

# CONFERENCE PROGRAMME - SAPICS 2010

NB – Speakers, topics and times may be subject to change

## SUNDAY 25<sup>th</sup> July 2010

### WORKSHOPS

10:00	Registration opens for workshop attendees – NB: Access to hotel rooms is from 14:00				
	<b>The 10 workshops outlined below will all take place at the same time i.e. it is only possible to participate in <u>one workshop</u> on the Sunday afternoon. The workshop will run for 3 hours and tea and coffee will be served at a time which suits the facilitator. Pre-reservation is essential</b>				
13:30 – 16:30	<p><b><u>Workshop 1</u></b>  <b>K'Nexting with your Customer without missing a beat</b>  <b>Sandra Miller, President, X-Stream Leadership Group, USA</b>                      A fun presentation where K'Nex toys are used to stress the importance of listening to the customer to determine how to tell "wants", from "nice to haves", from true requirements. Each round of play will each be treated as a project, with a cost for each part used, a time schedule to meet, unknown or unclear customer needs and a price the customer is willing to pay. After a practice round, the first "project" will start. Next comes a discussion on tools such as Kano Analysis, Quality Functional Deployment, and Stakeholder Analysis, then, participants will compete in a second project.</p>	<p><b><u>Workshop 2</u></b>  <b>Making it Visual : Leadership for Sustainability</b>  <b>Lorna Reid, Advisor, House of Performance, South Africa</b>                      I have a good plan, but how do I actually make it become a reality in my team? Join us for an exciting and interactive session discussing Lean leadership theories and tools, how to manage change within a team and how to ensure sustainable improvements by making objectives and performance visual.</p>	<p><b><u>Workshop 3</u></b>  <b>Skills in the Supply Chain Industry – where do we stand?</b>  <b>Greta McNiven, Managing Director, BizPro, South Africa</b>                      The Supply Chain profession continues to be plagued by issues relating to skills in our workforce. What initiatives can be taken to address this on-going problem and what strategies should we be defining for long-term sustainability? This interactive workshop will give participants a view on the current statistics relating to skills in our workforce and the education system in our country. We will review the policies and strategies adopted by government to cope with the skills crisis and gain an understanding on the legislation relating to these policies. A new approach to addressing these issues will be presented and discussed in this workshop and participants are invited to share their experiences relating to this topic. Don't miss the opportunity to share ideas and thoughts with other companies facing the same problems as you and find a possible solution to some of these issues.</p>	<p><b><u>Workshop 4</u></b>  <b>Supply Chain Network "what-if?" scenarios made easy</b>  <b>Anneri Robinson, Senior Supply Chain Analyst, Volition Consulting Services, South Africa</b>                      The workshop is aimed at analysts wanting to see and learn how a tool can be used to assist in understanding supply chain network dynamics and inter-relationship dependence. Attending the workshop will illustrate how to approach finding alternatives regarding the supply chain strategy and network configuration in a practical way including the use of an enabling tool. The user will be able to play around with a demo model in order to get a feel for what can be done with the tool to investigate the opportunities.</p>	<p><b><u>Workshop 5</u></b>  <b>Demand Supply Analytics</b>  <b>Kien Leong, Partner, Kinetica, China and Tony Rice, Partner, Kinetica, South Africa</b>                      This workshop uses demand analytics to measure the impact of stocking policies on service level and working capital. This workshop will present an effective method of capturing the intelligence embedded in an order history and applying it to enrich the forecast. The result will be simulation of demand in order to measure likely material availability and due-date performance. Participants will each run a series of simulations and measure the impact of variability and uncertainty. For full participation bring your own laptop loaded with Excel (2003 or above) or share with a group.</p>
	<p><b><u>Workshop 6</u></b>  <b>Improving Supply Chain Visibility and Performance through Data Visualisation</b>  <b>Rynier Keet, Managing Director South Africa and Jacques Whittle, Managing Director- Eastern Cape, Corporate Renaissance Group, South Africa</b>                      The introduction will focus on the top 5 supply chain challenges as identified in an IBM study published in 2009 – <i>The Smart Supply Chain of the Future</i>. This will be substantiated by an IDC Manufacturing Insights Report that covers the 10 supply chain predictions</p>	<p><b><u>Workshop 7</u></b>  <b>Lean Thinking for the Knowledge Worker</b>  <b>Deon Greyling, Managing Director, BTS, South Africa</b>                      How does global leader Toyota successfully apply its legendary Toyota Production System to the professional side of the organization? Here is your chance to find out.... Experience the Lean Thinking Simulation...Today many organizations are faced with razor-thin margins. As a result, Leaders are constantly seeking techniques that drive out non-value activities. Toyota Motors had the same need, and</p>	<p><b><u>Workshop 8</u></b>  <b>How to Use and Leverage SCOR Tools?</b>  <b>Joe Francis, CEO, Supply Chain Council, USA and Alyda le Hane, Director, Supply Chain Council and Senior Consultant Supply Chain Design and Innovation, UTi, South Africa</b>                      SCOR tools help to define and articulate the uniqueness of an organisation's supply chains. How can one use these tools effectively to develop a common vision for all supply chain stakeholders?</p>	<p><b><u>Workshop 9</u></b>  <b>Driving Supply Chain Innovation through Job Mapping</b>  <b>Rishab Rao, Management Consultant, BMGI, USA</b>                      There is much discussion in the press about the innovation crisis - how Lean Six Sigma is smothering the innovation culture. In a nutshell, the controversy is whether relentless emphasis on efficiency is destroying the creativity and imagination needed for identifying and executing new growth opportunities. In this session, we will discuss the apparent controversy</p>	<p><b><u>Workshop 10</u></b>  <b>supplychainforesight 2010: Growth in Adversity – Resilience and Recovery through Innovation</b>  <b>Johan Dekker, Divisional Director: Consulting &amp; Software, Barloworld Logistics Africa (Pty) Ltd</b>  <b>Supplychainforesight</b>, the most authoritative benchmark study of South Africa's supply chain and logistics strategies and challenges, has launched its seventh edition. Entitled '<i>Growth in Adversity: Resilience and Recovery Through Innovation</i>', the study measures the attitudes of senior</p>

