



**SMART 2009
CONFERENCE**
10-11 June 2009
Sydney Convention & Exhibition Centre
Darling Harbour Sydney Australia

**AUSTRALIA'S LEADING
Supply Chain Conference**

BRIDGING THE GAP
with innovation & new business strategy



REGISTER NOW www.smartconference.com.au

Platinum Sponsors



Industry Sponsor



Industry Partners



Gold Sponsors



Media Partners



It's time for business to GET INNOVATIVE!



Denis Horder
Program Director
Smart 2009 Organising
Committee

Supply chain performance is now unequivocally recognised as critical to success in today's competitive business environment – as well as being fundamental to Australia's position as a global player.

Against a backdrop of economic uncertainty and expectations of corporate and social responsibility, Smart 2009 will tackle head-on the key issues facing companies in their quest for innovative, sustainable solutions that will meet ongoing customer demands.

Our conference theme – **BRIDGING THE GAP with innovation and new business strategy** – is particularly apt, and our strong line-up of speakers will explore solutions to many of the challenges which supply chain managers are currently facing.

Smart Conference is acknowledged as the leading source of knowledge-sharing and information for all practitioners involved in supply chain management. Our extensive search for local and global experts, topical case studies and visionary thinkers has resulted in a line-up of presenters that is second-to-none and a true 'boiler house' of experience and thought leadership.

We welcome the United Arab Emirates as Guest Nation in 2009, and in order to do so are enjoying the support of the Supply Chain & Logistics Group (SCLG) from Dubai, an industry organisation with the backing of the Dubai Chamber of Commerce & Industry.

The conference's role as an opportunity for Australia and the Asia Pacific to connect with a global network of supply chain professionals continues in 2009, as does our support from The Council of Supply Chain Management Professionals (CSCMP), the leading US based professional industry body.

We are confident that Smart 2009 will offer a rich opportunity for learning, debate, social interaction and valuable insights.



Dr K.M. Madrecha
SCLG Leadership Team,
Supply Chain & Logistics
Group (SCLG) Dubai

On behalf of the Supply Chain & Logistics Group (SCLG) in Dubai I would like to thank you for taking the time to focus on Dubai and the Middle East for part of Smart 2009 Conference. Backed by the Dubai Chamber of Commerce & Industry, the SCLG was set up to promote the cause of the supply chain and logistics industry in the Middle East. We are grateful to the Dubai Government for supporting our efforts at Smart 2009, an important industry event.

Dubai is both the logistics hub for the greater Middle East region and a major trans-shipment and distribution centre for goods moving on the global East-West corridor. Today we are at the centre of a large and thriving region where in many cases the supply chain is still in its infancy and where opportunities abound for investment, development and growth in logistics services. As for the uncertain economic conditions at present we see the Middle East and the surrounding countries continuing to offer many opportunities to businesses. The SCLG will be pleased to assist companies who are looking to develop business or indeed set up operations in this region.



Rick D. Blasgen
President and Chief Executive Officer
Council of Supply Chain Management
Professionals (CSCMP) USA

This year sees us collaborating again with Smart 2009, reflecting our dedication to the advancement and dissemination of research and knowledge on supply chain management.

Speakers at Smart 2009 will offer insights into current issues making the program especially topical in the current climate, with broad themes such as globalisation, sustainability, resourcing and financing all at the core of the conference. Once again the line-up of international and local speakers is impressive, adding clout to this event as a highlight on the global calendar for the supply chain and logistics industries.

CONTENTS

PLENARY AND HALF PLENARY SESSIONS	3-6
BREAKOUT SESSIONS	7-13; 16-18
PROGRAM	14-15
SMART 2009 RESEARCH FORUM	19
THE WORKSHOPS	20
THE SITE VISITS	22
SOCIAL PROGRAM	24
TRAVEL AND ACCOMMODATION	25
INFORMATION AND REGISTRATION FORM	26-27

For the Industry. By the Industry. Smart 2009 Conference is organised by leading professional bodies:



The Speakers

The **global financial crisis** has taken **all economies**, big or small, by storm and created a **business climate** unlike any seen for generations.

With recovery not yet in sight and environmental and social pressures only increasing, it is time for businesses to get innovative – and Smart 2009 is the place to start. This year's conference will provide an essential stage for supply chain and logistics leaders to share knowledge and innovative strategies for survival and success in uncertain times. We have brought together an exciting mix of leading local and overseas thinkers, who will tackle key supply chain industry issues such as sustainability, energy resources, infrastructure and people in the context of today's economic challenges.

THE PLENARY SESSIONS

Wednesday, 9.45am – 10.30am

Keynote Address

How supply chain innovation drives customer value

JOHN PATTULLO, Chief Executive Officer
CEVA Logistics Worldwide, USA



Only in recent years has the supply chain industry begun to understand what customers want when they seek value in their supply chain. This has changed the nature of the industry to now offer integrated supply chain solutions, often globally. In his presentation, John Pattullo will share the benefits of focusing on the delivery of customer value in day to day business. John will explore best practice case studies from Europe, United States and Asia and the lessons that can be applied here in Australia. John will also present CEVA's approach to innovation in the operations excellence process and the structure in which new solutions are developed.

John Pattullo is the Worldwide Chief Executive Officer of CEVA Logistics and has spent most of his career working in supply chain management with Procter & Gamble. John has acquired extensive experience from working in a variety of roles, including managing the UK logistics operations, running a manufacturing plant in France, heading European purchasing and logistics and leading supply chain operations for Asia.

Thursday, 7.30am – 9.00am

Keynote Breakfast

Competitive supply chain resilience: gaining competitive advantage through innovation and collaboration

PROF RICHARD WILDING, Professor of Supply Chain Risk Management,
Cranfield School of Management, UK



Professor Richard Wilding will discuss innovative methods for improving supply chain processes, systems and structures, using time, transparency and trust. Collaboration, both within the company and external to it, can both improve the risk profile of a supply chain and enhance innovation. This provides a foundation for "competitive supply chain resilience", an approach that views supply chain risk management as a way to gain competitive advantage rather than increase cost to the business. Richard will discuss the new skill set required to operate within global supply chains, where the technical, traditional skill set of managers, becomes a "qualifier" and the relational skill set becomes the "winner".

Richard Wilding is a professor in Supply Chain Risk Management at Cranfield School of Management. He works with European and international companies on logistics and supply chain projects in sectors including pharmaceutical, retail, automotive, technology and professional services.

The Keynote Breakfast is sponsored by



CLOSING PLENARY ADDRESS

Thursday

3.45pm – 4.45pm

Trends that will outlast tough times

CHRIS RICHARDSON, Director, Access Economics, Australia



Times today are tough, with margins and business models across many Australian supply chains and manufacturing operations beginning to feel the pinch. Management teams are asking whether their reaction to these times should drive their business strategy. Where and when do businesses focus their strategy on the recovery cycle? In his address, Chris Richardson will raise these questions and explore two major long term trends that should guide business strategy. Chris will also discuss other areas impacting business strategy, including oil and fuel prices, the potential carbon trading schemes and carbon taxes, investments in infrastructure, the skills shortage and trends in employment.

Chris Richardson is a Director of Access Economics and is one of Australia's best known economists. Prior to joining Access Economics in 1988, Chris worked at the Federal Treasury and at the International Monetary Fund (IMF) where he was responsible for advising countries in the former Soviet Union and South America.

HALF PLENARY SESSIONS (A)



11.00am – 11.45am

Future transportation fuels: 'Business as usual' isn't an option

KJELL ALEKLETT, Professor of Physics, Uppsala University, Sweden;

President, Association for the Study of Peak Oil & Gas (ASPO) International

The basis for globalisation is global transport and Australia's future is dependent upon it. The aviation industry predicts a future of "business as usual" with five per cent growth per year. But what happens when business as usual is not an option? Shipping primarily uses bunker oil but refineries are now increasing production of diesel in response to other demands. What will happen to shipping without business as usual as an option? Since 2004, carbon emissions from oil have levelled off and peak oil means that these will soon decrease regardless of political decisions. What will happen with coal in the future? Kjell Aleklett will discuss the future of the climate without 'business as usual' as an option.

Kjell Aleklett is the Professor of Physics at Uppsala University in Sweden and leader of the Global Energy Systems Group. Kjell was appointed President of the Association for the Study of Peak Oil & Gas in 2003 and has written extensively on the future of global oil production.



11.45am – 12.30pm

Sustainable distribution: UK and Europe FMCG industry achievements

JAMES TUPPER, ECR Learning & Change Manager IGD, United Kingdom

Following the Food Industry Sustainability Strategy for the UK grocery industry to reduce the social and environmental costs of domestic food transport by 20% by 2012, leading food suppliers have been working together to save millions of litres of fuel per year. Company improvements are being inspired by the industry-led Sustainable Distribution Workgroup of Efficient Consumer Response (ECR UK). An ECR Europe Sustainable Transport Workgroup is now encouraging hundreds of companies to reduce the distances travelled by deliveries across the continent and also reduce their environmental impact. James Tupper will reveal the latest on how European industries are challenging assumptions, driving change, demonstrating achievements and influencing the framework in which they operate.

James joined the supply chain team at IGD in 2002 and manages Efficient Consumer Response (ECR) workgroups, sessions and learning programs. He has 20 years experience developing people and business performance in the food and grocery industry across Europe, Asia and Africa.

HALF PLENARY SESSIONS (B)



11.00am – 11.45am

Ensemble Leadership: a repertoire of leadership practices for uncertain times

VIKRAM MURTHY, Managing Director Superior Business Performance, Australia

The Ensemble Leadership Repertoire is based on original research involving senior leadership from a number of Australian companies. It offers innovative solutions which capture the Zeitgeist of leadership while retaining the best aspects of traditional approaches. New and previously unacknowledged challenges of sustainability, bottom of pyramid engagement and the management of risk in a globalised world, redefine strategic performance. This has in turn presented a challenge for organisational leadership that increasingly finds leadership practices that worked well in more benign and less turbulent times are insufficient for managing contemporary uncertainty.



11.45am – 12.30pm

Rail – Moving to the digital age and preparing for a new paradigm in environmentally friendly transport

DAVID MARCHANT, CEO Australian Rail Track Corporation (ARTC)

The Advanced Train Management System (ATMS) is the cornerstone technology of the ARTC in delivering its objectives of improving rail network capacity, operational flexibility, train service availability, transit times, rail safety and system reliability, in a cost efficient and safe manner.

Rail is an excellent option for reducing carbon footprints – it produces fewer emissions and is on average four times more fuel efficient than trucks for freight and twice as efficient for passenger travel.

In this presentation, David Marchant will provide an overview of the ATMS, the Australian Government's National Building Package for rail, likely transport market future scenarios and the important part that rail will play in Australia's freight transport challenge.



Thursday

HALF PLENARY SESSIONS (A)



1.00pm – 1.45pm

A call to action – beyond the dramatic change, how far have we really come?

ALISON BUXTON, Logistics, Planning and Procurement Director
Campbell Arnott's, Asia Pacific

Supply Chain Management (SCM) is integral to almost every activity within an organisation and goes beyond company boundaries to link both customers and suppliers. The rise of SCM has spawned an array of conferences, seminars and tertiary programs aimed at educating and creating supply chain leaders of the future to drive further innovation. Why then have we not seen a dramatic improvement in the effectiveness of our supply chains? In her presentation, Alison Buxton will discuss the achievements as well as shortcomings of our supply chains and what can be learned from the success of certain industries.

Alison Buxton is Logistics, Planning and Procurement Director for Campbell Arnott's Asia Pacific Division. Her career has spanned a number of senior marketing and supply chain positions within the consumer packaged goods, telecommunications and third party logistics environments both in Australia and across Asia Pacific.



