

# APAC Total Logistics & Supply Chain Forum

Boosting your competitiveness and increasing your market share through a robust supply chain

InterContinental Melbourne  
The Rialto, Australia

25th & 26th October 2010

## Featuring leading case studies and expert presentations by:

**Rose Elphick** CEO  
Victorian Freight and Logistics Council (VFLC)

**Michael Kilgariff** CEO  
Australian Logistics Council (ALC)

**Nigel Jones** General Manager Strategy  
Fonterra

**Gabrielle Marr** Quality Change Lead  
BOC Limited

**Angela Tatlis** Former Director, Regional Supply Services  
Former Director, Global Supply Best Practice and Performance  
**Fosters Group Limited**  
Former Associate Director, Applications Solutions Asia Pacific  
**Bristol Myers Squibb (BMS)**

**Ben Ludik** Group and Global Strategic Sourcing Manager  
Gold Fields

**Kon Panagakos** Manager - IS Commercial & Sourcing  
BlueScope Steel

**Troy Webb** Site Director Global Manufacturing and Supply Chain, Boronia  
GlaxoSmithKline (GSK)

**Peter Lambert** Head Human Resources & Corporate Services  
Defence Materiel Organisation (DMO)  
Department of Defence

**Andrew Downard** Former Director Business Development & Strategic Sourcing  
**Honeywell (Friction Materials Pacific)**  
Former Supply Chain Director Asia Pacific  
**AlliedSignal**  
Former OE Purchasing Manager  
**Nissan Australia**

**Dr. Pieter Nagel** Senior Strategy Advisor - Logistics and Supply Chain Management  
Victoria University  
Former Director  
Institute for Logistics and Supply Chain Management (ILSCM)

**Theo Mitas** Global Supply Chain & Logistics Manager  
Futuris Automotive

**Jeff Thompson** CEO  
Jobwire

**Christer Sundstrom** Senior Business Consultant  
ComActivity

“If you don't *drive* your business, you will be *driven out of* business.”

B. C. Forbes

Today's organisations are increasingly relying on the success of their relationship with suppliers and with those who they supply. Strong supply chains can help businesses remain immune to the event of an unexpected disruption and achieve substantial cost savings.

 **marcusevans**

## Your distinguished Chairpersons:

**Dr. Pieter Nagel** Senior Strategy Advisor - Logistics and Supply Chain Management  
Victoria University

Former Director  
Institute for Logistics and Supply Chain Management (ILSCM)

*Dr Nagel has spent his whole working career of more than 30 years in Logistics. He has achieved a dynamic balance between corporate, consulting and academic positions and has always endeavoured to advance the logistics profession.*

**Jeff Thompson** CEO  
Jobwire

## Offering a practical workshop covering:

**Improving demand plan accuracy & optimising inventories**  
**Gaining practical insights into supply chain modelling and simulation**

Facilitated by:

**Carter McNabb** Partner  
GRA

*Carter has consulted extensively in the United States, Latin America, Asia and Australia to manufacturing, distribution, retailing and aftermarket organisations. He also authors and runs the 'Managing Supply Chain Inventory' and 'Network Modelling' courses within Monash University's Supply Chain & Logistics Masters Programme and delivers courses in Forecasting and Inventory Management.*

### Testimonials from Carter's past training course:

*"Course provided great insight into inventory control/management. Carter was very good presenter."*

Category Manager – Procurement

**Don KRC**

*"Exceptional presenter, wealth of knowledge and well communicated"*

Spare Equipment Officer

**SP AusNet**

*"Understanding of the 'real world'"*

Electrical Reliability Engineer

**BHP Billiton**

*"I believe Carter is a great speaker and knows his subject exceptionally well."*

Purchasing Officer

**Macarthur Coal**

## Attend this premier event and gain practical insights into:

- **Improving** your supply chain and logistics to meet the increasing competition
- **Achieving** supply chain optimisation by reliable demand planning and forecasting
- **Attract, Retain & Repel:** Re-engineering your supply chain talent
- **Next generation** supply chain and logistics methods
- **Adopting** advanced inventory management and procurement strategies
- **Re-engineering** your business structure for higher efficiency at minimised cost
- **Identifying** the potential risks in supply chain and minimising the unexpected expenses