	<p>for 2010 – Worldwide Manufacturing 2010 Top 10 Predictions, published in December 2009. Using the results of these two studies, the focus will be on SC visibility and how that can impact on the improvement of efficiency; reduction in risk; improvement in asset utilization; flexibility – rapid response to markets; globalization; and an overall improvement in communication. With this as input, data visualization, as an approach to rapid interpretation of supply chain information will be presented.</p>	<p>believed applying its legendary Toyota Production System to the professional side of the organization would drive out significant cost. The University of Toyota partnered with BTS to create an exciting and experiential approach for implementing this process. Toyota knew that the factory floor and office were different environments. Educating knowledge workers had to be more than just transferring the lean process. Learn how Toyota successfully transferred its lean manufacturing process to the professional side of the organization in this exciting simulation experience!</p>		<p>surrounding discipline and imagination, and learn how to simultaneously manage the yin and yang nature of efficiency and creativity to meet the challenges of tomorrow.</p> <p>Key Learning Outcomes:</p> <ul style="list-style-type: none"> <li>• Discovering a process based approach to innovation</li> <li>• Executing innovation projects for organic growth</li> <li>• Developing an ambidextrous culture for efficiency and creativity</li> <li>• Leveraging innovation approaches for next generation Lean Sigma</li> </ul>	<p>executives at hundreds of SA's top companies towards supply chain and logistics issues. Johan Dekker will present the findings of the <b>supplychainforesight</b> 2010 survey which will then be followed with an interactive discussion and workshop covering some of the hot topics, including:</p> <ul style="list-style-type: none"> <li>▪ How are supply chains being used to help companies recover from recession?</li> <li>▪ How have companies responded to the recession?</li> <li>▪ What is the strategic outlook for supply chains in different industries?</li> <li>▪ What is the behind-the-scenes attitude towards the country's infrastructure challenges?</li> <li>▪ Does SA have a sustainable, green business future?</li> </ul>
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<p><b>16:45 – 17:45</b></p>	<p><b>Pilanesberg B - Introduction session</b>  <b>What is Global Supply Chain Management, Really?</b>  <b>Ken Titmuss, CPIM, CFPIM, CSCP, Kent Outsourcing, South Africa</b></p> <p>The term supply chain management has only been in our vocabulary, and in the APICS body-of-knowledge, for about the last 12 – 15 years. Supply Chain Management is no quick fix to your companies 'ills' as we will see, it is a lot of hard, worthwhile, work by the whole company, not a few individuals. Whether we like it or not most of us are part of a global supply chain network and we need to learn the new rules if we want to successfully play the game. We must stop regarding our company in isolation, but as part of a supply chain that will only be successful if the end product, to which we contribute, is actually sold to a consumer. We see that there is a trend developing that integrated supply chains will compete with supply chains as opposed to the old thinking that companies compete against individual companies. <b>Ken's presentation will take place on Sunday afternoon after the workshops and will feature as an introduction session to all those wishing to consolidate their basic understanding before the start of an intensive 2 days. Ken will also share some tips on how to get the best out of the SAPICS Conference.</b></p>			
<p><b>18:00 – 20:00</b></p>	<p><b>Exhibition Opens: Cocktail Reception in Exhibition area (Superbowl). A light evening meal will be served. This is a perfect opportunity to meet the varied and interesting exhibitors and to begin networking with peers.</b></p>			

**MONDAY 26<sup>th</sup> July 2010**

**ROYAL BALLROOM NORTH**

<p>08:10 – 08:30</p>	<p><b>Introduction and Welcome</b> from the SAPICS President and from Deon Greyling, Managing Director, BTS South Africa, Principal Sponsor of the event.</p>			
<p>08:30 – 09:30</p>	<p><b>Public Sector/Private Sector – it makes no difference when you are a professional. This is our time and our opportunity to make a difference.</b>  <b>David Smith OBE, Commercial Director, Department for Work and Pensions, UK</b></p> <p>David is the Commercial Director for the Department for Work and Pensions (the biggest Central Government Department) and is accountable for its overall procurement spend of some £4 billion per year. He has specialised in procurement and commercial Matters in the Public Sector for over 20 years. Before moving to DWP, he was Head of Procurement for the Inland Revenue and has previously held senior commercial posts in the Home Office and HM Treasury's Central Unit on Procurement (now OGC). David is a well known and respected national and international speaker on commercial strategy, delivery, e-commerce, and contestability and has acted as Commercial Adviser to the E-Envoy on the 'Government Gateway', to the European Institute for Public Affairs (EIPA) and the Royal Institute for Public Affairs (RIPA). David has a close working association with the Office for Government Commerce (OGC). He is a member of the Government Procurement Service Council, the Strategic Stakeholder Forum, HM Treasury's Major Projects Review Group and many other inter-departmental committees. He is also a past member of the CIPS Board of Management and the CIPS Council. David was presented with the coveted 'Government Opportunities Lifetime Achievement Award for Public Procurement Excellence' in June 2006. David's précis will be published shortly.</p>			
<p>09:30 – 10:30</p>	<p align="center"><b>BALLROOM NORTH</b></p> <p><b>Superior Supply Chain Performance on a Budget – Reality or Myth?</b>  <b>Douglas Kent, President eKNOWtion &amp; Chairman of Supply Chain Council European Leadership Team, Europe</b></p> <p>Enterprise-wide operations excellence demands the appropriate level of supply chain innovation to build sustainability, ensure business continuity and de-risk our supply chain. But it doesn't have to cost a fortune! It does require however keen focus &amp; dedication and a robust view on ROI and Cost-to-Serve. Together we will examine the leading-edge solutions with the best potential for keeping the necessary</p>	<p align="center"><b>PILANESBERG A – Supply Chain Council Track</b></p> <p><b>The importance of Supply Chain management in Achieving Global Business Vision</b>  <b>Dave Malenfant, Chair, Supply Chain Council Board of Directors and Vice President, Global Supply Chain, Alcon Laboratories, USA</b></p> <p>Using real-life example initiatives and strategies, you will learn techniques to align your supply chain organisation with your overall company goals and objectives so you can achieve superior results.</p>	<p>Advanced SCOR<sup>®</sup></p>	