1.45pm – 2.30pm

Procurement's role in the supply chain

DR JOHN GATTORNA
Supply Chain Thought Leader
Supply Chain 'Thought Leadership', Australia

For too long, procurement has operated as a free-standing entity, disconnected from other elements of the supply chain. Today, and in the future, procurement must take its lead from the demand-side supply chain and execute appropriately aligned strategies on the supply-side. Strategic sourcing exercises that don't reinforce what the enterprise is doing with its customers will simply bring short-term gains. A substantial change in organisational design is needed to ensure all elements of the supply chain, including procurement, are working together to minimise cost-to-serve and achieve required levels of service satisfaction. The time for full integration has arrived. We have the technology; we just need the willpower to make the change.

HALF PLENARY SESSIONS (B)



1.00pm – 1.45pm

Experiences in improving and sustaining customer service from Nigeria to Australia

MARK HOLLOWAY, VP Logistics & Customer Service Excellence
Unilever, Asia/Africa Middle East Turkey/ Central Eastern Europe

Delivery of customer service at acceptable levels poses many challenges in implementation across Africa, the Middle East and Turkey. In his presentation Mark Holloway will outline what customer service means to Unilever and why the company regards it as a business priority. Mark will also provide practical reflections on implementation experiences in the changing markets of the region.

Mark Holloway is responsible for improving the planning, delivery and CSE capabilities of Unilever, focusing specifically in areas such as sourcing, marketing and sales.



1.45pm – 2.30pm

European advances in order fulfilment

VOLKER JUNGBLUTH, Head, System and Supply Chain Consulting
Dematic GmbH, Germany

In business, the only future certainty is change. New products, new customers, tighter deadlines, different order profiles, labour shortages, higher labour costs and growth are just some of the factors challenging logistics professionals. Modern logistics systems need to be capable of optimising performance today and sufficiently flexible, modular and adaptable to deal with tomorrow's changing demands. Europe has been at the forefront of responding to these changing demands, where the necessity to search out and develop new solutions in many aspects of warehousing and distribution has become a priority. Using the latest European case studies, Volker Jungbluth will explore the most significant advances in order fulfilment.

From 1994 to 2004, Volker was Head of Department Machines and Systems at the Fraunhofer Institute for Material Flow and Logistics. Since 2004, he has been Head of System and Supply Chain Consulting at Dematic GmbH, Offenbach.

HALF PLENARY SESSIONS (A)



2.30pm – 3.15pm
Time to rethink offshoring

JOHN LYDON, Principal
McKinsey & Company, Australia

Moving the production of goods or services offshore can maintain a company's competitiveness, and also helps keep inflation at an acceptable level in most developed countries. Volatile oil prices, a falling Australian dollar and higher wages in developed economies are challenging existing reasons to move offshore. While the labour cost difference between countries such as Australia and China is still favourable, companies offshoring in the future will need to consider additional factors when rethinking their supply chain. Speed and proximity to end consumer, availability of skilled talent and safety regulations will all impact future offshoring decisions, and the success of the companies that make them.

MC & FACILITATOR:
Steve Liebmann



Steve Liebmann has been one of Australia's most respected journalists and television and radio broadcasters for more than four decades.

During his award-winning career, Liebmann has interviewed presidents, prime ministers, royalty, the world's leading entertainers and sporting stars. As one of Australia's top journalists he is widely respected for his fairness, impartiality and objectiveness.

His career has included over 10 years as co-host of the Nine Network's Today program, anchor for the Ten Network's nightly news bulletin, host of the Seven Network's 11AM program and director of news and public affairs for Radio 2UE in Sydney. Liebmann has travelled extensively during his career presenting programs from the United States, England, Ireland, Scotland, Wales, Hong Kong, New Zealand, Papua New Guinea, Canada, Japan, East Timor and all over Australia.

HALF PLENARY SESSIONS (B)



2.30pm – 3.15pm
The emerging role of the Chief Supply Chain Officer

KAREN BUTNER, Global Supply Chain Management Leader, IBM Institute of Business Value
IBM USA

The global Chief Supply Chain Officer Study focuses on the globally integrated supply chain and has five topical 'deep dives'. These include leveraging global assets to develop integrated SC strategies; achieving global sourcing and global operational excellence; synchronising supply and demand through visibility and collaboration; managing risks and sustainability with global partners and the emerging role of the chief supply chain officer. Karen's presentation will provide an opportunity to hear about the challenges and successes of the integrated supply chain from the perspective of chief supply chain officers around the world.

As Global Supply Chain Management Leader for the IBM Institute for Business Value, Karen Butner is responsible for researching and developing IBM's thought leadership strategies, perspectives and global supply chain management trends.



Supply Chain Management and Strategic Planning

STREAM 1.1 Wednesday



1.45pm – 2.30pm

Supply chain evolution – the SuperCheap Auto Group story

PETER BIRTLES, Managing Director
SuperCheap Auto Group, Australia

CARTER MCNABB, Partner
GRA Consulting, Australia

SuperCheap Auto Group grew from a 25 store, privately-held business to one of Australia's market-leading retail trading groups, with three distinct retail brands: SuperCheap Auto (SCA), Boating Camping & Fishing (BCF) and Goldcross Cycles. Now generating annual revenues of \$715 million, their story highlights the supply chain requirements, challenges and solutions associated with such organisational growth. The presentation will explore the evolution of SuperCheap Auto's supply chain capabilities and outline how the organisation turned its supply chain competencies into a competitive advantage that delivered sustained service levels, cost efficiency and cash flow improvements.



2.30pm – 3.15pm

The collaborative supply chain: roadmap for success

DAVID GOAD, Director
Microsoft Dynamics in APAC

Intense competition in the increasingly global market place has forced companies to respond more quickly to customer needs through faster product development and shorter delivery time. To better match demand with supply, manufacturers and distributors need to collaborate in the supply chain.

While the concept of Supply Chain Collaboration has been widely discussed, there has not yet been the widespread adoption that was originally hoped for.

Why? Building a flexible business operation that supports supply chain collaboration is tough.

Join David Goad as he draws upon case studies from both successful and less successful implementations to illustrate keys to fully benefit from effective supply chain collaboration.



3.45pm – 4.30pm

Supply chain efficiencies and patient safety in the Australian healthcare sector

MARCEL SIERRA, General Manager
Business Development, GS1 Australia

KEN NOBBS, Program Manager,
Medication Management, National E-Health Transition Authority, Australia

The National E-Health Transition Authority (NEHTA), in association with GS1 Australia, is rolling out the National Product Catalogue (NPC). Endorsed by all state, territory and federal health departments, the NPC is the 'single source' of item master data for public health institutions seeking to purchase necessary healthcare items. The NPC is hosted by GS1 Australia on GS1net, its data synchronisation platform which enables the secure sharing of item master information such as product identifiers and descriptions, units of measure, package contents, product classification, pricing and related healthcare information. Health departments now require suppliers to populate the NPC with item master data for the purposes of tenders and contracts and to ensure this information is maintained up to date.



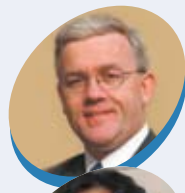
4.30pm – 5.15pm

A new business model for the baking supply chain

ALAN BROOKS, Baking IT Manager
George Weston Foods, Australia

George Weston Foods (GWF) Baking is a billion dollar bakery business across Australia. Approximately two million loaves of bread are delivered every day by one of the country's largest delivery fleets. The baking business has changed significantly over the last 20 years, influencing both the demands and capabilities of their customers. George Weston Foods has recently re-examined many of its long-standing business model assumptions and structures which impact the end-to-end supply chain with some surprising results. In his presentation, Alan Brooks will draw on the business model review and discuss its influence on both operations and support systems.

STREAM 1.2 Thursday



9.15am – 10.00am

Is your supply chain killing your business?

ROB O'BYRNE, Group Managing Director
Logistics Bureau, Australia



BICH TRAN, Deputy CFO
Tan Hiep Phat Trading and Service, Vietnam

With **David Riddle**, **Colin Airdrie**,
Mal Walker, **Jonathan Zhang** and
Julie Dai from the **Logistics Bureau**.

A short 3 Act Play based on LB Foods, a \$4 billion public company which has grown rapidly over the last 10 years. In the last 12 months however, its share price has fallen. There is a lack of appreciation for the complex inter-dependencies that exist in the supply chain, and many senior business managers have failed to appreciate the key drivers of supply chain health and performance. Drawing on real life case studies and experiences, this entertaining theatrical play will illustrate the often unforeseen issues that can occur within the supply chain, and how these can impact on the health of the business. Some of the early warning signs and interventions that can be made to avoid disaster will also be highlighted.



10.30am – 11.15am

Gloria Jean's Coffees international global supply chain

CHRIS MUIR
Global Supply Chain Manager
Gloria Jean's, Australia

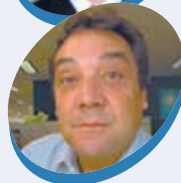
Following the rapid expansion of Australian stores between 1998 and 2004, the owners of the Gloria Jean's Coffees Master Franchise in Australia purchased the Global Master Franchisor rights and global trademarks from its US owners in 2005. This purchase formed the basis of a new business hub for the Sydney-based Gloria Jean's Coffees International. In 2006, the need for developing and implementing a global supply chain strategy, which supports growth expectations of the current and new global master franchise partner, became evident. In his presentation Chris Muir will summarise the strategy development carried out and outline how it transformed a Sydney export based business into a global supply chain.



11.15am – 12.00pm

Electronic Product Code (EPC)
RFID tracks mobile phones

RICHARD JONES, General Manager,
Industry Management, GS1 Australia



PASCAL GRANT, General Manager,
Wireless Asset Tracking and Supply
Chain Solutions
Telstra Enterprise & Government

Tracking individual mobile phone units has always been an issue for Telstra retail. In a joint initiative, Telstra is working with RFID specialist technology partner NEC and Brightstar Logistics to track the movement of mobile telephones from dispatch to sale to end consumer and all points in between. By placing readers at key points in the logistics process, Telstra has visibility at all times through the data being fed to it from the readers. In this presentation, representatives from GS1 Australia, Telstra, NEC and Brightstar will present the piece each of them brings to the puzzle that delivers true visibility and traceability to this high-tech supply chain.

Procurement and Supply Chain Strategies

STREAM 2.1 Wednesday



1.45pm – 2.30pm

Procurement in supply chain context during turbulent times

DAVE GARDINER, Managing Director
Portland Group, Australia

During turbulent economic times, what is the true role of professional procurement in driving supply chain effectiveness? In his presentation, Dave Gardiner will attempt to answer this question, defining the critically important role procurement has in delivering supply chain effectiveness. He will outline strategies for identifying and removing waste from the supply chain through supplier engagement, how to build procurement solutions to support lean and agile supply chains and the importance of engaging broader business functions in delivering an effective supply chain.



2.30pm – 3.15pm

The art and science of category management

PETER MCNAMARA
General Manager, Procurement and
Supply Chain Excellence
Rio Tinto, Australia

Is "category management" the next big thing sweeping the buyer's office? In his presentation, Peter McNamara, General Manager of Supply Chain Excellence at Rio Tinto Procurement will attempt to provide a working definition, as well as discuss

Procurement and Supply Chain Strategies (cont.)

the secrets to successfully implementing this discipline in the workplace. Peter will also draw on a case study of the Rio Tinto Procurement approach to category management to help illustrate his discussion.



3.45pm – 4.30pm

Bridging the trust gap between buyers and suppliers

DR GAJ BAGGA, General Manager Strategic Procurement & Logistics United Group, Australia

You can't shake hands with a clenched fist. Yet research shows that relationships within the supply chain continue to function on an adversarial basis. In his informative presentation, Gaj Bagga, General Manager of Strategic Procurement and Logistics for United Group Australia will draw on his 15 years of international experience within the procurement sector to explore why this is happening, as well as outline steps for businesses in creating trust and bridging the gap between buyers and suppliers.



4.30pm – 5.15pm

Sustainable procurement and the gap between theory and practice

TONY HAWTHORNE Sustainable Procurement Manager Foster's Group, Australia

Tony Hawthorne's presentation will outline the origins of sustainability and the importance of ensuring integration of the economic, environmental and social spheres in any sustainable procurement program. Tony will explore Foster's Group's broader approach to sustainability and how sustainability has been embedded into the Foster's global procurement function. The current status of the procurement sustainability program and the difficulty of implementing sustainability theory into an existing procurement function will also be covered.

