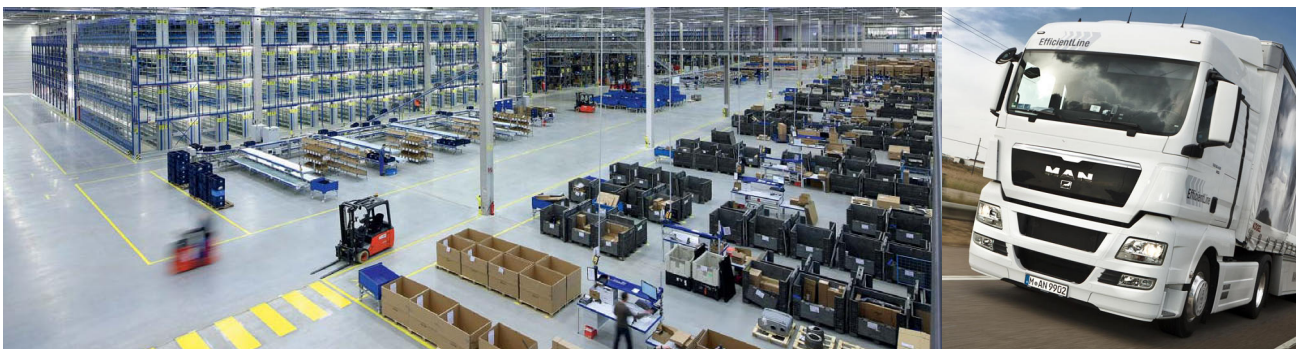


Focus Day

Service Parts Management

November 9th, 2011 at the Logistics Center
of MAN Truck & Bus in Salzgitter, Germany



Organized by

ISLA
International Service Logistics Association

In cooperation with



- ▶ A unique opportunity to join experienced practitioners and decision makers from other companies to discuss current developments in Service Parts Management
- ▶ Competent industry speakers contributing their view of parts management issues and available for an in-depth Question & Answer session
- ▶ Guided visit through the spare parts facility of a leading manufacturer of commercial vehicles in order to view state-of-the-art technology and discuss operational issues on-site
- ▶ Exchange of ideas and experience amongst Service Parts and Logistics Executives enabling you to review and refine your strategy and improve your operations

Event Agenda

9:00 – 9:30	Get-together Registration and light breakfast		
9:30 – 9:45	Welcome Note Opening remarks and introduction of participants	Kraft Schumann Chairman of ISLA Dr. Uwe-Jens Unger Vice President MAN Parts Salzgitter	
9:45 – 10:30	Presentation and subsequent discussion Environmental aspects of spare parts supply chains, especially against the background of fast growing emerging markets	Dr. Andreas Baader Managing Partner, Barkawi Management Consultants	
10:30 – 11:15	Presentation and subsequent discussion Redesign of the spare parts logistics of MAN Truck & Bus and expansion of the company's global service network	Ralf Kolshorn Head of Parts Management MAN Truck & Bus AG	
11:15 – 12:30	Guided Warehouse Visit Operations and processes at the Logistics Center Salzgitter	Dr. Jens Lopitzsch Head of the Logistics Center Salzgitter, MAN Logistik GmbH	
12:30 – 13:30	Lunch		
13:30 – 14:15	Presentation and subsequent discussion A case study from the home and professional appliances industry — Miele spare parts logistics at a glance	Dr. Jörg Heimsoth Head of Spare Parts Logistics Miele & Cie. KG	
14:15 – 15:00	Presentation and subsequent discussion Streamlined handling of return parts at GILDEMEISTER — From a manual process to an efficient reverse supply chain	Michael Neumann Managing Director, Spare Parts DMG Vertriebs und Service GmbH	
15:00 – 15:30	Coffee / Tea Break		
15:30 – 16:15	Presentation and subsequent discussion ALSTOM Transport Train Life Services — Managing a complex supply chain to support maintenance, modernization and parts supply services	Annie Saillard Parts & Supply Chain Vice President ALSTOM Transport Frank Werther Service Manager ALSTOM Transport Germany	
16:15 – 16:30	Wrap up of presentations and closing discussion	Kraft Schumann Chairman of ISLA	
16:30	End of the Focus Day		