	balance of ecologic, economic, and service resiliency. Douglas will share practical insights on the innovation you can do today within the people, process and technology aspects of your business that require minimal investment and yet are proven to deliver outstanding results! This session delivers actionable output – not theory! Douglas was presented with the Terry Smee Trophy at the 2009 SAPICS Conference as deserved winner of the Best Speaker award. Douglas returns to the SAPICS Conference by popular demand.				
<b>10:30 – 11:00</b>	<b>Tea and Coffee in Exhibition Area (Superbowl)</b>				
	<b>ROYAL BALLROOM NORTH</b>	<b>ROYAL BALLROOM SOUTH</b>	<b>PILANESBERG B</b>	<b>PILANESBERG A Supply Chain Council Track</b>	<b>LYNX ROOM Special Interest presentation</b>
<b>11:00 – 11:50</b>	<b>Reducing Shortages and Surpluses in Retail with Theory of Constraints</b> <b>Alan Barnard, CEO, Goldratt Research Laboratories, South Africa</b> - The publishing industry globally, suffering from slow growth or in some cases, even declining sales, has over the past decade, been one of the hardest hits consumer goods industries, both due to recessionary pressures and the advent of online sales channels and e-books. In February 2008, the world's largest general-interest book publisher approached Goldratt Research Labs to find out if the application of Theory of Constraints (TOC) could help reduce both surpluses and maybe also shortages. This paper, presented by Dr Alan Barnard who led this research project in the USA, will share the process they followed to develop a simple yet powerful way to identify and quantify the extent, consequences and causes of surpluses and shortages within the book publishing supply chain and how TOC was used to develop and test a viable solution that is generic enough to be applied to any other consumer goods supply chain.	<b>Lean and Mean in the Value Stream</b> <b>Alan Booth, Operations Director, Thermopac, South Africa</b> One of the biggest challenges facing our operation was the ability to plan production and priorities according to product demand and capacity constraints. Applying value stream mapping principals, including the Glenday Sieve methodologies around green streaming, have added substantial value. The implementation of a fully integrated production planning system was fundamentally important to support the process. Changing the way that people think and applying new methodologies is key to ensure that the change is successful and sustainable.	<b>A case Study in Bottom up S&amp;OP implementations focusing on People, Organisation &amp; Systems</b> <b>Martin Mvulane, Supply Chain Director, Strategic Projects, Unilever South Africa</b> Approximately 19 months ago, Unilever South Africa embarked on a customer service excellence turnaround programme to enable the business' growth agenda following the merger of Unilever Foods, Unilever Home and Personal Care and Unilever Ola South Africa. The programme's primary objective was to deliver superior customer service at lowest imaginable costs. One of the key root causes to the business' problems with customer service was poor Sales & Operations Planning. This paper aims to share the lessons learnt in the reimplementation of S&OP at Unilever South Africa.	<b>Using the Supply-Chain-Operations Reference Model for Convergence</b> <b>Dan Swartwood, Qualified SCOR Instructor and Director of Process and Supply Chain Design Satellite Logistics Group</b> The SCOR model is a very powerful tool for creating supply chain visibility to identify the opportunities for improvement that yield the greatest system effect for the relative investment. Using the SCOR model for convergence	<b>Overhauling Auto Spares Parts Warehouse Operations</b> <b>A case study</b> <b>Sitaram Geddam, Founder, Chairman and CTO, 7Hills Business Solutions, India</b> Maruti Suzuki, subsidiary of Suzuki Motors Japan is India's largest passenger car company. Maruti Suzuki operates a large, centralized warehouse for spare parts distribution. Key challenges were faced including long order fulfillment time, erroneous dispatches, low inventory accuracy and manual processes. This case study will take you through the improvements made which resulted in a 700 – 800% improvement in order fulfillment time, an almost complete elimination of erroneous dispatches and accurate, real time inventory visibility.
<b>12:00 – 12:50</b>	<b>High Performance in a volatile World : Seven Imperatives for Achieving Dynamic Supply Chains</b> <b>Kamendran Govender, Senior Manager – Supply Chain Management, Accenture, South Africa</b> Companies which excel in the identified seven areas will be better positioned to develop, source,	<b>Lean Implementation – a case study</b> <b>Joost Preyde, House of Performance, Netherlands</b> By combining the experience of senior management with the advisor, the audience is exposed to a holistic case study of Lean Implementation. What happened, how it was done, what went wrong, what was achieved and what the next steps were. Look in-depth into the roles of each level within the company, including those of the advisor and/or	<b>A rhythm-based approach to demand supply integration</b> <b>Kien Leong, Managing Partner, JCIT Asia Pacific, China</b> A rhythm expresses the variation and accentuation of a series of sounds or other events. This way of thinking is highly useful when faced with the task of integrating demand and supply in the operations planning process. Demand, supply and production can all be reduced to elements of time and the	<b>How to realise a demand driven supply chain network</b> <b>Ryan Muller, Business Development Manager, Barloworld Supply Chain Software, South Africa</b> In this presentation we will cover how to translate strategic planning into tactical planning and ultimately into operational execution. We will explore how to identify business drivers and	<b>Reverse Logistics in Action</b> <b>Craig Plowden, Managing Director, Reverse Logistics, South Africa</b> Reverse Logistics is a term given to product, which moves backwards through a supply chain. The concept of reverse logistics is relatively new in the South African retail industry when comparing the subject to their overseas counterparts. A retail group in South Africa is in the process of