STREAM 2.2 Thursday

9.15am – 10.00am

The gap between the supply and demand for procurement talent

TIM CHALMERS, Head of Procurement and Sub Contract-Corporate BAE Systems, Australia

With extensive experience managing and implementing supplier development programs with major subcontractors within the industry, Tim Chalmers, Head of Procurement for BAE Systems, Australia will discuss a range of topical issues and concerns within the procurement sector today. Discussion items include recruiting procurement professionals, professional development and training for business success and building world-class standards into your procurement team.



10.30am – 11.15am

Financial sustainability and global supply chains: first oil, then money, now?

PROFESSOR GUY CALLENDER Chair of Strategic Procurement Curtin Business School, Western Australia

Since 2004, global markets have coped with challenges created by rising oil prices, price inflation and shifting world demand and supply. The recent emergence of more complex circumstances, however, will have a long term impact on global supply chains. The US sub-prime mortgage market failure, rising oil prices, continuing high expenditure on security and failure of interest rate policy to change behaviour have added to future supply chain complexity. Drawing on his international research, Guy Callender will outline the opportunities and challenges facing supply chain managers in years to come as they seek to support both the financial and broader sustainability goals of their organisation and maintain supply chain continuity.



11.15am – 12.00pm

Evaluating supply chain exposure from new carbon trading schemes

JUSTIN GREIG Partner, Advisory Services Ernst & Young, Australia



DR MARC NEWSON Partner, Advisory Services Ernst & Young, Australia

Climate change legislation will soon create a carbon price in Australia. Embodied energy calculations are not new, but their role in understanding how to evaluate the risk within supply chains is about to become a critical issue. Many of the products we take for granted – aluminium, paint, carpet, glass, steel – will be affected by increased energy costs through carbon pricing. For many businesses downstream of heavy industry and mining, this will mean contract review, substitution of materials, cost reduction, divestment of assets and new partnering options. This presentation will cover the associated analytical and practical elements. It will include case studies on how businesses are responding to the challenge in Australia and lessons learned from clients in Europe.

Manufacturing Logistics and Advanced Improvement Methodologies

STREAM 3.1 Wednesday



1.45pm – 2.30pm

Advanced improvement methodologies: horses for courses

DR PETER CAMPBELL
Improvement Manager
Volgren Australia

Are you looking to improve your business and don't know where to start? Did you know that a successful lean implementation may actually make your balance sheet look worse? With a multitude of approaches, tools, Japanese buzz words and so many stories of success and failure, it is important to understand the spectrum of methodologies and then decide if any of them will deliver the results you want for your business. In his presentation, Peter Campbell will introduce the underlying philosophies of more common approaches including Lean, Six Sigma and Theory of Constraints. He will critically examine their utility, expected impact and applicability to various business scenarios.



2.30pm – 3.15pm

Theory of Constraints and Lean manufacturing

JASON FURNESS
General Manager Refrigeration
Electrolux Refrigeration Products, Orange NSW

Jason Furness will discuss the approach to and results of the last two years of the Electrolux project in a 'warts and all' fashion. The project has touched almost all areas of the business, including raw materials supply, production, scheduling, distribution, new model development and cost reduction projects. Jason will outline what worked, what didn't and how audience members can learn from the experiences that Electrolux has had throughout the project so far. See how TOC and Lean manufacturing are highly complementary technologies that can help businesses cope and succeed despite the current climate of economic pressures.



3.45pm – 4.30pm

"Having your cake and eating it"

TONY FEDOROWICZ
General Manager Supply Chain
Hutchison, Australia

Many supply chain projects fail to deliver their expected benefits. How do you run effective improvement or transformational projects whilst dealing with constant short

term pressures with customers, costs, inventory, employees and suppliers? Ineffective projects not only waste your time but can cause worse problems afterwards. How do you break this vicious cycle? Drawing on years of experience as a supply chain practitioner, Tony Fedorowicz will discuss demand and supply planning, inventory planning and control, procurement, warehousing, distribution and reverse logistics. He will also share perspectives from different roles, encompassing project establishment, project management techniques, stakeholder engagement and outcome sustainability controls.



4.30pm – 5.15pm

Lean supply chains in global automotive aftermarket

PAUL STANLEY, General Manager
Commercial Operations
Unipart, Australia

Companies are increasingly looking for new solutions where flexibility, agility and responsiveness enable a focus on customer needs and the removal of waste in all aspects of the supply chain. Unipart is a pioneer of 'lean thinking', a philosophy of continuous improvement. The company has developed a range of tools and techniques to create continuous improvements within the organisation – from creative problem solving processes and standard work and visual management techniques, to policy deployment techniques which ensure activity within the company is aligned with strategy and objectives. Participants will hear how Unipart has applied lean thinking tools to a global automotive aftermarket supply chain, resulting in performance, efficiency and productivity benefits.

STREAM 3.2 Thursday



9.15am – 12.00pm

Leadership Café –
"All improvement is change,
but not all change is
improvement!"

DAVID HODES, Managing Director
Ensemble Partners, Australia

This session will be conducted as a "World Café" which is a conversational process; an innovative yet simple methodology for hosting conversations which link and build on each other as people move between groups, cross-pollinate ideas, and discover new insights. As a process, the World Café can evoke and make visible the collective intelligence of any group, thus increasing capacity for effective action in pursuit of common aims.

The very word improvement implies that changing for the future will provide better solutions than today. All improvement is change but not all change is improvement. Can we manage change, or do we have to lead it? What is the difference between management and leadership? In his café format, David Hodes will lead exploration of answers to these and other powerful questions. Through engaging in conversations that matter, David will tap into the collective wisdom in the room to discover what is required in the way of leadership and management, to deliver all that is possible when implementing proven improvement methodologies such as TOC, Lean and Six Sigma.

The Human Factor

STREAM 4.1 Wednesday



1.45pm – 2.30pm

Engaging people in continuous improvement

**STEPHEN BELLAMY, General Manager
Customer Service & Logistics
Miele Australia**



**BERNIE KELLY, General Manager
Intellog, Australia**

How do you create a continuous improvement culture and achieve outstanding developments within an organisation without turning it upside down? Stephen Bellamy and Bernie Kelly will answer this question by outlining their business improvement program which engages people from all facets of business in quickly delivering improvements without disruption to daily productivity. The presentation will focus on rapid implementation of continuous improvement activity and present a demonstration case study introducing simple and effective standardised methodology and tools.



2.30pm – 3.15pm

Tackling the skills crisis in the supply chain

**GANESH KASHYAP, Director
Dowling Consulting, Australia**



**ERLING SORENSEN
Chief Marketing Officer
Nystar, Belgium**

As a result of the skills shortage, Australian supply chain executives are under more pressure than ever to find and retain high calibre staff. In this environment, it is critical that the organisational design of the supply chain supports both business objectives and employees' requirements for recognition and satisfaction at work. Based on a case-study from a global organisation, Kashyap Ganesh and Erling Sorensen will present a framework for structuring an organisation to overcome this conflict and achieve service excellence in the supply chain. They will highlight an approach to better measuring, structuring and communicating the supply chain organisation as an internal service provider, a business partner and a lever to build shareholder value.



3.45pm – 4.30pm

Cultural change initiated through software process improvement

**GREG ROBERTS
General Manager Supply Chain
NHP, Australia**

Traditionally, software introduction is viewed with suspicion. Management makes the investment decision and workers are expected to deliver. So it's not surprising that new software brings apprehension and fear of change. With NHP, change of software and process improvement provides the catalyst to drive cultural change. Greg Roberts' presentation will identify the poorly recognised inventory planning environment prior to the software implementation program. He will explain how the implementation and training schedule has provided the opportunity to emphasise the relevance of the inventory planning roles. He will also identify how the development of confidence can have significant potential for improvements in business results.



4.30pm – 5.15pm

Supply chain leadership – or lack thereof

**PAUL WHILEY
Business Development Manager
Linfox, Australia**

Clients of 3PLs and transport providers have looked to logisticians for proactive leadership and upon finding disappointing shortfalls, have moved into the infrastructure of their supply chains. Forcing 3PLs to adopt a passive, reactive stance by their own inaction, these clients are invading the territory traditionally held by 3PLs. This move is bringing new challenges to companies as they strive to vertically integrate, taking in-house what has traditionally been outsourced, with little or no expertise to guide them. This presentation will look at the contributing factors moving many 3PLs into a passive position and will discuss three specific cases in Australia where these 3PL role changes are taking place today.

**REGISTER NOW
ONLINE AT**

www.smartconference.com.au

Early bird rates apply.

STREAM 4.2 Thursday



9.15am – 10.00am

Developing stakeholder management maturity in a traditional business

DR LYNDA BOURNE, Director Stakeholder Management, Australia

Traditional multinational transport company, APM Terminals, has introduced effective stakeholder management into its terminal operations worldwide. The project introduces and supports a significant culture change and reports on the successful adaptation of project management methodology, the Stakeholder Circle, to general business use. With the potential for delivering significant commercial advantage in the operation and acquisition of terminals, Lynda's presentation will describe the internal project of developing a Stakeholder Management Centre of Excellence to support the intended culture change. She will also address the larger issues of planning and delivering such change, including the required timeframe and importance of ongoing management support.



10.30am – 11.15am

Increasing your leadership effectiveness

CARLA GEDDES, Facilitator Practicon, Australia

In 2002, the Victorian Government funded two High Performance Consortia (HPC) in recognition of their value in other parts of the world. One HPC was formed by Carla Geddes and Hugh O'Donnell and is still achieving great results for the member companies involved. In 2007, Carla Geddes formed a second consortium based on the HPC model in Sydney, called the Performance Drivers Consortium (PDC). The opportunity to start a second consortium led to a discussion of what works and does not work in bringing people from very different companies together to learn from each other to improve business results. Carla's presentation will cover what has been learnt from the HPC over the last six years and focus on how to jump start improvements in companies through leveraged learning networks.



11.15am – 12.00pm

Pro-poor supply chains

MARK INGRAM, Executive Director Business for Millenium Development (B4MD), Australia

Business for Millenium Development supports business engagement with the Millenium Development Goals (MDGs) - eight targets agreed to by nations committed to reducing poverty, improving health, promoting peace, human rights, gender equality, and sustainability. The MDGs provide the private sector with new business opportunities which contribute to commercial success and poverty alleviation.

Economic growth and innovative supply chains can provide long term solutions to poverty. In his presentation, Mark Ingram will highlight a number of case studies, including the development of BHP Billiton's Mozal aluminium plant in Mozambique and demonstrate how aligning with the MDGs and poverty alleviation can contribute positively to businesses, financially and socially.

Fast Moving Consumer Goods (FMCG) & Retail Supply Chains

STREAM 5.1 Wednesday

1.45pm – 3.15pm

Forum: Three perspectives on growth in out-of-home consumption – the supply chain challenge

There is a growing trend for consumers to eat more away from home. In this presentation, speakers will explore this trend from the point of view of the marketplace at large; a retailer whose strategy is to exploit the trend; and a major Australian manufacturing supplier who is actively pursuing growth in this area. Discussion will cover how away from home consumption is trending, impacts on the current retailer formats and their supply chain strategies and how manufacturers are accommodating this change in their 'go to market' models.



Session 1: Set the scene

NICHOLAS GLENNING
Partner and Managing Director
Boston Consulting Group, Australia

Session 2: Proof of growth

CHRIS MUIR, Global Supply Chain Manager, Gloria Jean's

Session 3: National Foods CDF strategy

DAVID DONALDSON
Group Executive Sales, Convenience & Foodservice, National Foods, Australia



3.45pm – 4.30pm

Making My-Myer supply chain sexy

PRAKASH MENON
Director, Myer Supply Chain
Myer, Australia

In 2006, one of the world's leading private equity firms purchased Myer from the Coles Myer Group. Myer's new owners faced two strategic imperatives – to achieve adequate service through the interim support period and to design a supply chain capability tailored to Myer's future operating strategy, maximising competitive advantage and business performance. Prakash Menon was appointed to lead the new Myer Supply Chain, starting with formulating an end state vision and a transition plan to implement an independent supply chain. Prakash will describe how the Myer team delivered a world class supply chain from strategy development through planning and execution.