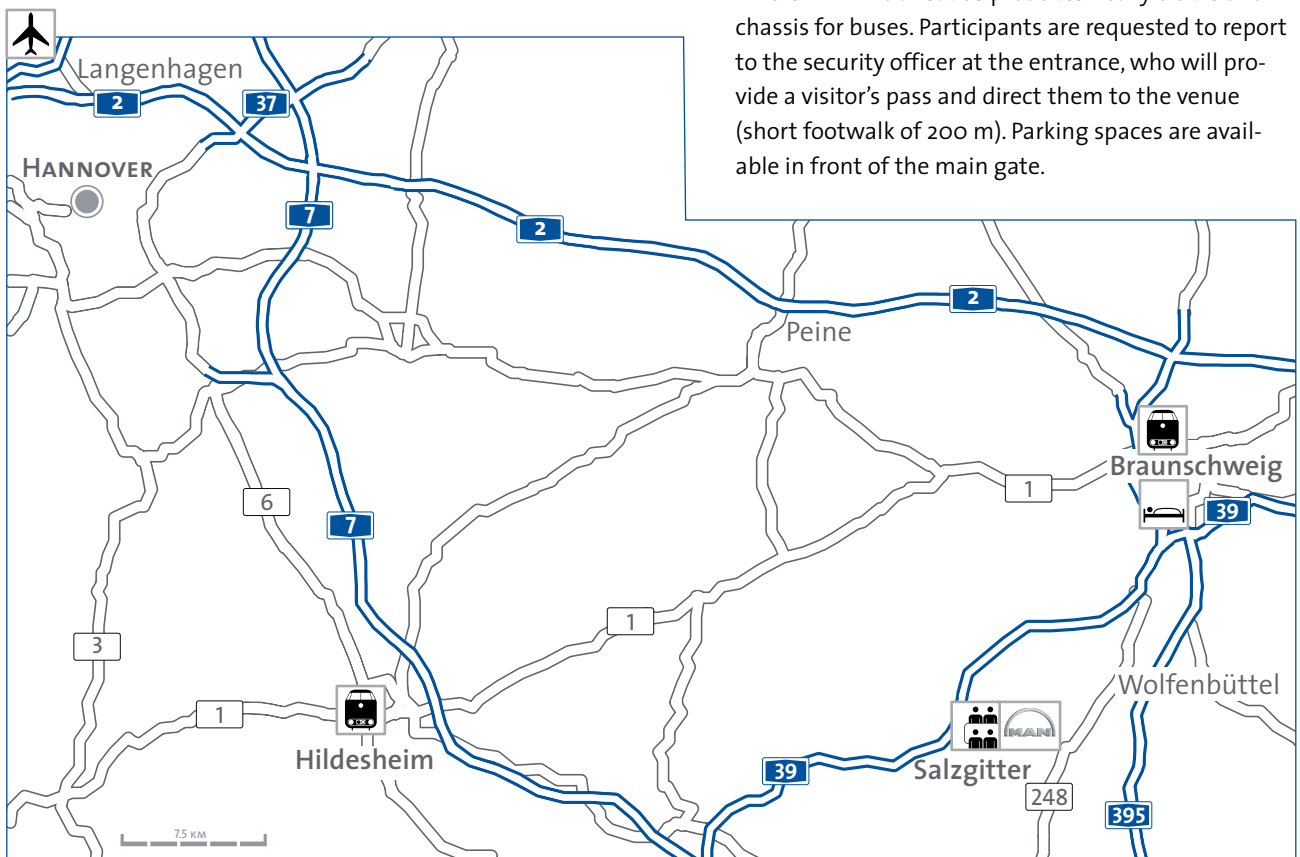
Event Location

The Focus Day »Service Parts Management« will take place at the Logistics Center of MAN Truck & Bus in Salzgitter, Germany. The company will kindly host the event, providing the meeting facilities and giving an insight into the operations and processes during a guided tour through the warehouse. MAN Truck & Bus AG is part of the MAN Group, and a top-ranking international supplier of commercial vehicles and transport solutions. The Logistics Center Salzgitter officially started in March 2011. This is the hub from which more than 450 addresses in five countries are supplied daily with spare parts for trucks, buses and engines. With over a million commercial vehicles operating all over the globe, MAN Truck & Bus has to deliver spare parts quickly and reliably whenever and wherever they are needed. With the new Logistics Center the company is in a position to meet this challenge in future even better than before. The Logistics Center has a hall measuring 52,000 square meters with around 110,000 storage locations for spare parts and provides room for expansion. A special feature of the hall, which is 400 meters long, 125 meters wide and 13.5 meters high, is that it has no dividing walls.



© MAN Truck & Bus AG

The event location in Salzgitter is well connected to the motorway network and can be easily reached by car. Travelling from Hannover Airport does not take more than one hour. The ICE rail station in Braunschweig is less than 25 km away (the city of Hildesheim is connected to the ICE network as well). The Logistics Center is located in Salzgitter Watenstedt at Industriestraße Mitte 2, close to the factory site, where MAN Truck & Bus produces heavy trucks and chassis for buses. Participants are requested to report to the security officer at the entrance, who will provide a visitor's pass and direct them to the venue (short footwalk of 200 m). Parking spaces are available in front of the main gate.