	<p>manufacture and distribute superior products at lower relative costs; increase revenue, profit and shareholder value faster than competitors; and more effectively anticipate customer needs and meet them profitably.</p>	<p>change agent. Through interaction and real/live examples, the participants will be challenged to continually question the What and How of implementation.</p>	<p>future can be modeled as a rhythm. Using rhythms as a way of modeling demand is a simple, intuitive way to model future expectations based on different scenarios. This is a way we can characterize demand and have production and supply moving to the right beat.</p>	<p>then design a supply chain solution to improve S&amp;OP processes. We will show how to link SCOR metrics and KPI's within a multi-echelon environment in order to drive the right behaviours. The influence of revenue management will also be demonstrated as a planning enabler.</p>	<p>implementing and rolling out a reverse logistics model that has not been used at the company before and is very different to the model the company had in place before this. The retail group expects to derive huge benefits from the implementation of the reverse logistics model. These benefits are expected to arise from improved customer services and better insight to the movement of repair product through the reverse logistics cycle. As its primary objective, this research study tries to understand the reasons behind the implementation of this particular reverse logistics model as well as what benefits the company expects to derive from the model. Furthermore, the researcher tries to understand the cost elements surrounding the implementation and whether these costs are immediately measureable.</p>
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**12:50 – 14:00** **Lunch in Exhibition Area (Superbowl)**

