

Event Announcement



Focus Day

Digital Transformation in Service Logistics

Organized by ISLA

Hosted by

March 19th, 2019

Paris Airport

Charles de Gaulle

AIRFRANCE 
INDUSTRIES


KLM
Engineering &
Maintenance



Featuring speakers from

BARKAWI
Management Consultants
a genpact company

 **Manitowoc**

SIEMENS

and a few more companies confirming soon

Reasons to attend

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 end-to-end digitization

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 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

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|---------------|--|--|
| 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 – 12:00 | Morning session with presentations on initiatives and projects in Service Logistics. The list of speakers includes Rodolphe Parisot , Chief Digital Officer at AFI KLM E&M, Oliver Bendig , Managing Partner at Barkawi Management Consultants, and Jérôme Chanel , Vice President Service Tower Cranes at Manitowoc | |
| 12:00 – 13:00 | Lunch | |
| 13:00 – 14:30 | Work Shop Tour Commercial aircraft maintenance, repair and overhaul — Operations at a world-leading multi-product MRO | |
| 14:30 – 16:00 | Afternoon session with presentations by Torsten Wehrkamp , Vice President Spare Part Services at Siemens Mobility, and one additional industry speaker (still to be announced) // Coffee break in between | |
| 16:00 – 16:30 | Wrap-up and closing discussion involving all participants | |

An updated program will be published in early January

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-pôle, building Altai). 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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isla@servicelogistics.info

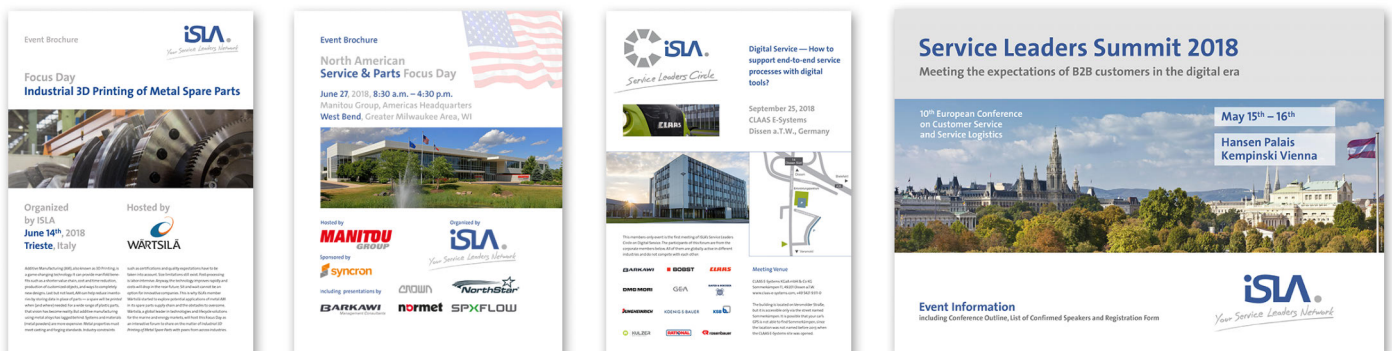
Executive Board: Stephan März (Chairman), Oliver Bendig, Joe DiPietro, Henry van der Schoot, and Magne Svendsen

Selection of ISLA members



Events

In addition to several Focus Days in Europe and the United States, ISLA arranges multiple Service Leaders Circles (members-only) every year. Our main conference is the annual Service Leaders Summit where 100+ service managers from across industries come together to discuss latest trends in customer service and service logistics for two days. Since we started our event activities, participants from over 400 companies attended at least one, but often several ISLA events. More than 320 Directors, Vice Presidents and Board Members from leading companies gave their presentations. Exciting meetings and conferences are in the pipeline for 2019.



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 cancelations received up to 10 days prior to the event are free of charge. Cancelations 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 program

On March 18, 2019 all event participants are invited to dinner at a local restaurant near CDG (location tbd). 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 _____