**\*Early Bird & Group Discounts**  
Ask about our savings

# Our Business Partners

## Platinum Partners

**ComActivity**



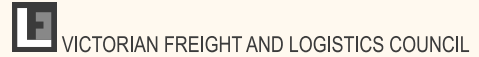
## Endorsers



## Media Partners



### About the Endorsers



The **VFLC** is a conduit between industry and government. As an independent industry advisory body, it provides advice to government on a broad spectrum of industry issues, objectives and policy. It does this through the thirty senior industry and government people, appointed to the Council by the Victorian Government.



The aim of the **Australian Warehousing Association (AusWA)** is to offer a platform for members to freely exchange ideas and challenge old concepts, advocate for higher recognition and standardisation of the industry, offer educational opportunities to improve knowledge and skill levels and provide networking and social events.

### About the Media Partners



**IndustrySearch** is Australia's leading website for the manufacturing and industrial sector. Over 300,000 website visitors and 25,000 e-newsletter subscribers use IndustrySearch to find products, suppliers and current news. IndustrySearch is utilised by industrial and B2B advertisers to promote products, generate sales leads and increase brand awareness among industrial decision makers.

Visit [www.industrysearch.com.au](http://www.industrysearch.com.au) or email [amanda@industrysearch.com.au](mailto:amanda@industrysearch.com.au)



**Logistics Insight Asia** is a go-to resource for professionals in manufacturing industries across the region looking to make real and lasting improvements in their companies' supply chain and logistics performance. Unique in its scope of coverage – which goes all the way from top floor supply chain strategies, to software solutions, to tracking technology, right down to handling and storage equipment on the warehouse floor – Logistics Insight Asia targets the needs of executives, managers, and engineers responsible for the various elements of their company's logistics activities and infrastructure.



**SupplyChain Review** is Australasia's premier supply chain and logistics executive management resource. Bi-monthly SCR magazine delivers the latest news, independent case studies and deep-reaching analysis on key operational and strategic issues across the key areas of procurement, warehousing, transport and distribution, technology and people. Online SCR breaks the big industry news through its daily news website ([www.supplychainreview.com.au](http://www.supplychainreview.com.au)) and bi-weekly e-news bulletin ChainMail.

### About the Platinum Partners

**ComActivity**

**ComActivity** delivers cost-effective procurement solutions which provide complete control and pin-point accuracy. The strength of the solution is that it is lean – it is tailored to precisely match your business requirements. ComActivity provides knowledgeable, experienced service and complete commitment to procurement excellence.



**jobwire** was established in 2000 as a specialist in providing casual staff in the industrial labour market. less than half a decade later the company has 10 branch locations Australia wide & 45 internal staff and revenue in excess of \$40million per annum. A fully Australian owned and operated company; we have significantly expanded our expertise through both organic growth and acquisition to cater to our client's diverse requirements as a talent attraction and retention provider. in addition to short term, long term and permanent talent attraction solutions, we have demonstrated our capability in house or outsourced attraction and retention strategies for our clients.

#### Credentials

- National infrastructure – local boutique focus
- Revenue in excess of \$40 million per annum
- Full service provider with innovative attraction; retention & development recruitment strategies

#### Innovation creates a tailor made solution

- Our group provides a business consulting service focused on measurable performance management.
- Our aim is to work with clients to produce creative outcomes and a range of services aimed at attracting, retaining and developing the best talent in the Australian market, to meet an organisation's objectives while consistently improving competitive edge.
- With specific industry and practical experience in Australian corporate human resource consulting today our service offering includes:
  - casual & temporary talent services – executive targeted search & selection
  - contract/ labour hire – interview management
  - contingent search – facilitated on boarding
  - workforce analysis – customised leadership development
  - total workforce management – executive leasing
  - web-based timesheets – pivotal group coaching
  - comprehensive assessment & training – remedial management
  - oh&s induction & training – non-executive board selection
  - industrial relations expertise – psychological assessment & development
  - vendor management solutions – career transition & outplacement

