

Sourcing goods & services locally vs from overseas. What do we need to do differently?

"Our customer is king" some practical examples of the issues faced when you change supply too far off distant lands, how to make sure that this works for your customers. Time, distance, culture, Law's & Regulations, values and political systems are all very different to our everyday environments. What will we need to do differently to ensure our customers 'win' from this move?

The CIPS Australia VIC Committee together with SCLAA warmly invites you to this joint event to hear from Tony Gleeson from CPA Australia Limited & Tom Andrews from DHL. The two speakers will explore some of the issues of moving supply sources off shore and some of the impacts this can have to your customers.

Special event- Wine tasting

Joining us on the night will be Treasury Wine Estates to discuss wines and the wine industry. They will be bringing along a terrific range of well known wines for you to try. A special offer will also be made available to attendees on the night!

Speakers

CPA- Tony Gleeson Executive General Manager Member Knowledge CPA Australia Limited

Tony has over 25 years of international experience in the field of educational design, development and delivery. He has lived and worked in five continents and held a number of key positions in the leading professional services organisations. He has spoken widely at a variety of international conferences on professional development issues.

Tony is the Executive General Manager of Member Knowledge for CPA Australia Limited and leads a business responsible for revenue in excess of \$50M in the development of educational products that that include over 30,000 CPA program candidates sitting certification examinations. CPA Australia Limited has over 130,000 members in 100 countries that rely on having access to the latest information and knowledge.

DHL - Tom Andrews, National Customs Manager - DHL Global Forwarding (Australia) Pty Ltd

With 23 years with DHL Global Forwarding, Tom has extensive experience in all areas of air and ocean freight forwarding, particularly in customs formalities and customs clearance.

- As National Customs Manager, Tom is responsible for the development, management and control of the customs business activities
 - With particular focus on the identification and understanding of customers' requirements in the customs area
 - As well as efficiency improvements in our quest for operational excellence
- Previously held position of Business Process & Organisation Manager, responsible for
 - Quality & Environment Management Systems
 - Operations Efficiency and Process Improvement
 - Operational Systems Support & Training
- Tom was also Manager of First Choice Australia



This event has been generously sponsored by NAB and DHL.

INVITATION

When & where

Thursday 14 April 2011

NAB Academy Atrium room,
800 Bourke St, Docklands.

What time

Registration: **5.30pm**

Start: **5.50pm**

End (approx): **8.00pm**

How much will it cost?

CIPSA and SCLAA members \$19.00.

Non-members \$26.90* inc. GST

Please note that payment must be made prior to the event to confirm attendance. Numbers are limited.

*Please note prices listed are applicable for online bookings. Manual bookings will incur a 5% administration charge.

Catering

Canapés and drinks will served.

RSVP

Please book online at
www.cips.org/networkingevents by
Thursday 7 April 2011.

Email events@cipsa.com.au
or call 1300 765 142
with event enquiries.

CIPS Australasia



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