4.30pm – 5.15pm

Panel Debate: On the road to sustainable distribution – how can Australia learn from or adopt European practices?



Facilitator
ROB O'BYRNE
Group Managing Director
Logistics Bureau, Australia



Panel
HOWARD CRITCHLEY
Managing Director
Ceva Logistics, Australia



DOUG LUKIN, Director Global Supply Chain – Visy, Australia

GRANT PECK, Director, Regional Supply Services AAP – Fosters, Australia

GEOFF THOMAS
Chief Logistics Officer
Woolworths, Australia



JAMES TUPPER, ECR Learning and Change Manager – IGD, UK

In this special panel debate, four senior supply chain leaders and innovators will engage in a lively discussion with James Tupper from IGD and the audience on sustainable distribution and European FMCG industry achievements, exploring how supply chain operatives in Australia can learn from or adapt these practices.

Guest Nation – United Arab Emirates (UAE)

STREAM 5.2 Thursday

**9.15am – 10.00am**

The potential for Dubai as a global logistics hub

DAVID HARRIS, Director International Logistics Services
Department of Economic Development,
Dubai, UAE

Geographic location, infrastructure availability, development potential and well established air and ocean transport services make United Arab Emirates and, in particular, Dubai an ideal location to do business. Coupled with favourable labour laws, attracting people to live and work in the environment is relatively simple, further reinforcing the strength of Dubai as a distribution hub.

With experience as both a logistics service provider and now charged with the responsibility of growing the logistics sector on behalf of the Dubai government, David Harris will present insights into the value of United Arab Emirates as an ideal location for supply chain nodes linking Asia and Europe, as well as a regional distribution centre for the Middle East and North Africa. The realisation of its potential as a hub will cause a paradigm shift in supply chains linking east and west.

David will outline the range of areas in which supply chain organisations can seek government support and demonstrate the success that the Government of Dubai has had in supporting such initiatives.



Morning and afternoon tea sponsored by



Wednesday lunch sponsored by



7.00-8.30	REGISTRATION							
8.30-9.00	WELCOME AND OFFICIAL OPENING							
9.00-9.45	OPENING KEYNOTE ADDRESS							
9.45-10.30	KEYNOTE ADDRESS How supply chain innovation drives customer value – John Pattullo Worldwide Chief Executive Officer, CEVA Logistics, USA							
10.30-11.00	MORNING TEA – Sponsored by GRA							
11.00-11.45	HALF PLENARY (A) Future transportation fuels: 'Business as usual' isn't an option – Professor Kjell Aleklett President, Association for the Study of Peak Oil & Gas (ASPO) International; Professor of Physics, Uppsala University, Sweden							
	HALF PLENARY (B) Ensemble Leadership: a repertoire of leadership practices for uncertain times – Vikram Murthy Managing Director, Superior Business Performance, Australia							
11.45-12.30	HALF PLENARY (A) Sustainable Distribution: UK and Europe FMCG industry achievements – James Tupper ECR Learning & Change Manager, IGD, UK							
	HALF PLENARY (B) Rail – Moving to the digital age and preparing for a new paradigm in environmentally friendly transport – David Marchant Chief Executive Officer, Australian Rail Track Corporation (ARTC)							
12.30-1.45	LUNCH – Sponsored by Sterling Commerce							
STREAMS	1.1	2.1	3.1	4.1	5.1	6.1	7.1	
	SUPPLY CHAIN MANAGEMENT AND STRATEGIC PLANNING	PROCUREMENT AND SUPPLY CHAIN STRATEGIES	MANUFACTURING LOGISTICS & ADVANCED IMPROVEMENT METHODOLOGIES	THE HUMAN FACTOR	FMCG AND RETAIL SUPPLY CHAINS	GLOBAL SUPPLY CHAINS	INFRASTRUCTURE	
1.45-2.30	CASE STUDY Supply chain evolution – the Supercheap Auto Group story Peter Birtles Managing Director, SuperCheap Auto Group Carter McNabb Partner, GRA Consulting	CASE STUDY Procurement's role in the broader supply chain context during turbulent times Dave Gardiner Managing Director, Portland Group	CASE STUDY Advanced improvement methodologies: horses for courses Dr Peter Campbell Improvement Manager, Volgren Australia	CASE STUDY Engaging people in continuous improvement Stephen Bellamy General Manager, Customer Service & Logistics, Miele Australia Bernie Kelly General Manager, Intelog Australia	FORUM Three perspectives on growth in out of home consumption – the supply chain challenge Session 1: Set the scene Nicholas Glenning Partner & Managing Director, Boston Consulting Group Session 2: Proof of growth Chris Muir Global Supply Chain Manager, Gloria Jean's Session 3: National Foods CDF strategy David Donaldson Group Executive Sales, Convenience & Foodservice, National Foods	CASE STUDY DHL delivers service excellence to Reader's Digest Phil Lumsden General Manager, NSW, DHL Global Forwarding, Australia Andrew Grace Asia Pacific Operations Director, Reader's Digest	Infrastructure strategy – evolution or revolution? Simon Barrett Managing Director, LEK Consulting	
2.30-3.15	CASE STUDY The collaborative supply chain: roadmap for success David Goad Director, Microsoft Dynamics in APAC	CASE STUDY The art and science of category management Peter McNamara General Manager, Procurement & Supply Chain Excellence, Rio Tinto	CASE STUDY Theory of Constraints and lean manufacturing Jason Furness General Manager, Electrolux Refrigeration Products (Orange NSW)	CASE STUDY Tackling the skills crisis in the supply chain Ganesh Kashyap Director, Dowling Consulting Erling Sorensen Chief Marketing Officer, Nystar, Belgium	CASE STUDY Making My-Myer supply chain sexy Prakash Menon Director, Myer Supply Chain, Myer Australia	CASE STUDY Forming partnerships in healthcare supply chains Joe Schriever Procurement Director, Purchased Client Services, Texas Department of Family and Protective Services, USA	Driving innovation in strategic supply chains in NSW Michael O'Sullivan Executive Director, Industry, NSW Department of State and Regional Development Mark Reynolds Associate Director, Sustainability Portland Group	
3.15-3.45	AFTERNOON TEA – Sponsored by GRA							
3.45-4.30	CASE STUDY Supply chain efficiencies and patient safety in the Australian healthcare sector Marcel Sieira General Manager, Business Development, GS1 Australia Ken Nobbs Program Manager, Medication Management, National E-Health Transition Authority	CASE STUDY Bridging the trust gap between buyers and suppliers Dr Gaj Bagga General Manager, Strategic Procurement and Logistics [Rail], United Group	CASE STUDY "Having your cake and eating it" – practical lessons on how to transform your supply chain while maintaining day-to-day business activities (and your sanity) Tony Fedorowicz General Manager, Supply Chain Hutchison	CASE STUDY Cultural change Initiated through software process improvement Greg Roberts General Manager, Supply Chain NHP Australia	CASE STUDY On the road to greener distribution – how can Australia learn from or adopt European practices? Facilitator: Rob O'Byrne MD, Logistics Bureau Panel: Howard Critchley MD, Ceva Logistics Doug Lukin Director Global Supply Chain, Visy Grant Peck Director, Regional Supply Services AAP, Fosters Geoff Thomas Chief Logistics Officer, Woolworths James Tupper ECR Learning & Change Manager, IGD, UK	CASE STUDY See you tomorrow, GSKA's cold chain innovation Bradley James Vaccine Supply Chain Manager Australia/New Zealand, GlaxoSmithKline Australia	CASE STUDY Creating new efficiencies using off-shore hub warehousing Marcus Robinson Director Asia/Pacific, Maersk Logistics	CASE STUDY National supply chain pilot studies Nick Dimopoulos Chief Executive, National Transport Commission
4.30-5.15	CASE STUDY A new business model for the baking supply chain Alan Brooks Baking IT Manager, George Weston Foods, Australia	CASE STUDY Sustainable procurement and the gap between theory and practice Tony Hawthorne Sustainable Procurement Manager, Fosters Group	CASE STUDY Lean supply chains in global automotive aftermarket Paul Stanley General Manager, Commercial Operations, Unipart	CASE STUDY Supply chain leadership – or lack thereof Paul Whiley Business Development Manager, Linfox Australia	PANEL DEBATE On the road to greener distribution – how can Australia learn from or adopt European practices? Facilitator: Rob O'Byrne MD, Logistics Bureau Panel: Howard Critchley MD, Ceva Logistics Doug Lukin Director Global Supply Chain, Visy Grant Peck Director, Regional Supply Services AAP, Fosters Geoff Thomas Chief Logistics Officer, Woolworths James Tupper ECR Learning & Change Manager, IGD, UK	CASE STUDY Creating new efficiencies using off-shore hub warehousing Marcus Robinson Director Asia/Pacific, Maersk Logistics	Clearing the blockages in Australia's supply chains Ivan Backman Chair, Australian Logistics Council	
5.15-7.00	WELCOME COCKTAIL PARTY – Sponsored by Logistics Bureau							

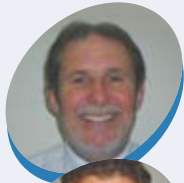
7.00	REGISTRATION OPENS						
7.30-9.00	KEYNOTE BREAKFAST Competitive supply chain resilience: gaining competitive advantage through innovation and collaboration – Professor Richard Wilding Professor of Supply Chain Risk Management, Cranfield School of Management, UK						
STREAMS	1.2 SUPPLY CHAIN MANAGEMENT AND STRATEGIC PLANNING	2.2 PROCUREMENT AND SUPPLY CHAIN STRATEGIES	3.2 MANUFACTURING LOGISTICS & ADVANCED IMPROVEMENT METHODOLOGIES	4.2 THE HUMAN FACTOR	5.2 UNITED ARAB EMIRATES (UAE) GUEST NATION	6.2 RAIL AND INTERMODAL	7.2 WAREHOUSING AND OPERATIONS
9.15-10.00	A short 3 Act Play “Is your supply chain killing your business?” Rob O’Byrne Group Managing Director, Logistics Bureau Bich Tran Deputy CFO, Tan Hiep Phat Trading & Service, Vietnam <i>With supporting actors David, Colin, Mal, Jonathan and Julie</i>	The gap between the supply and demand for procurement talent Tim Chalmers Head of Procurement, BAE Systems, Australia	Leadership Café – “All improvement is change, but not all change is improvement!” David Hodes Managing Director, Ensemble Partners	CASE STUDY Developing stakeholder management maturity in a traditional business Dr Lynda Bourne Director, Stakeholder Management	CASE STUDY The potential for Dubai as a global logistics hub David Harris Director International Logistics Services, Department of Economic Development Dubai, UAE	CASE STUDY Establishing the Gippsland Logistics Precinct John Hearsch Principal, John Hearsch Consulting Rachel Trindade Competition Lawyer Jody O’Kane Coordinator Business Development, Latrobe City Council	CASE STUDY Olympics logistics technology – tracking and scheduling Beijing Will Arnott Director of Supply Chain, LexianSolutions, Australia
10.00-10.30	MORNING TEA – Sponsored by GRA						
10.30-11.15	CASE STUDY Gloria Jean’s Coffees international global supply chain Chris Muir Global Supply Chain Manager, Gloria Jean’s	Financial sustainability and global supply chains: first oil, then money, now? Prof Guy Callender Chair of Strategic Procurement, Curtin Business School	Leadership Café – “All improvement is change, but not all change is improvement!” David Hodes Managing Director, Ensemble Partners	CASE STUDY Increasing your leadership effectiveness Carla Geddes Facilitator, Practicon Australia	<i>Topic and speaker details will be confirmed shortly and posted to our website</i>	CASE STUDY Intermodalism in the north west (W.A.) Zoran Cucukovic CEO, Intercon Logistics	CASE STUDY The fall and rise of RFID Gerry Wind Director RFID CHEP Asia-Pacific, Australia
11.15-12.00	CASE STUDY EPC RFID tracks mobile phones Richard Jones General Manager, Industry Management, GS1 Australia Pascal Grant General Manager, Wireless Asset Tracking and Supply Chain Solutions, Telstra Enterprise & Government	Evaluating supply chain exposure from new carbon trading schemes Justin Greig & Marc Newson Partners Advisory Services, Ernst & Young		CASE STUDY Pro-poor supply chains Mark Ingram Executive Director, Business for Millenium Development (B4MD), Australia	<i>Topic and speaker details will be confirmed shortly and posted to our website</i>	CASE STUDY At the coal face – ensuring the performance of the Australian coal export supply chain Jonathan Vandervoort General Manager, Hunter Valley Coal Chain Logistics Team	CASE STUDY Improved supply chain performance with energy efficiency and eco-friendliness Liz Burrows Director of Operations, Blackmores Australia Soeren Schauki Key Account Manager Logistics Systems, Dematic Australia
12.00-1.00	LUNCH						
1.00-1.45	HALF PLENARY (A)	A call to action – beyond the dramatic change how far have we really come? Alison Buxton Logistics, Planning and Procurement Director, Campbell Arnott’s Asia Pacific					
	HALF PLENARY (B)	Experiences in improving and sustaining customer service from Nigeria to Australia – Mark Holloway VP Logistics & Customer Service Excellence, Unilever Asia/AMET/CEE					
1.45-2.30	HALF PLENARY (A)	Procurement’s role in the supply chain – Dr John Gattorna Supply Chain ‘Thought Leadership’, Australia					
	HALF PLENARY (B)	European advances in order fulfilment – Volker Jungbluth Head, System and Supply Chain Consulting, Dematic GmbH, Germany					
2.30-3.15	HALF PLENARY (A)	Time to rethink offshoring – John Lydon Principal, McKinsey & Company					
	HALF PLENARY (B)	The emerging role of the Chief Supply Chain Officer – Karen Butner Global Supply Chain Management Leader IBM Institute of Business Value, IBM USA					
3.15-3.45	AFTERNOON TEA – Sponsored by GRA						
3.45-4.45	CLOSING KEYNOTE Trends that will outlast tough times – Chris Richardson Director, Access Economics						
4.45-5.00	CONFERENCE CLOSE						
6.30 for 7.00	SUPPLY CHAIN INDUSTRY DINNER – Sponsored by Dexion						

