

Event Brochure



Focus Day

Digital Transformation in Service Logistics

Organized by ISLA

Hosted by

March 19th, 2019
Paris Airport
Charles de Gaulle



- **A unique opportunity to meet** senior managers and decision makers from a variety of industries to discuss topics of your professional interest in Spare Parts Logistics and Service Management with a focus on digitalization
- **Experienced industry speakers** sharing their views, presenting case studies, and being available for in-depth Q & A sessions
- **Guided visit through a cutting-edge service facility** operated by a world-leading aviation MRO company
- **Networking and learning** from one another that inspires, enables you to review your strategy, helps to define “best in class” and improve your own operations

Agenda

9:00 – 9:30	Registration and morning coffee		
9:30 – 9:45	Welcome Note Opening remarks and introduction of participants	Oliver Bendig, Member of the Executive Board of ISLA, and Sébastien Weber, Business Coordination & Change Director AFI KLM E&M EMpower program	 
9:45 – 10:30	Presentation and subsequent discussion Embarking on Digital Transformation — Where will you start your journey?	Oliver Bendig, Partner, and Bernd Hoffmann, Principal, at Barkawi Management Consultants	 a genpact company
10:30 – 11:15	Presentation and subsequent discussion An example of digital roadmap in the aircraft maintenance business	Rodolphe Parisot Chief Digital Officer at Air France Industries KLM E&M	
11:15 – 12:00	Presentation and subsequent discussion How self-service tools can fuel spare parts growth	Jérôme Chanel Vice President Service Tower Cranes at Manitowoc	
12:00 – 12:45	Lunch		
12:45 – 14:15	Tour of the Helios aerostructures shop (bus transfer provided) Operations at a high-tech MRO facility sized for new gen aircraft and packed with innovations to handle all types of airframe parts	 	  
14:15 – 14:30	Coffee Break		
14:30 – 15:15	Presentation and subsequent discussion Accelerate services innovation through a new way of working — Hackathon	Nicolas Charluteau Global Parts Leader at Volvo Construction Equipment	
15:15 – 16:00	Presentation and subsequent discussion Easy Spares Next Generation – Realizing a seamless digital chain in material supply	Torsten Wehrkamp Vice President Spare Part Services at Siemens Mobility	
16:00 – 16:30	Wrap-up and closing discussion involving all participants		

Venue

The Focus Day »Digital Transformation in Service Logistics« is organized in cooperation with ISLA's member Air France Industries KLM Engineering & Maintenance (AFI KLM E&M). It will take place at the company's site at Paris CDG (10–14 rue de Rome, 93290 Tremblay-en-France, Roissy-Charles de Gaulle, building Altaï). In the aeronautics maintenance market, AFI KLM E&M ranks number two globally amongst the multi-product players thanks to third-party revenues of around €1.2 billion. Its role is to ensure competitive support for the Air France and KLM Royal Dutch Airlines fleets, while operating as a leading provider of maintenance, repair and overhaul (MRO) services in its own market. The business operates in three major segments: airframe maintenance, engine maintenance and component support. With a total revenue of €4.2 bn in 2017, AFI KLM E&M represents 14,000 employees, more than 200 international customers and nearly 2000 aircraft supported, as well as over 600,000 spare parts in stock.



Organizer

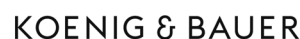
The Service Logistics Focus Day in Paris is organized by ISLA. Our association is a network of professionals dedicated to Customer Service and Service Logistics. It was founded by Barkawi Management Consultants in Munich in 2003. As the association is not commercially driven, ISLA depends on the support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

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

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Phone +49-(0)89-74 98 26-960, Fax -969
isla@servicelogistics.info

Executive Board: Stephan März (Chairman), Oliver Bendig, and Magne Svendsen

Selection of ISLA members



Registration

To register for the Focus Day »Digital Transformation in Service Logistics« at the international Airport Paris-Charles-de-Gaulle on March 19, 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 cancellations received up to 10 days prior to the event are free of charge. Cancellations 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° _____
(for non-German Europe only)

Position / Job Title _____

Address _____

Postal Code _____ City _____ Country _____

Tel _____ Mobile _____ E-Mail _____

☐ **Pre-event Dinner**
On March 18, 2019 we would be pleased to welcome the event participants to dinner at Culinaire Bazaar (Pullman Hotel in Roissypôle, 3 bis rue de La Haye, 95935 Roissy CDG). Please check here if you would like to join us on that evening. Dinner will start at 8 p.m.

☐ **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 _____