## Monday 25th October 2010

### 0830 Registration & coffee

### 0850 Welcoming address from the Chair

**Dr. Pieter Nagel** Senior Strategy Advisor - Logistics and Supply Chain Management

**Victoria University**

Former Director

**Institute for Logistics and Supply Chain Management (ILSCM)**

### 0900 Session One – Opening Keynote Address

**How to make your supply chain robust?**

**Rose Elphick** CEO

**Victorian Freight and Logistics Council (VFLC)**

### 0930 Session Two – Keynote Presentation

**Key regulatory trends and infrastructure challenges impacting on the Australian freight transport & logistics industry**

**Michael Kilgariff** CEO

**Australian Logistics Council (ALC)**

### 1000 Session Three

**Attract, Retain & Repel: Re-engineering your Supply Chain Talent**

- Reducing costs while improving quality of new talent
- Cost effective background & qualification verification
- Technology trends in talent resourcing
- Insource or outsource – resource is critical

**Jeff Thompson** CEO

**Jobwire**

### 1045 Morning refreshments & networking break

### 1115 Session Four – Keynote Case Study

**Adopting a leading edge robotic materials handling solution to meet operational requirements and financial thresholds**

A case study exploring how Fonterra, the world's largest Dairy exporter, took an automation challenge and developed a solution which not only overcame traditional automation economics but lead to a new venture opportunity.

**Nigel Jones** General Manager Strategy

**Fonterra**

### 1200 Session Five – Case Study

**Re-engineering your business structure for higher efficiency at minimised cost**

- Re-examining your current business structure and identifying the areas for improvement
- Assessing and eliminating your supply chain bottlenecks
- Applying lean thinking for your supply chain
- Examining the trade-off between reliability and efficiency
- Adopting innovative cost saving strategies

**Angela Tatlis** Former Director, Regional Supply Services

Former Director, Global Supply Best Practice and Performance

**Fosters Group Limited**

Former Associate Director, Applications Solutions Asia Pacific

**Bristol Myers Squibb**

### 1245 Luncheon

### 1345 Session Six – Case Study

**Applying Lean Six Sigma methodologies to empower your supply chain management (SCM)**

- Achieving the success of an agile supply chain
- Retaining customer satisfaction through quality improvement
- Maintaining your competitiveness in the Global Supply Chain (GSC) context
- Harvesting the benefits of using Six Sigma in SCM

**Gabrielle Marr** Quality Change Lead

**BOC Limited**

### 1430 Session Seven – Case Study

**Employing risk management approach to create supply chain excellence**

- Facing the new supply chain challenges in global economy
- Examining how some cost saving strategies can make your supply chain more vulnerable
- Identifying and controlling the risks in your inventory management
- Preventing or mitigating the potential disruptions to your supply chain
- Increasing your supply chain safety and security

**Troy Webb** Site Director Global Manufacturing and Supply Chain, Boronia  
**GlaxoSmithKline (GSK)**

### 1515 Afternoon refreshments & networking break

### 1545 Session Eight – Expert Insight & Case Studies

**Part I – Identifying the potential risks in supply chain and minimising the unexpected costs**

- Recognising the supply chain risks you face and taking appropriate action
- Identifying the true cause of risks
- Examining the common misunderstanding on controlling supply chain risk
- Assessing the impact of a serious supply chain disruption
- Mitigating or developing contingency plans to address the risk
- Exploring tools that you can use to identify and prioritise the risks your supply chains face

**Part II – Exploring the risks and impacts that failures in Supply Chain Relationships can lead to**

Good relationships between the various channel partners are critical to the success of any supply chain. The potential for harm if this area of a firm's business fails is significant. External drivers make up over 30% of root causes according to Hendricks and Singhal in their study of supply chain failures and disruptions in over 800 public companies in the US.