Workshops Friday 12 June 2009

8.30-12.00	WORKSHOP 1A Mitigating supply chain risk associated with oil supply and price volatility Professors Richard Wilding and Kjell Aleklett details page 20	WORKSHOP 1B Establishing and managing global supply chains – How to avoid the pitfalls Olaf Schatteman and Tom Zielinski details page 20
1.00-4.30	WORKSHOP 2A How to make Lean and TOC a way of life in your supply chain Brian Levitan details page 21	WORKSHOP 2B Breakthrough approach to sustainable distribution – Adapting best practice tools from Europe James Tupper details page 21

Global Supply Chains

STREAM 6.1 Wednesday



1.45pm – 2.30pm

DHL delivers service excellence to Reader's Digest

PHIL LUMSDEN, General Manager, NSW DHL Global Forwarding, Australia



ANDREW GRACE

Asia Pacific Operations Director Reader's Digest, Australia

DHL Global Forwarding Australia and Reader's Digest commenced working together in 2005 when Reader's Digest first outsourced to China the printing and packing of its promotional direct mail. Going offshore required a significant change to the company's supply chain. The lead times in planning were extended and greater complexities came about due to the increased number of players that the company dealt with. In response, DHL designed a new offshore, direct mail supply chain solution for Reader's Digest that increased its 'mail on time' percentage from 87 to 99 per cent. The model has been so successful that it has been adopted for shipments to USA and Europe. In his presentation, Phil Lumsden will provide an overview of this model and how it significantly enhanced the company's supply chain.



2.30pm – 3.15pm

Forming partnerships in healthcare supply chains

JOE SCHRIEVER, Procurement Director, Purchased Client Services Texas Department of Family and Protective Services, USA

Managing healthcare supply chains has proven difficult, expensive, and somewhat unproductive. Supply chain members too often find confrontation rather than collaboration, distrust instead of reliance. The key to success lies in the ability of members to collaborate and recognise the true nature of supply chain processes. In this presentation Joe Schriever will present a method to engage supply chain members in a joint initiative which brings positive results through collaborative partnerships. His presentation will also identify specific improvement opportunities for supply chain partners, as well as efforts to use this method in a major US healthcare market.

Joe Schriever has worked for 30 years in telecommunications, electricity, water and wastewater utilities. He has more than 15 years managing and directing procurement operations in the public sector.



3.45pm – 4.30pm

See you tomorrow, GSKA's cold chain innovation

BRADLEY JAMES, Vaccine Supply Chain Manager Australia/New Zealand GlaxoSmithKline, Australia

GlaxoSmithKline Australia (GSKA), a leading provider of pharmaceuticals, has implemented a new cold chain distribution concept for temperature-sensitive vaccine products, as the existing supply chain was not 100% reliable in delivering vaccines within a specified temperature range.

To solve this problem, GSKA implemented a new cold chain system which has resulted in all vaccines being delivered successfully within temperature limitations, the introduction of reusable delivery containers reducing waste and a reduction in the overall supply chain cost.

Bradley James will share this experience at Smart 2009 and provide insight into cold chain innovation that improves delivery, environmental and financial bottom lines.



4.30pm – 5.15pm

Creating new efficiencies using offshore hub warehousing

MARCUS ROBINSON Director Asia/Pacific Maersk Logistics, Singapore

Described as 'the new logic to shipping merchandise' by leading industry media, the practice of creating Export Distribution Centres (EDC) is eliminating unnecessary steps in the supply chain, resulting in cost-savings through the fine-tuning of the warehouse and distribution process. In his presentation, Marcus Robinson will demonstrate Maersk Logistics' knowledge-based logistics leadership in explaining and sharing its expertise on the advantages of off-shore hub warehousing and why it makes dollars and sense in an industry hounded by shrinking margins.

Marcus Robinson was appointed Director of Supply Chain Management for Maersk Logistics in November 2007. Based in Singapore, he oversees international forwarding and consolidation activities, as well as domestic 3PL services across the Asia Pacific region.

Rail and Intermodal

STREAM 6.2 Thursday



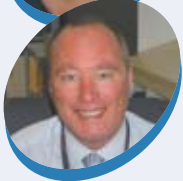
9.15am – 10.00am

Establishing the Gippsland Logistics Precinct

JOHN HEARSCH, Principal
John Hearsch Consulting, Australia



RACHEL TRINDADE
Competition Lawyer
Latrobe City Council



JODY O'KANE
Coordinator Business Development
Latrobe City Council

In this presentation, John Hearsch, Rachel Trindade and Jody O'Kane will present a case study outlining the efforts involved in bringing the Gippsland Logistics Precinct (GLP) to fruition. Speakers will explore important topics including the local government's pursuit of the project, the necessity of a long term, strategic approach including land use planning, the importance of a coordinated approach from all players and the very supportive and open nature of the industry. The GLP example will illustrate the business case development, common problems, key ingredients for success and the rail/terminal interface.



10.30am – 11.15am

Intermodalism in the north west (W.A.)

ZORAN CUCUKOVIC
Chief Executive Officer
Intercon Logistics

Companies traditionally providing logistical services incorporating road transport can no longer sit on their hands regarding their product offerings. With oil prices continuing to soar and the transport sector providing 14% of Australia's total greenhouse gases, road transport providers must diversify and incorporate rail and sea within their supply chains to minimise cost, environmental and social impact, while also stimulating these two sectors back into prominence. In his presentation, Zoran Cucukovic will discuss these issues and draw on a current Intercon Logistics project which aims to introduce a sea freight service as part of its product offering, heading up Western Australia's north west coast.



11.15am – 12.00pm

At the coal face – ensuring the performance of the Australian coal export supply chain

JONATHAN VANDERVOORT
General Manager
Hunter Valley Coal Chain Logistics Team

Spread over 350km, the Hunter Valley coal chain is driven by the need to export large coal volumes from a highly concentrated network. The Hunter Valley Coal Chain Logistics Team (HVCCLT) was established to improve the capacity of the coal chain through a centralised planning process. Given the importance of the coal export chain to the Australian economy, HVCCLT recognised that accurate network planning and train scheduling capabilities were absolutely essential, and began a project aimed to maximise capacity and asset utilisation. This presentation will focus on how this project was conducted from the people, processes and systems perspective and what the expected outcomes are.

Infrastructure

STREAM 7.1 Wednesday

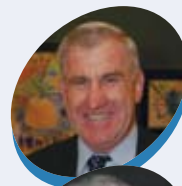


1.45pm – 2.30pm

Infrastructure strategy – evolution or revolution?

SIMON BARRETT, Managing Director
LEK Consulting, Australia

The Australian infrastructure sector has experienced extraordinary growth. However, commentators are pointing to a plethora of problems with current models for infrastructure provision such as poor long term planning, badly priced infrastructure, regulatory uncertainty and inappropriate contract structures. The creation of Infrastructure Australia and the Building Australia Fund are concrete steps with potential for causing significant change. What progress has Infrastructure Australia made and what is the outlook for major projects? The global financial crisis will limit the availability of public sector funds for infrastructure as well as access to private sector finance. Are further incremental changes likely to be sufficient or is something more radical required?



2.30pm – 3.15pm

Driving innovation in strategic supply chains in NSW

MICHAEL O'SULLIVAN
Executive Director – Industry
NSW Department of State and Regional Development, (DSRD) Australia



MARK REYNOLDS
Associate Director – Sustainability
Portland Group, Australia

The NSW Government's Innovation Strategy has identified freight logistics as a sector of major importance to the state's economy. Working with NSW freight councils, the Government commissioned Portland Group to benchmark four significant supply chains, with the objective of identifying measures to reduce logistics costs in the steel, food and beverage, construction, materials and grain supply chains. The study

Infrastructure (cont.)

made a number of recommendations relating to opportunities for better asset utilisation, more productive truck networks, optimal use of rail freight, improved fuel efficiency and strategic actions. This presentation will provide an update on actions initiated and results achieved since the commencement of the project.

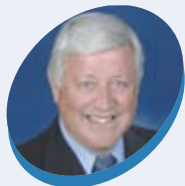


3.45pm – 4.30pm

National supply chain pilot studies

**NICK DIMOPOULOS, Chief Executive
National Transport Commission, Australia**

Australia requires a safe, efficient, reliable and integrated national transport system that supports its economic development and social wellbeing. Globally, freight operations have shifted from a modal to supply chain approach. For businesses to remain competitive, it is crucial that the route from paddock to plate is both cost effective and reliable. The National Transport Commission (NTC) manages the Capacity Constraints and Supply Chain Performance, a working group looking at impediments in national supply chains. NTC intends to identify constraints which discourage collaboration within industries and determine the appropriate response for government and industry to optimise supply chain efficiency.



4.30pm – 5.15pm

Clearing the blockages in Australia's supply chains

**IVAN BACKMAN, Chair
Australian Logistics Council**

The reliability, capacity and competitiveness of our domestic and international supply chains has a direct impact on the performance of everyday business. In tough times it is essential to get the best out of existing infrastructure and to ensure investment in new infrastructure is well targeted and timely. It is also important to step up investment levels in infrastructure so we are fit and ready to perform as the economy improves. In this presentation Ivan Backman will report on the 23 supply chain blockages needing urgent attention, as identified by the Australian Logistics Council in late 2008.