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MAN Logistics Center

Meeting venue

Industriestraße Mitte 2

38239 Salzgitter

Phone: +49 5341 8660 4000



Hannover Airport

83 km from venue



ICE train stations

Braunschweig: 22 km

Hildesheim: 38 km



Mövenpick Hotel Braunschweig

Hotel recommended to those participants,

who will be arriving the day before the event

Jöddenstraße 3, 38100 Braunschweig

Phone: +49 531 4817 0

Event Organizer

ISLA, the International Service Logistics Association is a professional association dedicated to Service Management and Spare Parts Logistics. It was founded in 2003, and nearly 60 corporate members from Europe and the USA have joined ISLA now. Members are, among others, ABB, Carl Zeiss, Cisco, CLAAS, Crown, DAF Trucks, Daimler, Eurocopter, Gorenje, Heidelberg, IBM, Jungheinrich, KONE, Linde MH Manitou, MAN, Navistar, Nokia, Scania, Siemens Healthcare, ThyssenKrupp, Vestas, Volvo Truck, Wärtsilä, Whirlpool, and many more. For more information, please visit www.servicelogistics.info

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Tel: +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, and Richard de Graaf

Cooperation Partners & Presenting Companies

MAN Truck & Bus AG, based in Munich, Germany, is the biggest company of the MAN Group, and a top-ranking international supplier of commercial vehicles and transport solutions. MAN Truck & Bus manufactures trucks in weight categories from 7.49 to 44 tonnes, heavy-duty special-purpose vehicles of up to 250 tonnes gross vehicle weight, city and inter-city buses and tourist coaches (complete buses as well as chassis) plus diesel and natural gas engines. In fiscal year 2010 the company, with some 31,000 employees, generated a turnover of € 7.4 billion with sales of more than 55,000 trucks and over 5,400 buses and bus chassis under the MAN and NEOPLAN brands.

Barkawi Management Consultants is an international consulting company with more than 80 employees. It is located in Munich, Shanghai, New Delhi, Moscow and Atlanta. The company was founded in 1994 with the intention to establish a consultancy with specific competence in the field of after sales services and supply chain management (SCM) in the international consulting market. Barkawi's clients are globally active blue chip companies. Barkawi consultants support them in challenging projects throughout the whole spectrum of strategy, organization, processes and IT. In a survey conducted by the German business magazin "Capital", more than 200 executive managers elected Barkawi as "Hidden Champion".

A promoter of sustainable mobility, **Alstom Transport** develops and markets the most complete range of systems, equipment and services in the railway sector. Alstom Transport manages entire transport systems, taking in rolling stock, signalling and infrastructure, and offers turnkey solutions. The company is no. 1 in the high and very high speed train sector and keeps investing in high end segments, while developing products suited to the specific needs of the emerging markets. During fiscal year 2010/11, Alstom Transport registered large orders for locomotives in Russia and Kazakhstan, regional trains in France and Sweden, very high speed trains in Morocco, metros in Canada, Santo Domingo, Panama, India and Brazil as well as tramways in France and Tunisia. Maintenance contracts for mainlines fleets were registered in the USA, as well as a number of signalling contracts in Europe and China. Present in over 60 countries, Alstom Transport employs 25,500 people worldwide and recorded sales of €5.6 billion in 2010/11.

GILDEMEISTER as a manufacturer of cutting machine tools, holds a leading position worldwide as a full-liner. It offers innovative machine technology, services and software solutions. **DMG Vertriebs und Service GmbH**, together with its subsidiaries, is responsible for the "Services" segment. GILDEMEISTER is a globally operating enterprise; 73 own domestic and international sales and service locations in 35 countries maintain direct contact with the customers. Some 5,367 employees contribute to the success of the enterprise.

Founded in Germany in 1899, **Miele** has dynamically grown to become the world's largest family-owned and operated appliance company with more than 16,600 employees, 12 production facilities, representation in nearly 100 countries and annual turnover of €2.83bn, approx. \$3.62 billion (2009/10). Available on five continents, Miele is the only truly global premium brand of domestic appliances and commercial machines in the field of laundry care, dishwashing and disinfection.

Registration

To register for the Focus Day »Service Parts Management«, please complete the form below, including the correct billing address. **The fee for attending the Focus Day is 390,- Euros; ISLA members pay a reduced price of 270,- Euros.** The fee is subject to German VAT of 19% or the Reverse Charge Procedure. Please note that the number of places is limited to 60.

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 drinks during the sessions and breaks. Meeting handout and event documentation on CD are included as well. Expenses for travel and accomodation are to be borne by the attendees themselves. ISLA reserves the right to make changes to the program as stated in this document. Cancellations must be in writing. All cancellations prior to October 12th are free of charge; cancellations after this date are subject of a processing fee of 120,- Euros. However, substitutes can be made at any time by contacting ISLA.

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
Please tick if you would like to stay at the Mövenpick Hotel in Braunschweig, about 24 km from the event venue. ISLA has booked a number of rooms there. *Price of single room is 120,- € (excl. breakfast); to be paid by yourself, not included in the event fee.*

Unfortunately fully booked

Dinner hosted by **BARKAWI**
On November 8th ISLA's founding member Barkawi Management Consultants would be pleased to welcome the event participants to dinner at the restaurant "Das Alte Haus" in Braunschweig (awarded 15 Gault-Millau points in 2010). Please indicate if you would like to attend the dinner which starts at 8 p.m.

Date, Signature _____