- Examining the reinforcing behaviours that cause downwards spirals in previously healthy relationships
- Exploring an assessment model and examining real life case studies on what can be gained by implementing this methodology

**Andrew Downard** Former Director Business Development & Strategic Sourcing

**Honeywell (Friction Materials Pacific)**

Former Supply Chain Director Asia Pacific

**AlliedSignal**

Former OE Purchasing Manager

**Nissan Australia**

*During his 35 years in the Supply Chain arena Andrew has spent time in the Military, Automotive Industry and Distribution/Logistics businesses. In more recent years as Managing Director of AD Supply Chain Group, Andrew has spent time working with clients to make improvements in their Supply Chain operations. In particular he has specialised in helping businesses with their Supply Chain Strategy, Lean Implementation, Network Design and Sales & Operations Planning activities.*

### 1700 Closing remarks from Chair and end of day one

#### Who must attend

**C-level executives (CEOs, CFOs, CIOs, CSOs and CROs), Presidents, Senior Vice Presidents, Vice Presidents, Directors, Assistant Directors, General Managers, Senior Managers, Managers, Heads of Departments, Supervisors, and Executives from the following job areas:**

- |                                |   |
|--------------------------------|---|
| • Supply Chain or Distribution | • Warehousing / Inventory               |
| • Purchasing / Procurement     | • Logistics                             |
| • Quality Control              | • Operations                            |
| • Environment / Sustainability | • Finance                               |
| • Contract Management          | • Corporate Social Responsibility (CSR) |
| • Sales                        | • Supplier Relationship                 |
| • Customer Service             | • Project Management                    |
| • Packaging                    | • Security                              |
| • IT Management                | • RFID                                  |

#### From the following industries:

- |                                |                        |
|--------------------------------|------------------------|
| • FMCG                         | • Pharmaceuticals      |
| • Cosmetics                    | • Manufacturing        |
| • Mining and Resources         | • Ports and Maritime   |
| • Telecommunications           | • Defence              |
| • Government                   | • Wholesale and retail |
| • Transport and Logistics      | • Energy and Utilities |
| • Chemicals and Petrochemicals | • Airlines             |

## Tuesday 26th October 2010

### 0830 Registration and coffee

### 0850 Opening address from the chair Jeff Thompson CEO Jobwire

#### Best TLS Management Practices

### 0900 Session One – Expert Advice

#### Developing your supply chain strategies to meet the increasing competition

- Identifying the diversity within your organisation's supply chain
- Implementing a multiple supply chain strategy
- Strengthening people and knowledge management for efficient supply chains
- Developing the "Supply Chain Culture: within your organisation

**Dr. Pieter Nagel** Senior Strategy Advisor - Logistics and Supply Chain Management

**Victoria University**  
Former Director

#### Institute for Logistics and Supply Chain Management (ILSCM)

*Dr Nagel has spent his whole working career of more than 30 years in Logistics. He has achieved a dynamic balance between corporate, consulting and academic positions and has always endeavoured to advance the logistics profession.*

### 0945 Session Two – Case Study

#### Enhancing your procurement process through strategic sourcing

- Examining the global sourcing strategies: key challenges
- Ensuring reliable supplies
- Establishing and nurturing strategic partnerships
- Adopting best Supplier Relationship Management (SRM) practices
- Collaborating with supply chain partners

**Ben Ludik** Manager - IS Commercial & Sourcing  
**Gold Fields**

### 1030 Morning refreshments & networking break

### 1100 Session Three – Case Study

#### Taking advantage of Procurement Outsourcing (PO) for your business

- Perceiving the increasing trend of PO
- Source-to-pay (S2P) vs. procure-to-pay (P2P)
- Choosing the right PO provider
- Strategically allocating your resources and adopting the most suitable PO plans
- Understanding and minimising the key risks underlying procurement outsourcing

**Kon Panagakos** Manager - IS Commercial & Sourcing  
**BlueScope Steel**

### 1145 Session Four – Expert Insight

#### Achieving supply chain optimisation by reliable demand planning and forecasting Supply chain optimisation means using processes and tools to ensure that your supply chain is working to optimal capacity

- Overcoming the difficulties in balancing demand from customers with existing supply constraints
- Identifying the best solution for your organisation's unique requirements
- Finding the best solution to your planning problems
- Ensuring your supply chain is agile and responsive to a changing market