Warehousing and Operations

STREAM 7.2 Thursday



9.15am – 10.00am

Olympics logistics technology – tracking and scheduling for Beijing

**WILL ARNOTT, Director of Supply Chain
Lexian Solutions, Australia**

As the company responsible for providing logistics and transport solutions for the Beijing Olympic Games, Lexian

Solutions had a unique experience in handling the challenges associated with large scale events. Will Arnott, Director of Lexian Solutions, Australia will share insights and what the company learned on key considerations such as domestic transport, warehousing, venue logistics management, logistics systems and international freight forwarding. Will's presentation will focus on the logistical and technological requirements for major events, the complexities of working with a foreign culture and the ups and downs of a three year journey with the Beijing Organising Committee.

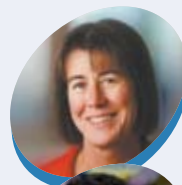


10.30am – 11.15am

The fall and rise of RFID

**GERRY WIND, Director, RFID
CHEP Asia-Pacific, Australia**

Corporations around the world are finally embracing the benefits of real-time information and the optimisation effects this can have for their supply chains. CHEP is working with customers to enable trading partners to connect their supply chains seamlessly and securely through the utilisation of RFID enabled CHEP platforms. This connection can be across large or small geographic areas, enabling real-time optimisation that targets key organisational concerns such as operational efficiency, cost reduction and automation. Gerry Wind will highlight insights into the real world benefits and changes from case studies gathered from customers in vertical chains as diverse as retail, beverage and automotive.



11.15am – 12.00pm

Improved supply chain performance with energy efficiency and eco-friendliness

**LIZ BURROWS, Director of Operations
Blackmores, Australia**



**SOEREN SCHAUKI
Key Account Manager
Logistics Systems
Dematic, Australia**

For the first time in more than 15 years, the new Blackmores Campus at Warriewood has brought the company's manufacturing and distribution operations under one roof. The design is environmentally friendly and incorporates a significantly streamlined materials handling and order-picking system. Installation of the latest order picking technologies also ensures materials handling is optimised at all stages. This case-study presentation will illustrate how streamlining operations in a facility that is not only efficient, but environmentally sound, can result in direct supply chain savings in excess of \$1 million per annum, and enhance productivity across the board without compromising the environment.

The Smart 2009 Research Forum

Tuesday 9 June 2009, 8.30am–5.30pm
Crowne Plaza Darling Harbour, 150 Day Street, Sydney
Blackwattle Room, Cost: \$160 (includes GST)



Who should attend: Private and public organisations, academics, students, research companies, government and industry representatives, researchers and educators.

Industry improvement through learning and research

The Smart 2009 Research Forum will provide industry, government and academics with an opportunity to learn from the latest in supply chain and logistics research, presenting a broad scope of papers on topics including environmental sustainability, corporate social responsibility, redesign of supply chains and measuring supply chain relationships.

Presented by an impressive line-up of academia from Australian and international universities, including the Izmir Institute of Technology in Turkey and Widyatama University Bandung in West Java, the forum will reflect Smart 2009's focus on innovation and the Middle East and Asia Pacific regions.

The Smart Research Forum will showcase the latest in supply chain related research and identify future areas of interest for researchers, making attendance a must for anyone looking to extend their learning in this industry.

PROGRAM

7.45am **REGISTRATION**

8.35am **WELCOME:** Mal Walker Chair, Smart 2009 Research Forum

8.40am **OPENING KEYNOTE ADDRESS:**
The Importance of Supply Chain Research to Industry and Society



Dr John Gattorna
 Adjunct Professor, MGSM
 Macquarie University
 and
 Chair, Institute of Logistics and Supply
 Chain Management, Victoria University

9.20am **INTRODUCTION TO SPEAKERS AND RESEARCH FORUM SESSIONS**

9.25am **Investigating the Drivers of Corporate Social Responsibility for Australian Logistics Firms**

Dr Byron Keating
 Research Fellow, Centre for Business Services Science
 University of Wollongong

9.55am **Understanding Interorganisational System (IOS) Adoption: An empirical investigation in the Australian grocery industry**

Ali Mazen PhD Student, University of Melbourne

10.25am **MORNING TEA**

10.40am **The Innovation Imperative – Managing Capability Building for Value Creation in Collaborative Service Organisations**

Dr Renu Agarwal
 Research Director, University of Technology Sydney
Professor William Selen
 Business and Program Director
 Middle East Technical University

11.10am **An Integrated Approach to Supply Chain Redesign**

Dr Michael Forbes
 Adjunct Professor, Mathematics Department
 University of Queensland

11.40am **Logistics and Supply Chain Competencies required by Supply Chain Managers**

Associate Professor Shams Rahman
 Director, Logistics and Supply Chain, RMIT University

12.15pm **Using innovative information technology to facilitate international collaboration to support a global strategy of post graduate supply chain education**

Ian Simms
 Course Coordinator, MSCM Southern Cross University

12.45pm **LUNCH**

1.30pm **Green Logistics and Supply Chain Management: Integration of Suppliers with Environmentally-friendly Practices**

Professor Yercan Funda Dokuz Eylul University, Turkey
Yildiz Turkey PhD Student, Izmir Institute of Technology, Turkey

2.00pm **Predicting and Measuring Supply Chain Relationships and Trust**

Andrew Downard Research Student ILSCM, Victoria University

2.30pm **Aid Goods Allocation: Distribution Integration Planning for Natural Disaster Relief with Direct Shipment**

Rienna Oktarina Widyatama University Bandung, West Java

3.00pm **Understanding Supply Chain Interdependencies within Bluescope Steel**

Omar Devlin Logistics Infrastructure Capacity Project Manager, Bluescope Steel

3.30pm **AFTERNOON TEA**

4.00pm **Round Table Session: Desirable Research Topics and Outcomes for Research Candidates, Associations, Organisations and Society**

Session Chair: Dr John Gattorna

5.00pm **CONSULTATION TIME FOR STUDENTS AND ACADEMICS**

The Workshops

Friday 12 June 2009

Crowne Plaza Darling Harbour, 150 Day Street, Sydney

Cost: One workshop \$385/Two workshops \$660 (includes morning & afternoon tea & lunch)

Please note: If you are a delegate at Smart Conference a 15% discount is applicable.

Part of Smart 2009, these four intensive half-day workshops will examine in-depth issues of core relevance to supply chain practitioners. Workshops will encourage participation and numbers will be restricted to 30 delegates per workshop.



Friday 12 June, 8.30am – 12.00pm

Workshop 1A:

Mitigating supply chain risk associated with oil supply and price volatility



PROF. RICHARD WILDING, Professor of Supply Chain Risk Management
Cranfield School of Management, UK

KJELL ALEKLETT, Professor of Physics, Department of Physics and Astronomy, Global Energy Systems Group, Uppsala University, Sweden;

President, Association for the Study of Peak Oil & Gas (ASPO) International

This workshop is a must for any business that relies on oil – for transportation or as an input along the supply chain for virtually all manufacturing and supply chain operations.

The workshop will be led by two of the world's leading experts in the fields of supply chain risk management and energy security.

The Situation: World oil supplies have been cut by 20% due to major, sudden disruptions to supply. In addition, accelerating demand by developing economies has exacerbated the supply situation and prices are greater than US\$200 per barrel.

Workshop participants will explore the potential impact of such volatility on their business, including:

- Procurement issues and risks
- Supply chain issues and risks
- Product design issues
- Broader economic issues

Participants will examine and develop mitigation strategies for their business, such as:

- Distribution networks
- Go to market models
- Alternative procurement strategies
- Alternative product designs
- Lobby for government action

With peaking oil supplies such a topical issue affecting all involved in supply chain and logistics, participants in this workshop will come away with an understanding of how volatility in oil supplies and price can affect business and the strategies needed to mitigate risks.

Workshop 1B:

Establishing and managing global supply chains – How to avoid the pitfalls



OLAF SCHATTEMAN, Vice President Supply Chain, Portland Group

TOM ZIELINSKI, Vice President Supply Chain, Portland Group

Many Australian companies have off-shored (parts of) their manufacturing capabilities to Low Cost Countries or are importing goods for resale or are considering this.

Decision criteria are usually primarily centred on cost reduction and rarely take into account the real costs of sourcing components or entire products from far away countries. Research has proven that decisions are most often made on total landed cost comparison basis. The workshop will exploit relevant decision criteria and provide input to a comprehensive total cost of ownership model for establishing extended supply chains.

Workshop key learning points:

- When does it pay off to manufacture or source off-shore?
- What capabilities do companies need to develop if they off-shore?
- How do organisations in a global supply chain work together?
- What are the risks and what can companies do to overcome these?

Organisations need to develop significant additional supply chain capabilities to manage off-shore extended supply chains as lead times and risks increase and collaboration and integration with (numerous) third parties needs to be established (e.g. contract manufacturers, shippers, freight consolidators).

Supply chain planning and inventory management capabilities usually need a drastic overhaul and upgrade as old rules and processes no longer apply.

During the workshop new key supply chain planning and inventory management capabilities will be highlighted.

Off-shoring also brings with it a number of risks, not least the potential loss of control. Disruptions in supply can often be attributed to the failure of one of the links and nodes in the chain. By definition, the more complex the supply network, the more links there are, hence the greater the risk of disruption. The workshop will also focus on what risks are incurred and how they can be mitigated.

Friday 12 June, 1.00pm – 4.30pm

Workshop 2A: How to make Lean and TOC a way of life in your supply chain



**BRIAN LEVITAN, Associate
Lean Australia**

Join Brian Levitan as he uncovers the transformational powers of Lean thinking and the Theory of Constraints (TOC).

This workshop will provide participants with the information they need to successfully implement Lean management thinking and the principles of the Theory of Constraints, to ensure supply chains are optimised, waste is reduced and profits are maximised.

Lean thinking is a philosophy that focuses on the reduction of non-value adding activities or waste. The principles of Lean thinking are transferable and can be applied to all kinds of activities including order processing, product development, manufacturing, warehousing and distribution.

As the founder of Lean Australia and the Lean Network, Brian is well placed to lead this workshop which will provide participants with solutions in the context of their own businesses.

Brian will also explore TOC, a theory that provides the means to optimise organisational performance through:

- Appreciation of systems
- Understanding the nature of uncertainty and managing it effectively
- Understanding systemic cause and effect relationships to focus management attention
- Recognising real leverage points in value creation, whether they are physical or behavioural

Don't miss out on this unique chance to turn your supply chain around and increase overall profitability through Lean and TOC.

The Workshops are sponsored by

Workshop 2B: Breakthrough approach to sustainable distribution – Adapting best practice tools from Europe



**JAMES TUPPER, ECR Learning &
Change Manager – IGD, UK**

This workshop will educate, inspire and enable – focusing on practical implementation

In this workshop, James Tupper will discuss sustainable distribution and European FMCG industry achievements, exploring how supply chain operatives in Australia can learn from or adapt these practices.

Workshop participants will work through best practice solutions, case studies and get guidance on overcoming some of the barriers to implementation.

Overcoming the Barriers: Gain from James' invaluable experience in appreciating and setting aside the different "sacred cows" that stand in the way of even more collaborative storage and transport. Participants will identify the "sacred cows"; prioritise them in terms of the value that could be unlocked if they could be set aside; and rank them in terms of the feasibility of setting them aside.

Actions can then be planned for companies, supply chains and industries to push back the boundaries, work more effectively together and move towards a sustainable distribution model.

The Workshop Toolkit

Sustainable Transport Roadmap – Identify opportunities individually or with trading partners with this self-assessment tool.

Transport Collaboration Guide – An interactive guide to identifying opportunities to increase vehicle utilisation, reduce kilometres travelled and reduce transport cost through sharing transport resources.

User's Guide to Consolidated Distribution – A practical support guide that outlines types of consolidation networks and provides help with implementation.

Savings Calculator – An interactive tool to help capture and record savings in kilometres, litres of fuel, tonnes carried as the key measures.

The Site Visits

Tuesday 9 June and Friday 12 June

The Site Visits program for Smart 2009 will tour nine advanced operations in the Sydney area and take place over two days. Site visits are open to conference delegates only.

Our thanks go to all participating companies for making their operations available for the site visits program, thus providing delegates with a unique opportunity to learn from industry leaders in a real life setting.

