

Event Brochure

# North American Service & Parts Focus Day

June 20, 2017, 8:30 a.m. – 4:30 p.m.

DMG MORI Americas Headquarters

Hoffman Estates, Greater Chicago Area, IL



Organized by



Hosted by



Featuring speakers from



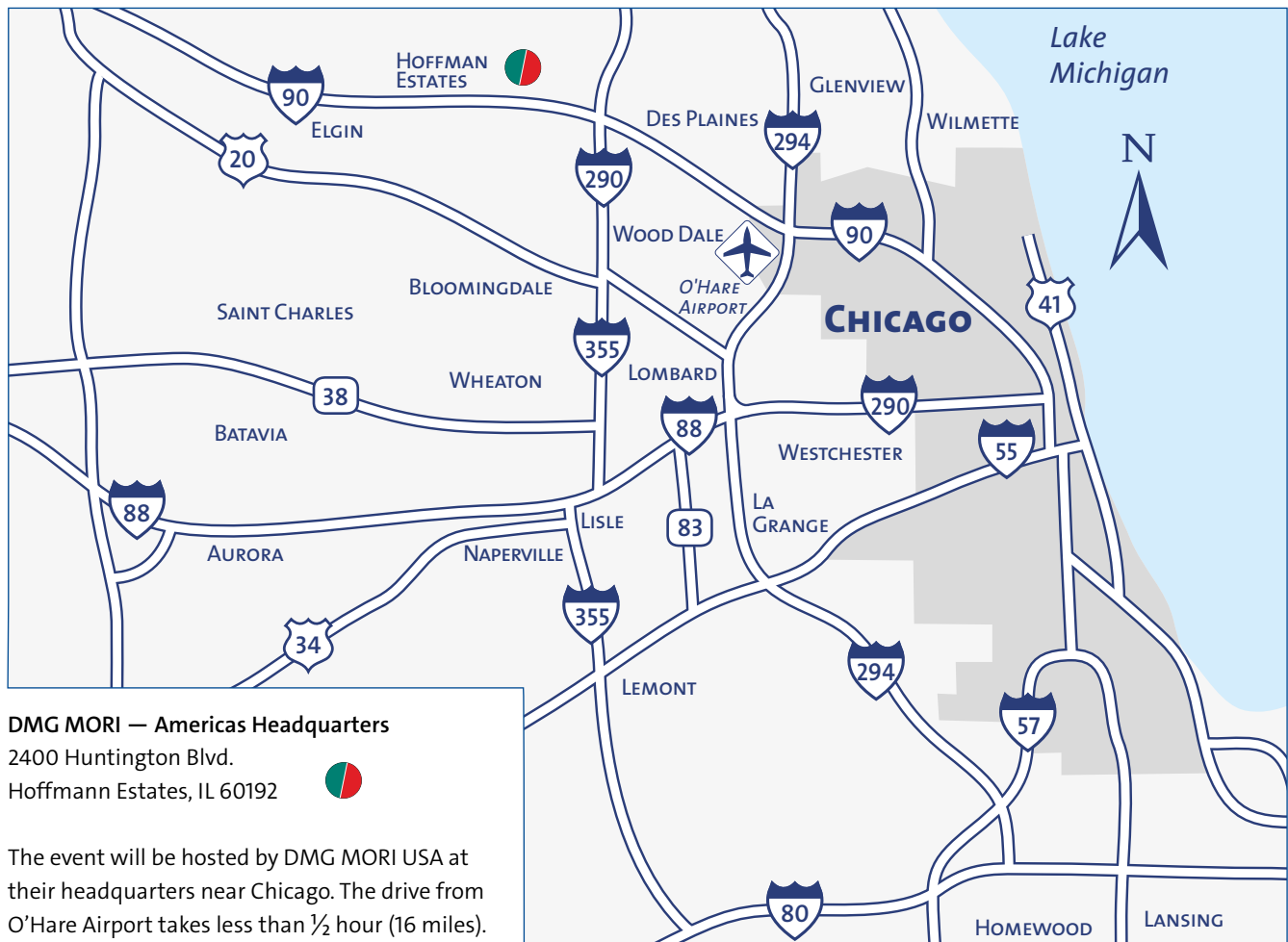
## Agenda

8:30 – 9:15 AM	Registration and morning coffee		
9:15 – 9:30 AM	Welcome address Opening remarks and introduction of participants	Joe DiPietro Executive Board Member of ISLA and VP/GM AGCO Parts Americas Kevin Bowers, Chief Support Officer DMG MORI USA	 
9:30 – 10:15 AM	The new normal: Integrating parts and service for increased customer satisfaction	Mike Landry, President North America Barkawi Management Consultants	
10:15 – 11:00 AM	Value creation through Digital Services – Digitization for higher profitability and asset protection	Ulrich Koehler Senior Vice President SystemService Heidelberg USA	
11:00 – 11:15 AM	Refreshment break		
11:15 – 11:45 AM	The coming talent shortage in service and parts	Dean Devore, General Manager Parts Academy	
11:45 AM – 12:15 PM	Putting the <i>Customer First!</i> by delivering maximum service quality throughout the entire product lifecycle	Kevin Bowers Chief Support Officer DMG MORI USA	
12:15 – 1:00 PM	Lunch		
1:00 – 2:00 PM	Visit of the showroom of DMG MORI's Chicago Innovation Days 2017, presenting latest generation in machinery with service-related IoT features such as condition monitoring and predictive maintenance		
2:00 – 2:45 PM	Implementing a consistent service and parts strategy as group member of one of the largest and most diversified global leaders in the foodservice equipment industry	Tom Van Der Bosch Vice President Parts and Service Scotsman Ice Systems An Ali Company	
2:45 – 3:00 PM	Refreshment break		
3:00 – 3:30 PM	Crisis management in Aerospace aftermarket	Alex Tantius, Senior Manager Operations, Satair Group Americas	
3:30 – 4:15 PM	Effective strategies for optimizing Managed Dealer Inventory	Benjamin Matthies Manager Parts Strategy, AGCO	
4:15 – 4:30 PM	Wrap-up of the day and closing discussion	Joe DiPietro Executive Board Member of ISLA and VP/GM AGCO Parts Americas	

### Why attend?

- ▶ **A unique opportunity to meet** experienced practitioners and decision makers from a variety of companies to discuss topics of your professional interest in Customer Service & Spare Parts Management
