

Service & Logistics Summit 2012

The Aftermarket in Uncertain Times



April 17th – 18th

Steigenberger
Graf Zeppelin
Stuttgart, Germany

Event Information

including an updated list of confirmed speakers and presentations

ISLA
International Service Logistics Association

Dear Colleague,

Given the ongoing debt crisis in the US and Europe, austerity programs in many countries and decelerating growth in China, there is no doubt: We are living in economically shaky times. It is often said, that the service and spare parts business is less susceptible to economic cycles. Nevertheless, a consistent strategy covering the entire product life-cycle as well as efficient aftermarket operations are vital to meet customer expectations, be profitable and contribute substantially to the company's result.

We at ISLA believe that even experienced managers can learn from one another how to achieve excellence, innovate services, obtain operational efficiencies and improve quality. So we are pleased to invite you to another exciting event for aftermarket service, customer support and parts logistics executives: ISLA's 6th conference, the **Service & Logistics Summit 2012** is taking place in Stuttgart on April 17th – 18th. It is the perfect platform for networking and knowledge sharing among senior managers of globally operative companies running spare-parts and service intensive businesses. With the intention to build-up an outstanding speaker faculty, experts from renowned OEMs have been invited to share their experience in developing world-class services and running cost-effective operations. Do not miss this great opportunity to meet your peers who are dealing with similar issues in managing the service business. We look forward to meeting you at the Service & Logistics Summit 2012.

Yours sincerely



Kraft Schumann
Executive Board Member
and Chairman of ISLA



Tom Clevinger,
Executive Board Member of ISLA
and SVP Global Parts at Navistar Inc.

The Event at a Glance

Tuesday, April 17th, 2012

10:00 – 12:30	ISLA's General Meeting of Members	
12:30 – 13:30	Conference Registration & Lunch Buffet	
13:30 – 15:30	Plenary Session	
15:30 – 16:00	Extended Coffee Break	
16:00 – 18:15	Breakout Session A	Breakout Session B
20:00	Dinner & Evening Socializing	

Wednesday, April 18th, 2012

9:30 – 12:15	Breakout Session C	Breakout Session D
12:15 – 13:15	Lunch Break	
13:15 – 16:00	Plenary Session	
16:00	Closing Reception	

The speaker slots during the sessions are 45 minutes long, providing the opportunity of an extensive discussion and frank exchange of views following each presentation.

Different Industries, One Focus: Aftersales Service and Spare Parts Logistics

Attending the Service & Logistics Summit 2012, you will find two days filled with the perfect mix of inspiration and practical insight. Listen to in-depth presentations by experienced practitioners, and contribute to the debate and discussion following each presentation. Pick up fresh ideas and examples of best practices you can take back to the office and implement in your own business. The conference program will feature an eclectic mix of presentations, among others from ...

ABB

BARKAWI
Management Consultants

BDA

Endress+Hauser **E+H**

DMG



GEA

gorenje

Leica
MICROSYSTEMS

NORDEX
We've got the power.

oerlikon
neumag

PHILIPS

STILL

and more
companies
confirming soon

Meeting at Great Locations



The Service & Logistics Summit 2012 is taking place at Steigenberger "Graf Zeppelin", located in the heart of Stuttgart. The shopping street "Königstraße" is only steps away. Stuttgart Central Station is opposite. The hotel has been one of the top addresses in this lively city for several decades. Following extensive remodelling, it provides a perfect setting for presentations, discussions and networking in a pleasant atmosphere. All meeting rooms feature daylight, are fully airconditioned and have most modern technical equipment.

At the end of the first conference day all delegates are invited to a dinner at the restaurant CUBE, sponsored by Barkawi Management Consultants. On the top floor of the Kunstmuseum, the CUBE is a great place to relax and chat with peers, while enjoying delicious food, excellent wines and a marvelous view. The Kunstmuseum Stuttgart is one of the most important art museums in Germany. Art lovers all over the country were excited about its opening in 2005.



