the spare parts centre High-performance logistics in action	Kilian Ribhegge Logistics Manager at Liebherr-Logistics	
			
14:30 – 14:45	Coffee Break		
14:45 – 15:30	Presentation and subsequent discussion Make or buy ... or print — How additive manufacturing can revolutionize the parts supply chain and procurement	Ralf Anderhofstadt Head of Center of Competence Additive Manufacturing at Daimler Buses	
15:30 – 16:15	Case study and subsequent discussion A reliable through-the-night service to field engineers and customers in the United Kingdom and Ireland (and how to ensure that after the UK's departure from the EU)	Martin Barth , Managing Director at Liebherr-Logistics, and Matthias Wellbrock , Business Development Director at Carousel Logistics	 
16:15 – 16:30	Wrap-up and end of the event		

Venue

The Focus Day is organized in cooperation with ISLA's member Liebherr. It will take place at the company's spare parts centre in Oberopfingen (St. Vitus 1, 88457 Kirchdorf a.d. Iller, Germany). With a total revenue of over 10 bn Euros in 2018, the family-owned Liebherr Group is not only among the world's largest manufacturers of construction machinery, but is an acknowledged supplier of technically advanced products and services in many other fields of activity as well. The logistics centre was opened in mid-2015. It is the central hub from which Liebherr customers around the world are supplied with spare parts for Earthmoving Equipment, Tower Cranes, and Components. Further divisions are set to follow. A fully automated material flow assures extremely short throughput times and fast dispatch of spare parts to any location. The site has an area of 47,000 m² where about 100,000 different parts are stocked. It is located next to the A7 autobahn. Travelling by car from the airports of Munich (MUC) and Stuttgart (STR) takes less than two hours. Ulm is the closest ICE train station (~ 50 km).



Organizer

The Spare Parts Logistics Focus Day is organized by ISLA. Our association is a network of professionals dedicated to Customer Service, After Sales Management, and Service Logistics. It is based in Munich where it was founded in 2003. As ISLA is not commercially driven, it depends on the support of its members for the work it does. More than 50 companies from Europe, Israel, Japan, and North America have now joined ISLA (see some of them listed below).

New members, first and foremost OEMs running spare-parts and service-intensive businesses, are welcome. For more information, please visit www.servicelogistics.info or contact us: ISLA International Service Logistics Association e. V. Rosenheimer Platz 4, 81669 Munich, Germany Phone +49-(0)89-74 98 26-960, Fax -969 isla@servicelogistics.info

Executive Board: Stefan Brehm, Eamon Doherty, Dr. Bernd Garbe, Stephan März, Peter Rudzio, Simon Roberts, and Magne Svendsen

Selection of ISLA members



Registration

To register for the Spare Parts Logistics Focus Day at Liebherr in Oberopfingen (Germany) on November 7, 2019, please complete the below form. **The fee for attending the Focus Day is 390 Euros; ISLA members pay a reduced price of 270 Euros.** A special discount for academic researchers and students is offered upon request. Upon receipt of your registration, an attendance-fee invoice will be sent. As ISLA is based in Munich, 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 **e-mail to isla@servicelogistics.info**

Registration for the Focus Day includes access to the meeting, and all meals, snacks and beverages during the sessions and breaks. A meeting handout and an event documentation (as pdf download) are included as well. Attendees are responsible for their own travel expenses. ISLA reserves the right to make changes to the program as stated in this document. All cancelations received up to 10 days prior to the event are free of charge. Cancelations received after this date will be eligible for a 40% refund of the attendance fee. However, a substitute may be delegated at any time. ISLA itself will only cancel the event due to force majeure, insufficient number of attendees, or an unforeseen incident beyond ISLA's control that makes it impossible to hold the event. Registration fees will be refunded. No further liability is accepted.

Mr. Mrs. Ms. Title, first and last name _____

Company / Institution _____

Department _____

VAT-ID-N^o _____
(for non-German Europe only)

Position / Job Title _____

Address _____

Postal Code _____ City _____ Country _____

Tel _____ Mobile _____ E-Mail _____

Pre-event program

On November 6, 2019 all participants are invited to dinner at Barfüßer Brauhaus in the medieval city center of Memmingen. The town is 10 km from Oberopfingen. Please check if you would like to join us on that evening. Dinner will start at 8 p.m.

Accommodation

Please check here if you will be arriving on November 6, 2019 and would like to stay at the RiKu Hotel in Memmingen. The town is about 10 km from the Focus Day venue in Oberopfingen. Rooming is not included in the event fee. Price per room of 87.50 Euros per night (incl. breakfast) is to be paid by yourself.

I consent to ISLA keeping my contact details given above for the following purpose: Registration to the Focus Day and providing information on future events. According to the EU's General Data Protection Regulation (GDPR), we are required to obtain your permission ("consent") to keep and process your personal data. You have the right to withdraw your consent at any time.

Date, Signature _____

This event is fully booked