<p>14:00 – 14:50</p>	<p><b>China in the Supply Chain : Strategy Planning and Implementation of Procurement Programmes in the World's Leading Low Cost Manufacturing economy – a case study</b> <b>Kobus van der Wath, CEO, Bateman Beijing Axis, China</b> China's growing role and influence in the global export market makes it an inescapable factor in supply chains all over the world. As Low Cost Country (LCC) Sourcing becomes the focus of supply chain managers seeking to minimise costs, made-in-China products are aggressively replacing manufactured goods from developed countries and even from other LCCs. In fact, China finally surpassed Germany as the world's largest exporter in 2009 after trailing behind it, the US and Japan in the recent past. In 2010 and beyond, China is only expected to improve its position in the global market as it upgrades its manufacturing export structure in favour of more technology-intensive products and aligns itself with</p>	<p>Intermediate Procurement</p>	<p><b>Green Supply Chains: cultivating a culture of best practice, sustainability and innovation</b> <b>Liesl de Wet, Senior Manager: Sustainability &amp; Adrian van Tonder, General Manager: Technical, Barloworld Logistics Africa, South Africa</b> The aim of the presentation is to highlight how best practice methodologies (lean, six sigma, innovative fleet management and design and driver training to name but a few) can positively contribute to a sustainable supply chain which will be able to address the present and future requirements of customers by taking the environmental considerations into account.</p>	<p><b>Deploying technology to drive efficiency through standardisation of business processes across a diverse, multi site and multi geography organisation</b> <b>Ken Osler, Sales Director, Red Prairie, South Africa</b> TFD is a lead logistics provider, primarily focused on the warehousing and distribution of finished goods, on behalf of approximately 60 Principles, into the formal retail sector in South Africa. In 2001 TFD embarked on a strategy to drive standardization of business processes within their then diverse and non standard operations which were spread around the country. The business identified core technology as the critical mechanism to drive disciplined process standardization across the business. The warehouse management system implemented had to accommodate the Principle's specific requirements (all 65 suppliers of product to retail stores) while operating within standard warehousing process across its business. The further challenges of regional operating dynamics had to be accommodated. The initial implementation</p>	<p>Intermediate Planning</p>	<p><b>SCOR Integration within your company</b> <b>Joe Francis, CEO, Supply Chain Council, USA</b> Following on to basic SCOR project application, this session reviews the approaches to standardising and simplifying supply chain management in an enterprise. Based upon a Centre of Excellence organisational model, the various parts of the integration process are highlighted as a model of how to get the most value from SCOR</p> <ul style="list-style-type: none"> <li>• Developing broad sponsorship</li> <li>• Understanding the “operating model” of enterprise supply chain management with SCOR</li> <li>• Training and Education</li> <li>• Launching and growing SCOR Enterprise Centre of Excellence</li> <li>• Ongoing Management of SCOR in the Enterprise</li> </ul> <p>Questions of integration with other Quality methods – Lean, Six-Sigma are covered along with examples from companies as drivers as Hewlett Packard, SASOL and Siemens.</p>	<p>Intermediate SCOR®</p>	<p><b>The Modern Port and Global Supply Chain Optimisation</b> <b>Obiora Madu, CEO, Multimix Academy, Nigeria</b> Ports today face two competitive challenges – the large increase in volumes and the need for greater efficiency. This presentation will identify catalysts for optimum future development of port infrastructure as well as the implication on export competitiveness, port commerce, inter-port co-operation and competition. It will also provide a framework for improving integrated logistics network as a tool for utilizing the full capabilities of modern ports, provide some insights on the cost of poor logistics to country competitiveness and the sources of those higher costs. Beyond cost and time taken to deliver goods, the predictability and reliability of supply chains.</p>	<p>Intermediate Distribution/Operations</p>
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	internationally-accepted quality standards. While there are clear advantages to adding China into the supply chain, its inherent complexity needs to be carefully considered and addressed in order to mitigate risk and maximise gain. In this session we will examine the strategy and planning of procurement in China; implementation and operations issues; and practical issues and cases.		covered 5 major warehousing operations based in the principal South African cities. Learn how, 8 years later, TFD has succeeded in achieving its strategic objectives set out in 2001.							
15:00 – 15:50	<b>Minimizing Risk through Strategic Sourcing</b> <b>Lori Sisk, Principal Consultant, Hewlett Packard, USA</b> By attending this session, the participants will understand how to minimize risk through strategic sourcing. Attendees will learn the various risks that are at stake and how to take proactive actions which will minimize the impact to the organization. Another benefit of this session is learning the elements of the total delivered cost and how to encompass those into the strategic sourcing decision. Each step of the strategic sourcing process will be reviewed with the intent of taking risk out of the supply chain.	Intermediate Procurement	<b>Greening Transportation in the Supply Chain</b> <b>Abrie de Swardt, Marketing Director, IMPERIAL Logistics, South Africa</b> Until very recently, freight transportation was a negligible consideration in company strategy with regard to environmental responsibility. However, current business practices such as international sourcing and quick turnaround times challenge this by extending transportation distances and minimizing lead times in the supply chain. Standard modes of transportation consume fossil fuels, generate noise and emit toxic compounds. The presentation's objective is to provide attendees the opportunity to gain practical insights into what best-in-class companies are doing to reduce carbon emissions and reduce costs at the same time thereby significantly optimizing their supply chains.	Intermediate SC Strategy	<b>Reviewing and Revitalising the Supply Chain</b> <b>Chris Cook, Supply Chain Development Manager, Africa, Damco, South Africa</b> The global recession of the last 18 months has driven organisations to aggressively seek out efficiencies with intense pressure on working capital and an urgent need to review capital investment and use of existing assets. This has been implemented up and down the supply chain focusing on the renegotiation of commercial agreements with suppliers. These cost savings need to be achieved whilst maintaining acceptable levels of service. Ordering processes are often overlooked and, if not carefully managed, can impact service levels. Significant impacts are also possible on working capital, warehouse space and the agility of an organisation's supply chain. Our discussion will concentrate on a number of critical inhibitors of efficient inventory management which will be illustrated by some case studies from actual scenarios.	Advanced Planning	<b>Supply Chain in Developing countries : India and South Africa</b> <b>Dinesh Kumar, Manager, Deloitte, South Africa</b> This paper discusses the findings of the doctoral research with Wits Business School focusing on supply chain setups and typologies, operational (SCOR) attributes, financial indicators and governance principles. The country specific findings related to policies, cultural, operational, financial, technology, risk, organisation and environment are presented. The comparative findings are analysed and the uniqueness are also discussed.	Intermediate SCOR®	<b>Getting Rid of your Clutter</b> <b>Mark Hunter, Commodity Manager, Disposals, Eskom, South Africa</b> The presentation will teach the attendees the importance of identifying all surpluses, redundant, obsolete and scrap items and disposing them in the most cost effective manner. It will enhance their skills on "cradle to grave" disposal strategies taking into consideration Governance and Compliance as well as social responsibilities in the process. The presentation will focus on the core benefits of improving cash flows, return on investments, environment costs, taxation, insurance and depreciation cost minimization. It will also address the buyer/contractor market and risk associated with each disposal decision.	Intermediate SC Strategy
15:50 – 16:20	<b>Tea and Coffee in Exhibition Area (Superbowl)</b>									
16:20 – 17:20	<b>Supply Chain Strategy in the Boardroom - The Reality</b> <b>Alan Waller OBE, Vice-President for Supply Chain Innovation, Solving International, UK</b> The impact of Supply Chain on company performance is increasingly important, not only in terms of cost, but in terms of adding value, and this is shown to be especially true in recessionary times, where Supply Chain thinking is leading the way for many businesses to positively manage business pressures and the cash-to-cash cycle. Research has shown that poor management of the supply chain can significantly impact on the shareholder value of an organisation, and that for business success, supply chain strategy should therefore be coming under far greater scrutiny in the boardroom and needs to be better understood. For these reasons Cranfield School of Management, with the support of Solving Efeso, undertook through 2009/2010 specific research on Supply Chain Strategy in the Board Room, aimed at understanding the reality of what is involved in developing and implementing Supply Chain Strategy in the world's leading businesses : What in practice does it mean? What drives it? How is it developed and implemented? Who is involved? How successful are the outcomes? What are the enablers and obstacles to success? The survey utilised the SCOR framework to capture supply chain responsibilities, and the survey roll-out included the SAPICS and Supply Chain Council member communities. This presentation provides the much anticipated feedback.									
					<b>Managing Inventories to a Changing Beat</b> <b>Douglas Howardell CPIM, Principal, Symbiotic Solutions, USA</b> During the recent world wide economic downturn many manufacturing and distribution companies discovered that a small drop in sales can result in a much larger drop in inventory turns. As supply chain professionals whose performance is often measured by inventory turns, we need to understand why this happens and what we can do to avoid it. This presentation defines a simple methodology for managing inventories in a changing economy. The technique uses data from your existing MRP or ERP system and identifies which inventory rules are out of date in your company. It uses demand-driven logic and provides the dollar focus necessary for prioritizing your specific inventory improvement opportunities. This methodology was developed by 35 purchasing and materials managers to make the planner/buyer job easier. It helps them reduce excess inventories and increase turns, while avoiding shortages and improving working capital.	Intermediate Planning				
17:20										

- 20:00	<b>Cocktail Reception</b> and light supper in the Exhibition Area
20:00 - 21:15	<b>Evening Entertainment</b>

