



## CONFERENCE DAY ONE – Tuesday 19th March 2019

### 09:00 Registration with Coffee and Pastries

#### 09:30 Chairperson's Opening Remarks

Richard Hunt CBE, Hon FCILT, VR, Past Chairman, The London Ambulance Service

#### 09:40 Opening Address

##### Superdry's supply chain strategy journey

- Why did we have the challenges?
- What did we do to create the vision?
- How did we make it happen and what benefits did we receive?

**Alex Watson**, Head of Logistics – Operations & Fulfilment, Superdry



#### 10:05 How to transform the supply chain in a competitive advantage to enable business growth

- Understand how a transformation can bring together customer centric supply network design
- Discuss how a transformation can cut delivery time by 50%
- What is supply network synchronization?
- Discuss how collaboration platform can bring positive benefits
- What is the process for an E2E supply chain visibility?

**Onofrio Caradonna**, Europe Product Supply Shared Services Leader, Procter & Gamble



### 10:30 Morning Networking Break and Scheduled 1-2-1 Consultations

#### 11:10 Table top discussion – *choose a topic and discuss within your group*

*Gives the audience to meet other attendees and discuss common industry problems with each other*

- What are the key aspects and processes of ensuring a fully transformational supply chain? Look at the challenges and benefits having a transformation supply chain.
- What is the biggest challenge in companies when using inventory management and forecasting stock?
- What does the future hold for the supply chain – will there be more technology, AI, VR automation and robotics?
- Will Brexit have a big impact for your company and what are the biggest challenges that the industry will face?

#### 12:00 The Co-operative upgrade strategy story

- Hear how The Co-op Food managed their upgrade from Manhattan WM0S 2004 to Platform 2015
- Discover how design, build and delivery aspects were able to deliver rapidly with minimal delays and issues
- Look at the benefits which has been gained from the completion of the rollout and the future plans

**Barry Morgan**, Solution Specialist – Logistics, Co-operative Group



## 12:25 The Demand Driven Adaptive Enterprise As A Necessary Condition To Reap The Full Benefit Of Digitalisation

- Digitalisation can only deliver its benefits if the information that get processed is relevant
- Traditional organisations are not equipped to differentiate between what is relevant and what's not
- A new management model is needed for organisations to gain visibility to relevant information

**Patrick Rigoni**, Founding Partner, SmartChain International LLP

**John Earley**, Founding Partner, SmartChain International LLP



## 12:50 The complexity of cost to serve

- What is the cost to serve approach and is it making profitability?
- How to ensure customer satisfaction has been met?
- Can Cost to Serve provide supply chain visibility and transparency

**Deon Pillay**, Head of Supply Chain, Nando's



## 13:15 Solutions Provider Meetings and Networking Lunch

### Workshop session

*Take your pick to which session you would like to hear about. Two excellent presentations from Honeywell and AutoStore*

## 14:15 The Omnichannel – increased business opportunity or increased business challenge?

- How do retain your competitive edge, meet customer demand AND control your logistics costs?
- Hear how Voice Technology can help you streamline your warehouse operations to meet ever-more demanding customer expectation

**Mark Jones**, Enterprise Account Manager, Voice Solutions, Honeywell



Alternatively,

**Autostore session**

**Content, TBC**



**AutoStore**

## 14:40 Panel Discussion: Why should we consider digitalising your supply chain

- Is there a need for a change in your supply chain?
- Are there more processes and systems coming into place?
- Understand the new technological processes that enable supply chain digitisation and if it suits your business?
- Discuss the long and short-term challenge which are faced by digitalising your supply chain

**Barry Morgan**, Solution Specialist – Logistics, Co-operative Group

**Juergen Kull**, Director Supply Chain Operations EMEA, HP

**Deon Pillay**, Head of Supply Chain, Nando's



## 15:30 Solutions Provider Meetings and Networking Break

**16:10 Working with inventory management within Sky UK**

- Discover what was built for Sky Mobile that had to be different to Sky TV?
- What is the biggest challenge using inventory management and improving visibility to serve better customers
- Understand how governance is managed within Sky UK and how this shapes the future

**Vinesh Patel**, Operations Manager- Mobile, Sky UK



**16:35 Breaking through the process of S&OP**

- Sales & Operation Planning has been evolving over decades
- Are we clear what we really want to achieve?
- Look at ways to challenge to break-out of low-value process steps “empty rituals” and sloppy execution to deliver focused outcomes with rigour