A Select List of Speakers

The Service & Logistics Summit 2012 is presenting experienced speakers from various industries. With directors and vice presidents drawn from aftersales services and spare parts logistics, this event has not only thought-leaders and trendsetters, but also speakers tackling everyday issues,

including



Karim Barkawi

Managing Partner,
Barkawi Management
Consultants



Axel Bühler

Head of Spare Parts
Management
Nordex Energy



Steve Court

UK & Ireland
Development Director
Bespoke Distribution
Aviation



Marcus Czabon

Director, Business Development
Sales & Service
DMG Deckel Maho
Gildemeister



Raymond Damerow

Director
Parts Supply & Logistics
Ford Customer Service
Division Europe



Christoph Herzig

Senior Director
Global Marketing
Systems & Services
Philips Lighting



Michael Herzog

Corporate Director
Customer Services
Endress+Hauser



Josef Horstmann

Director Global
Materials Management & Logistics
Leica Microsystems



Hans Magon

Executive VP
Customer Support
GEA Convenience-
Food Technologies



Milan Meža

After Sales
Service Director
Gorenje



Ulrich Overwin

Head of Spare Parts
Purchasing and
Material Planning
STILL



Michael Pfeffer

Head of Group Service
Strategy Implementation
ABB Germany



Kraft Schumann

Chairman of ISLA
International Service
Logistics Association



Tilmann Seidel

Vice President
Head of Engineering
and After Sales
Oerlikon Neumag



Yong Wang

Manager
Office Shanghai
Barkawi Management
Consultants



Matthias Wellbrock

European Development
Director
Bespoke Distribution
Aviation

Diverse Mix of Topics

The program covers a wide range of topics. Take a look at the list below and find a selection of case studies & presentations, all given by practitioners who strive for service and logistics excellence like you.

Managing service challenges in various industries — Differences and common approaches

Marcus Czabon, DMG Deckel Maho Gildemeister, and Milan Meža, Gorenje, jointly presenting and in an interactive dialogue moderated by Karim Barkawi

Reducing inventory by increasing delivery speed

Matthias Wellbrock and Steve Court, Bespoke Distribution Aviation

Striking the right balance between cost efficiency and the service level

Raymond Damerow, Ford

Challenges and opportunities in “productizing” your service offering

Christoph Herzig, Philips Lighting

Innovation — A powerful elixir to boost aftersales services

Michael Herzog, Endress+Hauser

Spare Parts: Challenge and chance!

The journey towards customer satisfaction and profitable business

Tilmann Seidel, Oerlikon Neumag

Manufacturing and sourcing in Asia — Impact on the service parts supply chain

Josef Horstmann, Leica Microsystems

Wind Energy coming of age — Why and how to improve the spare parts logistics of a maturing industry

Axel Bühler, Nordex Energy

Process optimization in an integrated supply chain as a success factor in the spare parts business

Ulrich Overwin, STILL

Implementation of innovations into new service business models

Michael Pfeffer, ABB

A case study on how to effectively support your customers in their aim to increase production efficiency and to reduce the cost of down time

Hans Magon, GEA Convenience-Food Technologies

A detailed agenda and timetable will be published in mid-February.

Plenary Session

Breakout Sessions

Something for Everyone

In addition to the Plenary Sessions, the program includes two concurrent Breakout Sessions on both conference days. Switching in between the streams during the breaks is no problem, allowing you to select your individual set of presentations, which drills down on the topics most relevant to you.



About the conference

The Service & Logistics Summit is designed for up to 120 participants, ISLA members and senior-level managers from selected non-ISLA companies. Like any ISLA event, the Service & Logistics Summit is not commercially driven. It only aims to provide a unique networking platform for service and logistics professionals as well as ample opportunities to share experiences. Past conferences were held in Bonn (2011), in Hamburg (2010), at Bavaria's Lake Tegernsee (2009), in Berlin (2008) and in Munich (2007).



In addition to the Service & Logistics Summit, we arrange further events such as Industry Round Tables and Focus Days. Participants from some 200 companies attended at least one, but often several ISLA events in recent years. Nearly 120 speakers gave their presentations, representing a long list of leading companies, from ABB, AGCO and ALSTOM to EMC and IVECO to Whirlpool, Wincor Nixdorf and ZTE.