**TUESDAY 27<sup>th</sup> July 2010**

	<b>ROYAL BALLROOM NORTH</b>	<b>ROYAL BALLROOM SOUTH</b>	<b>PILANESBERG B</b>	<b>PILANESBERG A Supply Chain Council Track</b>	<b>Lynx Room Special Interest presentation</b>
08:30 - 09:20	<b>Collaboration in the Supply Chain: a practical example</b> <b>Grant Marshbank, Operations Manager VSC Solutions, South Africa and Dineshan Moodley, Department Manager – Supply Chain Development, Automotive Industry Development Centre (AIDC) South Africa</b> Collaboration in the supply chain is a concept that is often spoken about yet there are comparatively few current examples within South African industry. An example exists within the automotive industry that involves 6 motor manufacturers and approximately 250 suppliers. The presentation will provide an in-depth look at this initiative. Knowledge of this initiative will enable attendees to identify opportunities to collaborate in their industry verticals and will thus enable them to reap the benefits of collaboration.	<b>Change Management: “National to International; Power Management to Project Management:”</b> <b>Lloyd Snowden, Oliver Wight EMEA</b> This presentation is a real example of a transformation project conducted in a National train building company. It will identify to the audience the initial Business Maturity found and associated Business Results, the Culture and Behavioral challenges and how they were being threatened by cheaper European imports – the National to International challenge. The presentation will explain how the organisation design was used to eliminate power management and release the talent of the broader team and through education how knowledge of best practice was applied and used to drive higher sustainable results.	<b>Inventory and the Economic Conditions</b> <b>Delme Thomas, Managing Director Aluminium, PG Group and Warren Brusse CSCP, Business Unit Manager, Volition Consulting Services</b> The presentation intends to illustrate a typical approach towards optimizing inventory within a facility as well as across the distribution network, taking critical inventory drivers into account.	<b>Using SCOR as a Foundation for Effective Modelling</b> <b>Ulrike Kussing, Supply Chain Strategist, UTi, South Africa</b> Organisations turn to supply chain modelling when they want to validate or re-design the structure of their supply chains. Often this modelling occurs in isolation and is based on preconceived ideas or a specific request from the organisation. This frequently leads to supply chain models that are removed from reality, are challenging to implement, or do not deliver the promised benefits and savings. The goal of this presentation is to illustrate how SCOR can be used as a foundation for supply chain modelling, thereby enabling focused, realistic and implementable supply chain models that deliver sustainable value.	<b>What is required to sustain the beat?</b> <b>Henk Harmse, Managing Director, Agile Solutions and Agility Consulting</b> Agility can be defined as an organisations ability to anticipate, adapt and react decisively to events in the operating environment through the relationships, internal and external, in the organisation and the wider community. In order to become more agile, organisations need to move away from the industrial way of business operation where command and control, divide and rule and focus on profits plays an important role to a participative business environment governed by agile leadership at the core and value adding to the stakeholders as the key driver.
09:30 - 10:20	<b>Embracing Web 2.0 Collaborative Technologies to streamline business processes across Supply Chain Management and ERP Businesses</b> <b>Emmanuel Obadia, Sr. Vice-President, Sage ERP X3 FRP</b> Web 2.0 is all about sharing, interoperability and collaboration using the world wide web to harness collective intelligence. Examples of Web 2.0 technologies include web based applications, social networks, wikis, blogs, mashups and Software as a Service (SaaS). We all know streamlining the supply chain delivers huge business benefits through cost savings and productivity enhancements but how will web 2.0 assist further?	<b>Increasing organisational effectiveness through putting the Customer at the heart of your business</b> <b>Uida Havinga, Supply Chain Development Manager and Johnie Tredoux, Head of Distribution &amp; Customer Operations, Cadbury South Africa</b> Poor Customer Service has two prominent, unhealthy effects: (1) it aggravates customers, and (2) it convolutes internal effectiveness. Early in 2008 Cadbury South Africa realized that an intervention was needed to improve the health of the business. Project Heartbeat was the proven, internal vehicle to align and connect the organisation behind this goal. Heartbeat dissected the business and focused efforts on improving the rigour of the S&OP process, getting the basics	<b>Advanced Planning systems from a User’s Perspective</b> <b>Ruth du Toit, Master Planner, Tiger Brands Ltd, Beverage Division and Hein Dill, Managing Director, ToolsGroup, South Africa</b> After careful consideration and a lengthy selection process Tiger Brands Beverages embarked on the implementation of an Advanced Planning System (APS) during 2008. This presentation focuses on the challenging journey of implementing an APS solution with specific focus on the post implementation benefits and considerations from a user perspective. What is really required for such an implementation, are the promised benefits realised and most importantly what makes such an implementation sustainable.	<b>Evolution of the first DCOR framework release</b> <b>John Nyere, Chair, DCOR Development Team and Special Assistant for Supply Chain Systems, Deputy Under Secretary of Defense for Business Transformation, US Department of Defense, USA</b> The updated Design-Chain Operations Reference-model (DCOR) includes fully developed metrics and best practices, not included in DCOR 1.0 and also aligns correctly with the SCOR model as a result of process design changes and implementation of the xCOR rule set.	