**Christer Sundstrom** Senior Business Consultant  
**ComActivity**

### 1230 Luncheon

### 1330 Session Five – Keynote Presentation

#### Go-Live of the Military Integrated Logistics Information System (MILIS) 2010: Integrated Logistics for the Warfighter

DMO is Australia's largest project management organisation and recently went live with one of its biggest and most demanding logistics projects. This session will examine how Defence achieved success by reducing business and technical risk through intensive stakeholder engagement, complex technical integration, business and continuity planning, and command and control throughout the critical launch period.

- MILIS successfully launched in July 2010 and is now supporting more than 9000 users across 160 Defence logistics sites in Australia and overseas.
- MILIS provides improved visibility and control over approximately \$6 billion worth of Defence assets and inventory, delivering greater financial accountability while improving the integrity of the supply chain.

**Peter Lambert** Head Human Resources & Corporate Services  
**Defence Materiel Organisation (DMO)**  
**Department of Defence**

### 1415 Session Six – Case Study

#### Next generation supply chain and logistics methods within the automotive industry (Build to Print model)

- Definition of Build to Print
- Why the change
- Automotive sales history and forecast
- Critical areas for success

**Theo Mitas** Global Supply Chain & Logistics Manager  
**Futuris Automotive**

### 1500 Afternoon refreshments and networking break

### 1530 Session Seven – Workshop

#### Part I – Improving demand plan accuracy & optimising inventories

- Learn how to segment inventory and assign appropriate management techniques
- Discuss forecasting techniques and strategies for different inventory types and planning horizons, such as budgeting vs replenishment
- Understand the fundamental levers for optimising service levels, inventory costs and inventory levels
- Learn how to calculate inventory related costs, optimal replenishment cycles and statistical safety stocks
- Ensuring effective and efficient communications between your supply and operations personnel to ensure that the correct decisions are made
- Review related key performance indicators (KPIs) and conduct opportunities assessment for your business

#### Part II – Gaining practical insights into supply chain modelling and simulation

- Exploring the critical role of simulation in making informed supply chain management decisions
- Understanding how to build a supply chain model and conduct a modelling project
- Examining effective modelling tools and their capabilities
- Benchmarking against the most advanced supply chain models

**Carter McNabb** Partner  
**GRA**

*For the last 20 years, Carter has helped organisations in Australia, Asia and North America deliver rapid and sustained inventory reductions, service level improvements and supply chain cost reductions through the practical application of advanced forecasting, inventory and supply chain optimisation processes, techniques and systems. He has worked within Retail, Distribution, Manufacturing and Service / Repair organisations in industries ranging from Fast Moving Consumer Goods (FMCG) to Healthcare to Defence at both the strategic and operational levels, and his focus areas include:*

- Demand Management
- Sourcing & Procurement
- Production
- Warehousing & Distribution
- Inventory
- Transportation
- Strategy, Planning & Execution

*In addition to his extensive industry experience, Carter also authors and delivers Masters courses entitled "Managing Supply Chain Inventory" and "Supply Chain Network Optimisation" within Monash University's Logistics & Supply Chain Management Post Graduate Program. With a series of published articles and white papers, press quotes and frequent speaking engagements, Carter is a well recognised expert in the field. Importantly, he brings a healthy blend of theory and practical, proven experience to the subject of demand, inventory and supply chain optimisation.*

### 1700 Closing remarks from Chair and end of conference

#### Why you must attend

To prosper, or to fail? That is the question. In an increasingly competitive and globalised business world, supply chain is playing a critical role in the success of today's organisations. The efficient functioning of your entire supply chain can ensure the total quality of your products and services; minimise the risks and costs of unexpected disruptions, hence fortifying your position in the market. This timely event is specially designed to help delegates overcome the rising challenges in the current supply chain sector, boost operational efficiency, reduce cost and increase competitiveness.

**marcus evans** would like to thank everyone who has helped with the research and organisation of this event, particularly the speakers and their staff for their support and commitment.