**Ed Fairhurst**, Director, Supply Chain Planning – Europe & Africa, Shell Lubricants



**17:05 Up-date on potential Brexit impacts on supply chains.**

- *Session content to be determined by political outcomes between now and the date of the conference*

**James Hookham**, Deputy Chief Executive, FTA



**17:30 Chairman closing remarks**

**17:40 End of the conference**



## CONFERENCE DAY TWO – Wednesday 20th March 2019

### 09:00 Registration with Welcome Coffee and Pastries

#### 09:30 Chairperson's Opening Remarks

**Richard Hunt CBE, Hon FCILT, VR**, Past Chairman, The London Ambulance Service

#### Opening keynote

#### 09:40 Automation, a journey or a destination?

- How John Lewis is reimagining the world of logistics, sparked by consumer demand for quicker and more convenient delivery
- Exclusive case study on John Lewis' progress to become a 50/50 e-commerce and bricks and mortar retailer by 2020
- Inside track on how the retailer intends to fulfil its ambition in the next three years

**John Munnely FCILT** Partner & Head of Operations, Magna Park Campus, John Lewis & Partners



#### 10:05 Simplicity is key in navigating a world of complexity

- Increasing complexity of supply chains
- Back to basics; Increasing complexity of supply chains requires a focus on the basics in order to succeed
- Data visualisation; it's what you do with it that counts
- The digital competitive advantage

**Amy Jones**, The Intelligent Supply Chain Lead, Unipart Logistics



### 10:30 Solutions Provider Meetings and Networking Break

#### 11:10 Striving an excellence of collaboration

- Discover the HP way to deal with collaboration within the organisation
- Understand the ways planning and forecasting is estimated by excellent collaboration working with order management, sales and marketing
- Look at the key case studies working with internal and external retail partners across Europe

**Juergen Kull**, Director Supply Chain Operations EMEA, HP



#### 11:35 How To Transition From A Traditional Organisation To A Demand Driven Adaptive Enterprise

- A new set of processes is being developed to support the transition to DDAE
- Which new tools are needed to support a DDAE
- The importance of leadership and change management

**Patrick Rigoni**, Founding Partner, SmartChain International LLP  
**John Earley**, Founding Partner, SmartChain International LLP



#### 12:00 Sponsored session

TBC, IBM

**12:25 First 100 days in a complex supply chain organisation**  
TBC, Content  
Jim Gallagher, Supply Chain and Logistics Director, BSH Home Appliances Ltd

B/S/H/

**12:50 Solutions Provider Meetings and Networking Lunch**

**13:50. The crazy world of retail – how can logistics teams not only survive but thrive?**

- The retail revolution just gets faster and even less predictable
- The logisticians agenda within that gets more complex
- But our core skills make us ideal to not just influence but to define future retail

**Martin White**, Global Supply Chain, Former Primark

**14:15 Panel discussion – how well do you know your customers**

- Is it critical to understand your customers' needs?
- Discuss the key elements of excellent customer experience
- In this economic situation - how well does your customers help you through business challenges?

**Jim Gallagher**, Supply Chain and Logistics Director, BSH Home Appliances Ltd

**Jason Russell**, Supply Chain Manager, Mitchell & Butlers

**Martin White**, Global Supply Chain, Former Primark

B/S/H/



**15:05 Getting the best from sustainability initiatives**

- Why is supply chain a key driver in sustainability?
- How do we time changes to get optimum outcomes?
- Can we lower long-term operational costs while reducing the environmental impact of transportation?
- How can we reduce in CO2 emissions?

**Duncan Buchanan**, Policy Director, Road Haulage Association



**15:30 Solutions Provider Meetings and Networking Break**

**16:00 Weather Impact on Demand of Beer and Cider**

- Analysed 5 years weather history and mapping out the weather variation to average, against demand history fluctuations.
- What the impacts of weather is on beer & cider demand for 4 key product categories
- Cleansed history produces “weather neutral” Demand Forecast with short term overlay adjustments based on next 3 weeks weather forecast

**Derek Johnson**, On Trade Statistical Forecasting Manager, Heineken UK



**16:25 How to operate a robust sourcing and procurement process**

- Hidden suffering and in-work poverty in food and garment supply chains based on research published by Oxfam
- Why current audit and compliance tools are insufficient to uncover this
- What supply chain professionals can do to ensure a robust process

**Rachel Wilshaw**, Ethical Trade Manager, Oxfam



**16:50 Chairman closing remarks**

**17:00 Close of Conference**

*Please note that this agenda is subject to change.*

For more information about the agenda, please contact [belinda.wong@akabomedia.co.uk](mailto:belinda.wong@akabomedia.co.uk)  
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