	Emmanuel Obadia, Sr. Vice President, Sage ERP X3 & FRP, from Sage, holds an Engineer degree in Telecommunications and has been involved in Information Technology for the past 23 years. He will cover how 3 <sup>rd</sup> generation ERPs, bound to be user-centric, will lower transaction cost and involve more stakeholders of the extended enterprise to critical business processes. Emmanuel will look at how we can leverage the social networking and web portal technologies such as Sage Enterprise Webtop leveraging Net Vibes personal dashboards to get closer to 3 <sup>rd</sup> generation ERPs via personalization. Imagine how this will impact the future of ERP?	rights through every day great execution, developing a strategic customer service framework and creating a winning, customer focused organisation. The result was astonishing: a 40% improvement in customer service within 18 months. The critical success factors of this remarkable achievement can be contributed to strong cross-functional engagement, clear top-level direction & support and a focused programme approach & leadership.			
10:20 – 10:50	<b>Tea and Coffee in Exhibition Area</b>				
	<b>ROYAL BALLROOM NORTH</b>		<b>PILANESBERG B</b>	<b>PILANESBERG A – Supply Chain Council Track</b>	
10:50 – 11:40	<p><b>Vested Outsourcing : 5 rules that will transform outsourcing</b></p> <p><b>Karl Manrodt, Associate Professor, Department of Management, Marketing and Logistics, Georgia Southern University</b></p> <p>Many outsourcing deals are structured with fundamental flaws in the business model that prevents transformational results through outsourcing. Author and educator Dr. Karl Manrodt will discuss the game changing rules for outsourcing from his book <i>Vested Outsourcing: Five Rules that Will Transform Outsourcing</i>. Dr. Manrodt will share his research and insights which includes:</p> <ul style="list-style-type: none"> <li>• Why the <i>Vested Outsourcing</i> approach works</li> <li>• Ten “perverse incentives” you might have if you are using conventional outsourcing arrangements</li> <li>• Five Rules that will transform how you outsource</li> </ul>	Intermediate Procurement	<p><b>The Big Multi-National Companies – What can they learn from us?</b></p> <p><b>Tony Rice, Partner, Kinetica, South Africa</b></p> <p>The paper is a composite case study drawn from the introduction of planning and scheduling systems at Unilever, 3M, Motorola, Toyota, Cadbury and Dell, in the USA, Europe, South Africa, Asia and South Africa. It examines the reasons for the failure of APS/AP implementations, in some of these companies, and describes an alternative implementation approach that has been used in the subsequent “rescues”. The speaker will present some simple but effective Excel techniques that were used.</p>	Intermediate Planning	<p><b>Integrating the augmented SCOR model and the ISO 15288 life cycle model into a single logistic model.</b></p> <p><b>Dr Peter Schmitz, Principal Researcher: GIS and data logistics, Logistics and Quantitative Methods, CSIR Built Environment</b></p> <p>The SCOR model was augmented after modelling existing supply chains to include the maintenance and modification of products as well as the dismantling and destruction of products. These extensions were made to the MAKE part of the SCOR model. SOURCE was expanded to include the sourcing of enemy products that can be used by the SANDF. A new process management category, USE, has been developed to model the use of products during training and operations. The SANDF required that the life cycle of systems as outlined in ISO 15288 should be included in the model. The result of this inclusion was the development of a single logistic model for the SANDF.</p>
11:50 – 12:50	<p><b>ROYAL BALLROOM - Kevin O’Marah, Chief Strategy Officer, AMR Research, USA</b></p> <p>Kevin is AMR Research’s Chief Strategy Officer responsible for leading special research into the global supply chain. He is the originator and lead of AMR’s Supply Chain Top 25, editor of Supply Chain Saves the World, and author of over 300 reports and articles including bylines in Financial Times, Business Week, and Supply Chain Management Review. He is a frequent guest on broadcast media including CNBC, National Public Radio, Bloomberg, and Australian Broadcasting Company. Prior to joining AMR in 2000 as Research Director for Supply Chain Strategies, Kevin was a Vice President at Oracle Corporation responsible for supply chain and product lifecycle management applications strategies. He has also served as a strategy consultant with Mercer Management Consulting in London and Washington DC as well as the MAC Group in San Francisco and Calgary. Major engagements included supply chain reengineering work in chemicals, oil and gas, semiconductors and telecoms. In 1991 and 1992 Kevin worked on privatization projects in the brewing and machine tools industry in Poland. He holds a BA in Economics from Boston College, an MSc in Management Studies from Oxford University, and a Masters in Business Administration from Stanford University. Kevin won the Best Speaker award at the SAPICS 2008 conference and we are looking forward to welcoming him back to the SAPICS Conference. Kevin’s précis will be published shortly.</p>				
12:50 – 14:00	<b>Lunch in Exhibition Area</b>				

	ELAND	IMPALA	CIVET	PILANESBERG B	PILANESBERG A – Supply Chain Council Track
14:00 – 14:50	<p>Interactive Ideas Exchange <b>session 1</b> <b>Can collaboration really work up and down competitive supply chains?</b></p> <p>Does the whole concept of our supplier also being our competitors supplier and our customer also being our competitors customer limit the extent to which I'm willing to share? We all preach collaboration, but what if you share too much. What strategic risk are there involved in sharing too much information. Companies are made up of individuals. Individuals have access to information and practices, the younger generations move around more than previous generations, what risk does that pose to your intellectual property? This session will be facilitated by <b>Robert McKenna, Supply Chains Operation Manager SABMiller Africa &amp; Asia (Pty) Ltd</b></p>	<p>Interactive Ideas Exchange <b>session 2</b> <b>Have you thought about 'Creating Your Own Legacy?' – Networking and Mentoring</b></p> <p>This session will be highly interactive and fast-paced as we network with each other and have a discussion about the power of networking and mentoring through our own experiences. Have you thought about not who you know but who knows you? We will discuss how to build the right networks that will lead you to your goals. Do you have a good mentor that can guide you along the way? Mentors can bridge gaps that you may not be able to close yourself. Also, along the path, you will want to "pay it forward" and mentor those behind you. This will help create your legacy as you further your career. This session will be facilitated by <b>Lori Sisk, Principal Consultant, Hewlett Packard, USA</b></p>	<p>Interactive Ideas exchange <b>session 3</b> <b>Is Best Practice really "best" for you?</b></p> <p>After a career of nearly 20 years as Operations Manager of a successful design-to-order job shop, Colin Seftel retired in 2009. In this session Collin will reflect on what worked and didn't work, from the initial ERP implementation, continuously improved through the adoption of lean principles, concurrent engineering and other techniques. He concludes that best practices, as advocated by APICS/SAPICS, are not always best for every organisation. Some of the ideas to be presented are controversial and will certainly stimulate a healthy exchange of ideas amongst those who attend. This session will be facilitated by <b>Colin Seftel CPIM, CFPIM, CSCP, Director, SAPICS</b></p>	<p><b>From Business Intelligence to Business Wisdom</b> <b>Intelligence is knowledge. But wisdom is knowledge applied</b> <b>Philip Higginbotham, Vice President of Business Development, River Logic, UK</b></p> <p>Join Philip Higginbotham for a hard-hitting session on how the recent recession has changed the views of corporate leaders in the areas of innovation and technology. Philip will share real-world examples of how companies are expanding supply chain practices through unparalleled insight, connectivity and collaboration. Executives, regardless of industry, view the extended supply chain as a mission-critical component for mastering agile performance. See how new technologies are transforming supply chains from cost centers to strategic platforms. Specific case histories in fast-moving consumer goods (FMCG) and healthcare will illustrate how companies are moving beyond business intelligence to the more performance-oriented practice of business wisdom.</p>	<p><b>Procurement Risks and Fraud</b> <b>Wilson Ndlovu, Executive Director, Klinger Mzansi, South Africa</b></p> <p>All organisations have inherent procurement fraud and risks in the procurement process of goods and/or services. Most companies use reactive strategies when dealing with the apparent procurement fraud. This presentation will explain proactive procurement fraud detection and prevention strategies that could be employed in the procurement environment to reduce supply chain costs.</p>