- ▶ **Experienced industry speakers** contributing their views of Service & Parts issues and available for an in-depth Question & Answer session
- ▶ **Visit of a world leading manufacturer** running a service and spare-parts intensive business to experience state-of-the-art technology first-hand, as well as smart concepts that ensure maximum service quality and parts availability throughout the entire product lifecycle
- ▶ **Exchange of ideas and experiences** among Customer Service and Parts Logistics leaders to provide thought-provoking concepts for strategic refinement and operational improvement

### Venue



## Organizer

The North American Service & Parts Focus Day is organized by the International Service Logistics Association. ISLA is a network of professionals dedicated to Customer Service and Spare Parts Logistics. It was founded in Munich, Germany, in 2003. As the association is not commercially driven, ISLA depends on the support of its members for the work it does. More than 50 companies from the U.S., Europe and Israel have now joined ISLA (see a few of them listed below).

### Small Selection of ISLA members



## About Focus Day

ISLA's aim is to provide the best forum for networking and the exchange among aftermarket managers, because we believe that even the most experienced and talented leaders can learn from one another. The networking and sharing of ideas and strategies among peers from various industries inspire, help to define "best in class", and foster continuous improvement. Therefore, we launched our North American event series in 2012. Four Service & Parts Focus Days took place in the U.S. since then, hosted by Navistar in Lisle (IL), CNH Parts & Service in Lebanon (IN), AGCO in West Chicago (IL), and Meritor in Florence (KY). Some 40 participants met each time to network, vision and share during Q&A sessions and speaker presentations. We look forward to another great meeting at DMG MORI on June 20<sup>th</sup>.

New members, first and foremost OEMs running spare-parts and service-intensive businesses, are always welcome. For more information, please visit [www.servicelogistics.info](http://www.servicelogistics.info) or contact us:

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Executive Board: Stephan März (Chairman), Joe DiPietro, Oliver Bendig, Henry van der Schoot, and Magne Svendsen