- Coaches depart from the main entrance of the Sydney Convention & Exhibition Centre, Darling Harbour at the time specified for each individual tour.
- Delegates must arrive at least 10 minutes prior to the advertised departure time for tour registration.
- If there are any changes in sites and/or timings, delegates will be given ample notice of these changes prior to the commencement of the visit. **PLEASE NOTE: The sequence of visits within the tours may be varied without notice to suit host site requirements.**
- The price quoted for each tour includes morning and afternoon tea, lunch and transport.
- Delegates must wear appropriate shoes (no high heels or open-toed shoes). If required, safety jackets will be provided. Most sites prohibit the use of cameras.
- All site visits are restricted in numbers. To avoid disappointment please book early by completing the registration form on the *inside back cover* or online at www.smartconference.com.au

PLEASE NOTE: Site visit hosts are provided with a list of attendees and have the right to prohibit the attendance of any person to their premises.

Coca-Cola Amatil (CCA) 128 Briens Rd, Northmead



This newly opened fully automated distribution centre is the largest of its kind in the southern hemisphere. Adjoining manufacturing, this facility is CCA's primary distribution centre for grocery customers and is a key supply point for CCA's route distribution centre.

3M Australia 5 Butu Wargun Drive, Permulwuy



3M has an interesting array of material handling equipment to handle a range of different sized products including a twin 3-tier pick module serviced by two spiralveyors and a network of conveyors. Picking is both full case pick to belt and split case by zone all performed with RF (including some intrinsically safe units operating in the DG store).

Corporate Express Australia 24-66 Lockwood Rd, Erskine Park



This state-of-the-art warehouse is a leading example of sustainable development for the industrial sector in Australia. A brand new 43,000sqm facility, its many ecologically sustainable design elements deliver a 4-5 star green rating. These include use of natural and energy-efficient lighting, rainwater harvesting, a dual plumbing system and a unique co-generation system to produce primary power while emitting less carbon.

Acco Australia 40 Holbeche Rd, Arndell Park



Well known manufacturer and supplier Acco showcases smart split case picking adjoining its manufacturing facilities. Servicing 4000 skus with multiple pick types, this facility comprises zone picking and sortation supported by integrated SAP WM.

Recall Australia

3 Butu Wargun Drive, Permulwuy (Greystanes)



Newly commissioned, this facility offers Sydney users state-of-the-art storage for millions of documents. In conjunction with the unique high bay design (24m), the designers employed a number of techniques to raise their environmental credentials in water usage and energy minimisation. A further recent innovation is the application of RFID tags to every new carton receipted in the facility for inwards and outwards traceability.

News Ltd

26-52 Hume Hwy, Chullora



News Ltd's Chullora plant features a variety of materials handling equipment, servicing newspaper manufacturing, pre-prints for publication and collation of commercial advertising material into newspapers. Visitors will see newspaper printing supported by automated guided vehicles (AGVs).

Harper Entertainment Distribution Services

6 Goulburn St, Kings Park



This Kings Park facility offers order-to-cash distribution services to the home entertainment industry in Australia. Operated as a 4PL, the order handling system is a Dexion pick-to-light system with automatic order induction. There is comprehensive KPI and SLA DIFOT reporting from order receipt, handling, shipment and delivery, and POD status.

Blackmores

20 Jubilee Ave, Warriewood



Blackmores opened its new distribution centre in November 2008 as the first stage of a new comprehensive manufacturing and distribution centre development. This flexible operation utilises Dematic's pick director/route director technology to replenish and "put" and "pick" orders.

Australian Discount Retail (Trading) (ADRT)

415 Pembroke Rd, Minto



ADRT operates this purpose built 35,000sqm facility servicing the wide ranging needs of high volume discount variety merchandise. The operation has been built with flexibility in mind to accommodate fluctuating day-to-day workloads associated with container receipts. The backbone of the handling system is a high speed TGW sortation conveyor.

Most tours are limited to 30 delegates and depart Darling Harbour at 8.00am and return around 4.30pm.

Cost per tour: \$90 (incl. GST)

TUESDAY 9 JUNE

TOUR 1

Harper Entertainment
News Corporation
Coca-Cola Amatil

TOUR 2

Australian Discount
Retail (Trading)
3M Australia
Recall Australia

TOUR 3

Blackmore's
Laboratories
Corporate Express
Acco Australia

FRIDAY 12 JUNE

TOUR 4

3M Australia
Corporate Express
Coca-Cola Amatil

TOUR 5

Australian Discount
Retail (Trading)
Recall Australia
Acco Australia

The Site Visits program is sponsored by



THURSDAY 11 JUNE 2009

THE SUPPLY CHAIN INDUSTRY DINNER

Time: 6.30pm for 7.00pm start
Venue: Parkside Ballroom, Convention Parkside, Level 1
Dress: Lounge suit or smart casual
Cost: \$150 (incl GST) includes pre-dinner drinks, three course dinner, fine wines and great entertainment.
 Corporate tables of ten are available if booked prior to the event for \$1425 (incl GST) – save \$75

The pre-eminent event in the supply chain industry's social calendar. Always eagerly anticipated, the Supply Chain Industry Dinner and Smart Awards evening is Smart 2009's major social event at the close of the conference.

Highlights of the dinner include presentation of:

- The industry's premier award in supply chain management and logistics in Australia: The announcement and presentation of the Smart 2009 Conference Award to an individual in Recognition of Outstanding Contribution to the Profession of Supply Chain Management.
- The Smart 2009 Awards honouring exceptional corporate and individual performance in key supply chain and logistics industry sectors.

Note: You do not have to be a delegate at Smart 2009 to attend the Supply Chain Industry Dinner and Smart Awards.

THE SMART AWARDS



"As the only supply chain awards run by the industry for the industry, winners of the Smart Awards in 2009 will enjoy prestigious recognition amongst their peers, competitors and customers," said Len Harper, Chairman, Smart 2009 Awards Committee.

The following awards will be presented at the dinner:

- **The Award for Excellence in Supply Chain Management and Distribution in Australia** Presented by the Logistics Association of Australia (LAA)
- **The Award for Excellence in Manufacturing Supply Chains in Australia** Presented by the Australian Production and Inventory Control Association (apics)
- **The Award for Excellence in Procurement in Australia** Presented by the Chartered Institute of Purchasing & Supply, Australia (CIPSA)
- **The Award for Excellence in Transport and Logistics in Australia** Presented by the Chartered Institute of Logistics and Transport in Australia (CILTA)
- **The Award for Excellence in Supply Chain Innovation in New South Wales** Presented by the NSW Department of State and Regional Development (DSRD)

ORGANISED BY



THE SMART AWARDS ARE SPONSORED BY



RUSSELL REYNOLDS ASSOCIATES

MEDIA PARTNERS



If you would like more details on becoming a sponsor of the Smart Awards please contact Pamela Adams 9223 9366 or admin@smartconference.com.au

WEDNESDAY 10 JUNE 2009

THE SMART WELCOME COCKTAIL RECEPTION

Time: 5.15pm–7.30pm
Venue: The foyer of the Parkside Ballroom Convention Parkside, Level 1
Cost: FREE to conference delegates

Take the opportunity to catch up with old friends and colleagues, meet new industry peers, enjoy the refreshments and relax.

The Smart Welcome Cocktail Reception is sponsored by



The Supply Chain Industry Dinner is sponsored by



Corporate Travel Management (CTM) is the official travel agency for Smart 2009 Conference.

CTM not only offers the 'best internet and special fares' available on Qantas, Jetstar & Virgin Blue but also provides assistance with all your accommodation bookings!

To see ALL flight options to SMART 2009 Conference on a single computer screen, use the latest delegate flight booking technology at:
www.travelctm.com/bookings

Once you have made a flight booking please enter your event code in 'Price Summary' section underneath the heading in red font 'Special Requests for Travel Agency'. Under this heading, there is a space to enter your event code: SMART09

CTM has negotiated special rates for accommodation at the following hotels:

- Hotel Ibis Darling Harbour
- Novotel Sydney Darling Harbour
- Grand Mercure One Darling Harbour
- Crowne Plaza Darling Harbour

*All rooms are subject to availability at time of booking

Bookings may be made directly with CTM consultants via Toll Free number for callers within Australia. Contact us and quote your event code: SMART09

Phone 1800 630 866 – Monday to Friday
(8.00am-6.00pm) Queensland time

Email groups@travelctm.com



CORPORATE TRAVEL MANAGEMENT
Tailored Travel Solutions.

SSCt
SMART SUPPLY CHAIN
technology

June 10-11 2009

**Sydney Convention & Exhibition
Centre, Darling Harbour**

**THE OFFICIAL
EXHIBITION OF
SUPPLY CHAIN WEEK**

For exhibition enquiries contact Eleanor Page
or Simon Cooper - ph 02 9660 2113
email info@smartsupplychain.com.au or
visit www.smartsupplychain.com.au

Media Partners



Registration Information

Smart 2009 Conference takes place over 2 days – Wednesday 10 June and Thursday 11 June 2009 at the Sydney Convention and Exhibition Centre, Darling Harbour, with optional activities held on Tuesday 9 June and Friday 12 June.

Registration opens at 7.00am on Wednesday 10 June and 6.45am on Thursday 11 June 2009.

SMART 2009 CONFERENCE REGISTRATION	Early Bird Fee (on or before May 1)	Standard Fee (after May 1)
Full Conference (two days)		
Member	\$1320.00	\$1474.00
Non Member	\$1430.00	\$1595.00
Single Day Conference		
Member	\$847.00	\$924.00
Non Member	\$902.00	\$979.00

Companies registering 5 or more delegates will receive a 10% discount on the above fees. Member registration fees apply to financial members of the following associations and industry partners: LAA, apics, CIPSA, CILTA, LTNZ, NZPICS, ALC and SCLG.

Full Conference Registration

Full conference registration includes: attendance 10–11 June 2009, coffee on arrival, morning and afternoon teas, lunches, keynote breakfast, welcome cocktail party, conference satchel and documentation, a copy of the conference proceedings and registration to the SSCT Show.

Single Day Conference

Single day conference registration includes: attendance on the nominated day, coffee on arrival, morning and afternoon tea, lunch, conference satchel and documentation, a copy of the conference proceedings and registration to the SSCT Show.

Note: Single Day Conference delegates attending on 10 June are entitled to attend the Welcome Cocktail Party. Single Day Conference delegates attending on 11 June are entitled to attend the Keynote Breakfast

Payment of Fees

Payment of fees should accompany all registration forms by one of the following options:

- **Cheque** made payable to: Smart Conferences Pty Ltd
- **Electronic Funds Transfer** to Smart Conferences Pty Ltd, BSB: 062 110, Bank Account No: 1013 6403. Please send the remittance advice to the Registration Centre immediately or include delegate's name on the transfer to ensure your payment is allocated correctly
- **Credit card:** Mastercard, Visa, AMEX, Diners

Registration Acknowledgement

On receipt of payment, your registration will be acknowledged in writing and will include tickets to events you have registered for that take place before the opening of the conference on 10 June. Please note that you will not receive any other documentation prior to the conference.

Cancellation Policy

Delegates who find themselves unable to attend the Conference after submitting a registration form are most welcome to nominate a substitute. All cancellations must be received in writing by the Conference Secretariat no later than Friday 17 April 2009. An administration fee of \$150.00 will be applicable. Cancellations received after 17 April 2009 are not refundable.

PRIVACY STATEMENT: The collection of personal information you give to us to keep you informed about Smart Conference, or to process your registration for Smart Conference is governed by privacy laws. Please note that: **1.** The purpose of our collecting your personal information is to respond to your request to receive information about Smart Conference or to process your registration and to market the products and services of Smart Conference and our business associates. **2.** We will only disclose your personal information to our registration contractors and business associates. **3.** Our business associates are sponsors and industry partners of Smart Conference, and the professional bodies that undertake the organisation of Smart Conference. The above named organisations may use the personal information provided to them to enable them to market their products or services directly to you. **4.** You may make a request to gain access to any of your personal information that we have collected. **5.** You can elect not to have your personal details provided to a third party by ticking the request for Privacy box on your registration form.