Intermediate  
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Enablement

Advanced  
Procurement

<p>15:00 – 15:50</p>	<p>Interactive Ideas exchange <b>session 4 Lessons Learnt?</b>          Given the disaster in Iceland with the volcanic eruption that crippled the Passenger &amp; Airfreight industry - Are our Supply Chains geared to manage these natural disasters? If the doom prophets' (like Al Gore, etc.) predictions are right re global warming, what will the effect be on our supply chains and should we be looking at alternative supply chains? How do we get products in and out of Europe without air freight? This session will be facilitated by <b>Marina Hiscock, Barloworld Logistics</b></p>	<p>Interactive Ideas exchange <b>session 5 Key Global Supply Chain Priorities – how “key” are they really?</b>          It is on every manufacturer's mind to come up with a strategy that will let them know when to ramp up their production lines or slow down their production so to not miss any opportunity in capturing the market demand. But the answer on how to achieve that is still a mystery. In the session, we will review the relevance of some of the key global supply chain priorities of supply chain and logistics practitioners in 2010 and beyond. This session will be facilitated by <b>Abrie de Swardt, Marketing Director, IMPERIAL Logistics</b></p>	<p>Interactive Ideas exchange <b>session 6 Retail-end Logistics Execution – Lean, Green &amp; Seen</b>          Consumer products and manufacturing companies are masters of Supply Chain Planning with demand plans checked against supply chain constraints to maximise their profitability. But what happens at the retail end of the supply chain where responsive replenishment means planning and execution merge to maximise on-shelf availability? What are the logistics execution options to make the supplier-retailer link effective, appropriate and customer focused? Is it about supplier pushing and retailers pulling? Is collaboration the key – if yes – what level of info sharing and visibility is required? What is the role of the LSP? Should execution be led by transport or warehouse optimisation? Please join us to help with these questions and to share your experience of the issues for you (a supplier to a retailer or a retailer) as well as to get some answers.  <b>Doug Hunter, SAP South Africa</b></p>	<p><b>Best Practices in Supply Chain Management Do Not Have to be Complicated</b>  <b>David Nelson, CEO and Senior Partner, Dave Nelson Group, Inc, USA</b>          Supply Chain Management (SCM) costs are often 75 - 80% of the cost of the products produced and internal manufacturing costs are often only 20 - 25% of the costs. Yet almost all manufacturing companies give their greatest focus, priorities and management talent to managing their internal costs rather than managing their SCM costs. Those companies who embrace “best practices” in SCM win the competition and succeed. These concepts apply to many businesses, not just manufacturing. This presentation explains in detail and gives examples of the competitive advantages of using “best practices” in SCM and shows why those who do, win the competition.</p>	<p><b>The Pulse of the Human Supply Chain</b>  <b>Priscilla Gibson and Samantha Bannatyne, Tech-Pro Personnel, South Africa</b>          An analysis of the state of the supply chain discipline from a human resource perspective. The presentation will cover the trends and changes in job content over the last decade and predictions for new roles and titles in the next decade. Interventions being made on a global basis by some leading players in terms of skills development and what we, as South Africans, need to do to compete for skills on a global platform will be explored. Internal research showing the discrepancy between demand and supply of the skills in some of the silos will be provided. The presentation will end with a brief insight in the findings of a recent salary survey.</p>	<p>Introductory          SC Strategy</p>
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<p>15:50 – 16:30</p>	<p><b>Tea and Coffee in Exhibition area – last chance to win prizes!!</b>          The exhibition will close at 16:30</p>
<p>16:30 – 17:30</p>	<p><b>Pilanesberg B - Supply Chain Research Panel Discussion: Extracting Value and Influencing the Agenda</b> - In this session, a panel of experts will briefly discuss the outcomes of recent supply chain, logistics and operations management research projects. Delegates will be provided the opportunity to challenge the value of these and the contribution toward the development of the profession. It is envisaged that this forum will be used to influence further research priorities and projects</p>
<p>19:30</p>	<p><b>Pre Dinner Drinks in Galleria</b></p>
<p>20:00 – 00:00</p>	<p><b>Gala Dinner</b>          with prize giving, awards, live entertainment and dancing (Conference Close)</p>