Event Organizer

The International Service Logistics Association (ISLA) is a network of professionals dedicated to Service Management and Spare Parts Logistics. It was founded in 2003, and nearly 60 corporate members from Europe and the U.S. have now joined the association. ISLA members include, among others, ABB, Applied Materials, Carl Zeiss, Claas, Crown, DAF Trucks, DB Schenker, Diehl Controls, EMC, Eurocopter, GN Netcom, Gorenje, Heidelberg, IBM, Indesit Company, Jungheinrich, KONE, Linde MH, MAN, Manitou, Navistar, Nokia, Philips Healthcare, Scania, Siemens Healthcare, ThyssenKrupp, Toyota Material Handling, Vestas, Wärtsilä, and Whirlpool. For more information, please visit www.servicelogistics.info or contact us:



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Executive Board: Kraft Schumann (Chairman), Tom Clevinger, and Richard de Graaf

Attendees' Comments 2007–2011

“I found what I was looking for: Global peers dealing with the same key-issues in developing the service business”
Jo Pauwels, Head of BU Customer Service, ABB Robotics Division

“A crosspoint of facts, experience and benchmarking”
Torrino Vandemaele, Product Manager Services, Barco NV

“Great opportunity to discuss approaches from different industries to similar challenges in the aftersales business”
Stephan Klosterkamp, Managing Director, CLAAS Service & Parts

“Excellent event!”
Bernhard Weigl, Head of Spare Parts Supply Chain, Eurocopter

“Excellent mix of topics from different business areas”
Bernhard Steinel, SVP Global Service, Heidelberg

“There were a lot of very interesting topics discussed”
Fritz Rheindorf, Director, Parts Operations EAME, Worldwide Parts Services, John Deere

“Excellent event! Good mixture of topics”
Dr. Jörg Heimsoth, Head of Spare Parts Logistics, Miele

“It was a really interesting event, and I enjoyed it all the time. I met a couple of interesting people and heard a lot about the spares business from other industries”
Ernst Hesse, Head of Hardware Service Business Modelling, Nokia Siemens Networks

“An event to meet all different key persons in our industry”
Jan Andries Oldenkamp, General Manager, Scania Parts Logistics

“A unique opportunity to learn from others — their successes ... but also their mistakes”
Sven Montanus, Head of Innovation and Service Excellence, Global Customer Services, Sony Ericsson

Special Event Supporters

The Service & Logistics Summit 2012 is supported by ISLA's corporate members Barkawi Management Consultants and Bespoke Distribution Aviation. As sponsors, they are substantially involved in making the event possible through funding and non-financial support in form of essential resources for the event preparations.



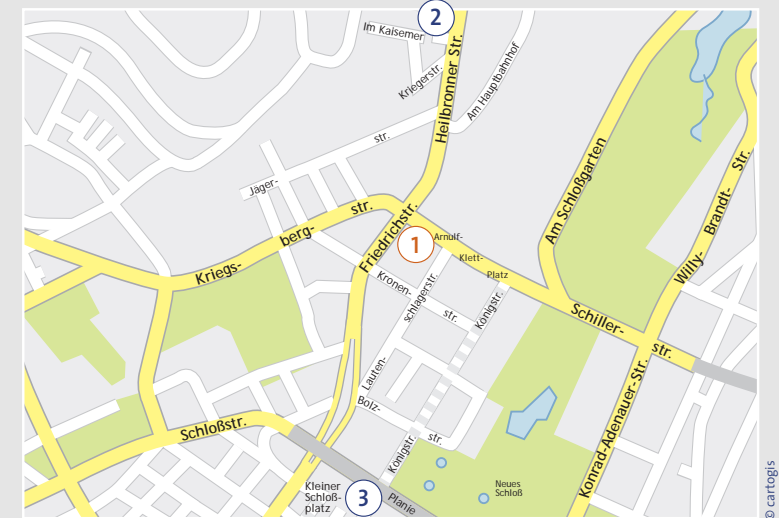
Barkawi Management Consultants is an international consulting company with focus on SCM and aftermarket services. Its clients mostly come from technology-oriented industries. These include mechanical engineering, high-tech and telecommunications, rail, aerospace, automotive and medical equipment. Globally active corporations with capital-intensive and logistically complex operations belong to Barkawi's clients, among them companies such as 3M, ABB, BMW, Deutsche Telekom, Fujitsu, GE, Heidelberg, Lufthansa, Nokia Siemens Networks, Philips, Porsche and Vestas. With more than 100 employees, Barkawi is located in Munich, Shanghai, New Delhi, Moscow and Atlanta.