Program

Details of speakers and topics are correct at the time of going to press. However, circumstances beyond the control of the organisers may necessitate substitutions of speakers and topics for which the organisers cannot be held responsible. Any changes to the program will be noted at www.smartconference.com.au and delegates should check the website regularly for updates.

PROGRAM OPTIONAL EXTRAS

Smart Research Forum – Open to delegates and non delegates

\$160 per person – refer *page 19* for details

Tuesday 9 June from 8.15am-5.00pm

Crowne Plaza Darling Harbour



Site Visits – Open to delegates only

\$90 per person – refer to *page 22* for details

Day 1 Tuesday 9 June | **Day 2** Friday 12 June

Workshops – Open to delegates and non delegates.

If attending two workshops the full day cost is \$660.00. Delegates who have registered for the conference receive a 15% discount on the full day cost and the costs quoted below.

Friday 12 June, 8.30am-4.30pm

Crowne Plaza Darling Harbour



Workshop 1A \$385 • 8.30am-12.00pm Professor Richard Wilding & Professor Kjell Aleklett

Includes coffee on arrival, morning tea and lunch.

Workshop 1B \$385 • 8.30am-12.00pm Olaf Schatteman & Tom Zielinski

Includes coffee on arrival, morning tea and lunch.

Workshop 2A \$385 • 1.00pm-4.30pm Brian Levitan

Includes coffee on arrival lunch and afternoon tea.

Workshop 2B \$385 • 1.00pm-4.30pm James Tupper

Includes coffee on arrival, lunch and afternoon tea.

SOCIAL FUNCTIONS

Welcome Cocktail Party – Open to delegates only. No charge

Wednesday 11 June from 5.15pm-7.30pm

Parkside Ballroom Foyer, Level 1, Convention Parkside

Supply Chain Industry Dinner & the Smart Awards – Open to delegates and non delegates

\$150 per person – refer to *page 24* for details

\$1425 corporate tables of 10

Thursday 11 June from 6.30pm for 7.00pm

Parkside Ballroom, Level 1, Convention Parkside.

PROCEEDINGS

Conference proceedings will be provided to delegates no later than 14 working days after the conclusion of the Conference.

KEY DATES

EARLY BIRD REGISTRATION CLOSURES	FRIDAY 1 MAY
SMART RESEARCH FORUM	TUESDAY 9 JUNE
SITE VISITS DAY 1	TUESDAY 9 JUNE
CONFERENCE PROGRAM DAY 1	WEDNESDAY 10 JUNE
WELCOME COCKTAIL PARTY	WEDNESDAY 10 JUNE
KEYNOTE BREAKFAST	THURSDAY 11 JUNE
CONFERENCE PROGRAM DAY 2	THURSDAY 11 JUNE
SUPPLY CHAIN INDUSTRY DINNER & THE SMART AWARDS	THURSDAY 11 JUNE
WORKSHOPS	FRIDAY 12 JUNE
SITE VISITS DAY 2	FRIDAY 12 JUNE

REGISTRATION FORM AND TAX INVOICE

Smart 2009 Conference 10-11 June 2009, Sydney Convention & Exhibition Centre, Sydney ABN 82 093 453 948

REGISTER ONLINE AT www.smartconference.com.au

Or please return your completed form to the Registration Centre below with full payment. Registrants are advised to read through the following information before completing the Registration Form. Please print clearly. Each registrant must complete a separate form (photocopies will be accepted).

STEP 1: PERSONAL DETAILS

Title _____ First Name _____ Last Name _____
Position _____ Organisation _____
Address _____
Suburb/City _____ State _____ Postcode _____ Country (if not Australia) _____
T _____ F _____
M _____ E _____
Do you have any special needs? (Diet, access etc) _____

I do not wish my personal details to be provided to Smart Conference business associates.

STEP 2: STREAM SELECTIONS

For the purposes of appropriate room allocations, please indicate by name of presenter the STREAM sessions you are most likely to attend. This will be used as a guide only – you are free to move between streams and attend any sessions you wish.

Wednesday 10 June		Thursday 11 June	
Session	Presenter	Session	Presenter
1.45 – 2.30		9.15 – 10.00	
2.30 – 3.15		10.30 – 11.15	
3.45 – 4.30		11.15 – 12.00	
4.30 – 5.15			

STEP 3: REGISTRATION

Membership: To receive Member registration rates please tick ONE BOX if you are a financial Member of one or more of the following Associations/Industry Partners

LAA apics CIPSA CILTA SCLAA
 LTNZ NZPICS ALC SCLG

Full Conference Registration Wednesday 10 June and Thursday 11 June 2009

Member early bird registration (on or before 1 May) **\$1320** \$ _____
 Non member early bird registration (on or before 1 May) **\$1430** \$ _____
 Member standard registration (after 1 May) **\$1474** \$ _____
 Non member standard registration (after 1 May) **\$1595** \$ _____

Single Day Conference Registration Wednesday 10 June OR Thursday 11 June 2009

Member early bird registration (on or before 1 May) **\$847** \$ _____
 Non member early bird registration (on or before 1 May) **\$902** \$ _____
 Member standard registration (after 1 May) **\$924** \$ _____
 Non member standard registration (after 1 May) **\$979** \$ _____

STEP 4: OPTIONAL EXTRAS

Smart Research Forum – Tuesday 9 June 2009 **\$160** \$ _____

Cost of Smart Research Forum is not included in any Conference registration fees.

Site Visits

Numbers are limited. Please write 1, 2 & 3 to indicate your preferences.
Cost of site visits is not included in any Conference registration fees.

Tuesday 9 June 2009

Tour 1 HarperEnt/NewsCorp/Coca-Cola **\$90** \$ _____
 Tour 2 ADR/3M/Recall Aust **\$90** \$ _____
 Tour 3 Blackmore's/CorporateExp/Acco **\$90** \$ _____

Friday 12 June 2009

Tour 4 3M/CorporateExp/Coca-Cola **\$90** \$ _____
 Tour 5 ADR/Recall Aust/Acco **\$90** \$ _____

Workshops – Friday 12 June 2009

Numbers are limited to 30 per workshop. If attending a full day please indicate workshop preference. Cost of workshops is not included in any Conference registration fees.

Delegates who have registered for the conference will receive a 15% discount.

	Half Day \$385 (Member \$327.25)	2 Day \$660 (Member \$561)	
1A – Prof Richard Wilding & Prof Kjell Aleklett	<input type="checkbox"/>	<input type="checkbox"/>	\$ _____
1B – Olaf Schatteman & Tom Zielinski	<input type="checkbox"/>	<input type="checkbox"/>	\$ _____
2A – Brian Levitan	<input type="checkbox"/>	<input type="checkbox"/>	\$ _____
2B – James Tupper	<input type="checkbox"/>	<input type="checkbox"/>	\$ _____
TOTAL			\$ _____

STEP 5: SOCIAL FUNCTIONS

Welcome Cocktail Party – Wednesday 10 June 2009

Open to delegates only. Cost of Welcome Cocktail Party is included in all delegate registration fees. For catering purposes you must indicate here if you will be attending.

I WILL attend the Welcome Cocktail Party

Keynote Breakfast – Thursday 11 June 2009

Cost of Keynote Breakfast is included in all delegate registration fees. For catering purposes you must indicate here if you will be attending. Tickets will be collected at the door.

I WILL attend the Keynote Breakfast

Supply Chain Industry Dinner & The Smart Awards – Thursday 11 June 2009

Open to delegates and non delegates.

I would like to purchase _____ ticket(s) at \$150 each \$ _____
 Corporate table/s of 10 @ \$1425 \$ _____

STEP 6: PAYMENT

All prices quoted are in Australian dollars and include GST

Registration Fees \$ _____
10% discount 5 or more (if applicable) – \$ _____
Optional Extras Fees: Research Forum \$ _____
Site Visits \$ _____
Workshops \$ _____
(minus 15% off workshops if applicable) – \$ _____
Social Function Fees: Industry Dinner & Smart Awards \$ _____
TOTAL DUE \$ _____

Payment Options

Enclosed cheque payable to: Smart Conferences Pty Ltd
 Electronic Funds Transfer to:
Smart Conferences Pty Ltd, BSB: 062 110, Bank Account No: 1013 6403
Remittance advice must be sent immediately by fax to +61 2 9223 9388 or email smartadmin@smartconference.com.au. Delegate name/s must be included to ensure payments are allocated correctly.

Please debit my credit card:
 Mastercard Visa American Express Diners

Cardholder name _____

Card Number:

Expiry Date: /

Signature _____ Date _____

STEP 7: FORWARD COMPLETED FORM WITH PAYMENT TO:

Smart 2009 Conference Registration Centre
PO Box K1385
HAYMARKET NSW 1240, Australia
Fax: +61 2 9211 7601
Phone: +61 2 9280 0922





**SMART 2009
CONFERENCE**
10-11 June 2009
Sydney Convention & Exhibition Centre
Darling Harbour Sydney Australia

AUSTRALIA'S LEADING Supply Chain Conference

For the Industry, By the Industry

Smart 2009 Conference is organised by the following leading professional bodies:

Australasian Production & Inventory Control Society (apics)

"People responsible for implementing supply chain strategies are always in search of the edge that can improve their implementation and lead to sustained competitive advantage. By attending Smart 2009 Conference you will experience high quality, targeted education for service environments, operations and inventory management, process improvement, procurement, project and supply chain management."

John Ballantyne, National President, Australasian Production and Inventory Control Society (apics)
www.apics.org.au

Chartered Institute of Purchasing & Supply Australia (CIPSA)

"Smart 2009 will be an excellent opportunity for supply chain practitioners to learn more about professional procurement and for procurement professionals to get a broader perspective of their contribution to the overall supply chain process. In addition to the vast range of 'hot topics' covered by its extensive program, Smart Conference is also the largest networking event for supply chain professionals in the region."

Jonathan Dutton, Managing Director, Chartered Institute of Purchasing & Supply Australia (CIPSA)
www.cipsa.com.au

Supply Chain & Logistics Association of Australia

"The Supply Chain and Logistics Association of Australia is pleased to once again support the largest Supply Chain and Logistics Conference in Australia and one of the more significant supply chain and logistics conferences worldwide. Whether you are new to the industry or a long serving participant, there is much to gain from the networking and educational opportunities that Smart 2009 will present."

David Doherty, Chairman, Supply Chain & Logistics Association of Australia (SCLAA)
www.sclaa.com.au

Chartered Institute of Logistics & Transport in Australia (CILTA)

"Smart 2009 provides a real opportunity for people involved in transport and logistics to learn of the ongoing achievements occurring in the industry, and to participate in the future development of the industry. The bottom line is an improved performance in your own corporation."

Len Harper, Executive Director, Chartered Institute of Logistics and Transport in Australia (CILTA)
www.cilta.com.au

Logistics Association Australia (LAA)

"Smart 2009 is the largest and premier event that will offer those involved in supply chain and logistics at both a strategic level and an operational level significant learning opportunities. By attending Smart it will assist with your understanding of how to attain greater efficiency and compliance throughout your supply chain networks while increasing the value added for your customers. Smart delivers leading national and international supply chain specialists and logisticians who offer best in class presentations, case studies and workshops. The site tours associated with Smart Conference also offer the opportunity to see leading edge solutions in practice. I encourage you to attend."

Brad Harrison, President, Logistics Association of Australia (LAA)
www.laa.asn.au



The Society for Supply Chain Professionals



CIPSA Australia



SCLAA
SUPPLY CHAIN & LOGISTICS
ASSOCIATION OF AUSTRALIA



The Chartered Institute of
Logistics & Transport
Australia



Logistics
Association
Australia

Platinum Sponsors



Microsoft Dynamics



Industry Sponsor



Australia

Industry Partners



Gold Sponsors



DEMATIC



Media Partners



Smart Conferences Pty Ltd ABN 82 093 453 948

PO Box Q1612, Sydney, NSW 1230 | T +61 2 9223 9366 | F +61 2 9223 9388

smartadmin@smartconference.com.au | www.smartconference.com.au