BDA

Bespoke Distribution Aviation provides unique air-bridge solutions, connecting European Distribution Centres (EDC's) into the UK and Ireland. Operating from strategically located Air Hubs in the Benelux, Germany and France, into Central UK and Irish Airports. Bespoke Distribution Aviation is the freight only airline that perfectly complements' a full range of delivery services, connecting with multiple domestic delivery networks specialising in: In-Night, early morning and NextDay delivery services. Delivering time critical spare parts into field service engineers and essential replenishment stock, from European inventory locations, as though despatches were made from local UK stock warehouses. From order pick in Europe to end delivery ... That's a 12 hour service door to door!



Event Venues & Hotels



Venue of the Service & Logistics Summit 2012 is the Steigenberger "Graf Zeppelin" in Stuttgart's city center, opposite of the central station. The urban train to the airport takes 30 minutes. The CUBE restaurant, where the conference dinner will take place, is within walking distance.

We have made a reservation for a number of rooms at the Steigenberger itself and at the nearby ARCOTEL Camino (more information see below). Please make your reservation directly at the hotel of your choice using the booking code "ISLA 2012".

- ① Steigenberger "Graf Zeppelin"
170,- € (single room incl. breakfast)
Arnulf-Klett-Platz 7, 70173 Stuttgart
+49 (0)711 2048-0
- ② ARCOTEL Camino
140,- € (single room incl. breakfast)
Heilbronner Str. 41, 70191 Stuttgart
+49 (0)711 258 58-0
- ③ Restaurant CUBE
Kunstmuseum Stuttgart
Kleiner Schloßplatz 1
70173 Stuttgart

Pricing and Registration

For ISLA members, the fee for attending the Service & Logistics Summit 2012 is 590,- Euros. Non-members pay a higher price of 840,- Euros. To register, please complete the registration form below including the billing address:

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 _____

Date, Signature _____

Please return the completed form via **Fax to +49 (0)89 74 98 26-969**

or by mail or e-mail to: ISLA International Service Logistics Association e. V.

Baierbrunner Str. 35 • 81379 München • Germany • summit@servicelogistics.info

If you have any questions regarding ISLA and the Service & Logistics Summit 2012, please feel free to contact Ulf Nitz, the ISLA Association Coordinator at +49 (0)89 74 98 26-960, +49 (0)172 86 82 141 (mobile) or at isla@servicelogistics.info

Conditions of Participation

Registration for the Service & Logistics Summit 2012 includes access to the conference halls, all meals, snacks and drinks during the sessions and breaks, and the conference dinner. Meeting handout and documentation on CD are included as well (CD will be available after the event). Expenses for travel and accomodation are to be borne by the event attendees themselves. ISLA reserves the right to make changes to the program as stated in this document.

Attendance to the Service & Logistics Summit 2012 is subject to VAT of 19 % or the Reverse Charge Procedure. The event is designed for up to 120 participants, and early registration is recommended. Upon receipt of your registration, you will be sent the invoice for the attendance fee. The fee must be paid prior to the event (bank transfer only). In cases where payment has not been received before the start of the conference, participation cannot be guaranteed, unless an agreement has been made to the contrary.

Cancellations must be made in writing. Until February 28, 2012 all cancellations are free of charge; cancellations after this date are subject to a processing fee of 150,- Euros. Cancellations after March 23, 2012 will be entitled to a 40% refund of the conference fee. However, substitutes can be made at any time by contacting ISLA.

Data given in this form will be held and used by ISLA for event registration and to inform you about upcoming events and activities. Your contact details may be passed to the conference 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