

NEW ENGLAND SUPPLY CHAIN CONFERENCE MONDAY OCTOBER 6, 2014

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& Joanne Brennan

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LOCATION

Best Western Royal Plaza Hotel
and Trade Center
181 Boston Post Road West
Marlborough, MA 01752

SUCCESS THROUGH KNOWLEDGE, SKILL DEVELOPMENT AND INDUSTRY BEST PRACTICES

Welcome to the 2014 New England Supply Chain Conference! The sponsoring organizations, conference supporters and exhibitors welcome you, thank you for supporting our program again this year, and want you to know we strive to ensure that your time is well spent at the Conference. Your participation makes this the premier supply management event of the year in all of New England. We hope you will enjoy and benefit from the leading edge workshops, exhibitors and keynote speakers as well as from the extraordinary networking opportunities, where we hope you will share challenges and successes with your colleagues.

*-The 2014 New England Supply Chain
Conference Steering Committee*
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6 EDUCATIONAL TRACKS:

- **Microsoft Office Tools for Business** (Track A)
- **Purchasing & Material Mgt** (Track B)
- **Operations Mgt: Demand Mgt Toolbox** (Track C)
- **Risk Mgt/Compliance** (Track D)
- **Logistics** (Track E)
- **Supplier Showcase** (Track T)



**North Shore Chapter
& Boston Chapter
& South Shore Chapter**

**New England
ROUNDTABLE**



**Northeast Supply
Management Group**

NEW ENGLAND SUPPLY CHAIN CONFERENCE AND EXHIBITION

Sunday, October 5, 2014

5:30 PM - 7:00 PM REGISTRATION

7:00 PM - 9:00 PM CONFERENCE RECEPTION (Cash Bar)

Track A - Microsoft Office Tools for Business
Track B - Purchasing & Material Management
Track C - Operations Mgt: Demand Mgt Toolbox
Track D - Risk Management & Compliance
Track E - Logistics
Track T - Supplier Showcase

Monday, October 6, 2014

7:30 AM - 8:15 AM CONFERENCE REGISTRATION with Continental Breakfast

8:00 AM - 5:00 PM EXHIBIT HALL OPEN

8:15 AM - 9:45 AM BREAKFAST & KEYNOTE ADDRESS



Jeffrey B. Carr, President & Economist, EPR

Economic Outlook - A New England Perspective

Jeffrey Carr's regional economic forecast has been a highlighted keynote for logistics and supply chain conferences for over a decade. Be prepared for current data – you probably won't have read it in the Wall Street Journal yet – and prognostications based upon Jeff's insight and intimate knowledge of how regional industries, institutions and governments respond to and interact with global socio-economic conditions. Bring your questions about how your industry, region, or supply chains are being affected by the cost of energy, employment information, mortgage rate info/forecasts, or real estate values. You'll definitely want your notebook on the table during this breakfast.

9:45 PM - 10:00 AM **BREAK: EXHIBIT HALL**

10:00 - 11:15 AM EDUCATIONAL SESSIONS

1-A

(Microsoft Office
Tools for Business)

Mary Ellis, Sr. Trainer, New Horizons Computer Learning Centers

Intro to Windows 8.1 (w/Update #1) = How to Make it Work for You!

Windows 8.1 brings together everything you do – from new mobile apps for your business, to Office productivity work, to searching and browsing, to accessing all your data from anywhere. Your Windows experience works across all your devices – from the best business tablet, to a thin and light notebook, to your high-performance workstation or all-in-one, whether you are at home, in or around the office, or working on the road. In this session we will offer attendees a comprehensive look at the new features of Windows 8.1 and all it has to offer users. Topics & demonstrations will include previews of:

- Navigating the Windows 8.1 Environment
- Working with Common Features
- How to Search for Applications
- How to Pin Applications to Desktop Taskbar and Start Screen
- Wireless access
- File Explorer
- Start Screen "Modern App"and more!

1-B

(Purchasing
& Material
Management)

Stefanie Heiter, Principal, Bridging Distance, LLC

Electronic Body Language™ & Meeting-itis: The Antidote

Have you ever been in a phone conference where the leader didn't seem capable of interpreting and handling silence? Or when someone didn't know how to use the mute button properly? We all have. Reflect upon the impression that these examples of poor electronic body language left with you. What about chronic overuse of meetings? We've all experienced "meeting-itis" -- that syndrome of pain and discomfort caused by the extensive overuse and misuse of meetings in the workplace. It is often the cause of frustration, wasted time, and reduced productivity in many companies. In this interactive session you will learn:

- How to recognize Meeting-itis
- Using effective Electronic Body Language™ to engage the right people
- Steps to determine when you really need to meet, and when you don't
- Concrete ways to make your virtual or in-person meeting a good use of everyone's time.

The path to healthy, efficient collaboration requires a shift in the way you think about working together. This shift requires patience and practice - both by yourself and the people with whom you work. Once accomplished, you and your organization will experience an increase in both productivity and satisfaction. It is worth the effort.

1-C

(Operations
Management:
Demand
Management
Toolbox)

Carol Ptak, CFPIM, MBA, Partner, Demand Driven Institute, LLC

Smart Metrics for Today's Complex Supply Chains

In most companies, it's next to impossible for a local manager to make a connection between his or her actions today, and the effect those actions will have on ROI. This has led companies to create a significant number (hundreds or more) of tactical and local measures, to focus and direct people's daily actions. Companies fail to grasp the realities, when they apply a whole system rule to a local resource or area.

In today's globally competitive environment, new decision-making tools are required to monitor, measure, and improve the business, based on the reality that it's a complex adaptive system. A demand driven information system is designed to plan, execute, and focus/prioritize improvement, using a visible, real-time feedback loop, focused on the flow to and through strategic control points, and decoupling points. Smart metrics are designed to align all, with the system view and strategy, and keep coherence.

This presentation will discuss how companies are transforming their operations and their bottom lines to fit the complex and volatile circumstances of today's manufacturing and supply chain landscape.

1-D

(Risk Management
& Compliance)

Steven Roberge, Director of EHS, Axcelis Technologies, Inc.

Supply Chain Compliance

Legally required Environmental, Health & Safety regulations, and voluntary corporate compliance programs, are having an increasing impact in relationships between manufacturers and their supply chains.

Regulations such as:

- European REACH (Registration Evaluation, and Authorization of Chemicals),
- RoHS (restriction of Hazardous Substances),
- and their Asian counterparts such as:
 - o Korean REACH, and
 - o China RoHS

-- either restrict or require reporting on the material content of finished goods. Industry associations such as the Electronics Industry Citizenship Coalition (EICC) are also interested in cascading corporate social responsibility requirements. Suppliers are increasingly being asked to subscribe to such requirements and show evidence of management systems to ensure compliance and continual improvement. Corporate Responsibility has also found its way into legislation and regulations. All of these requirements are adding burdens on the supply chain to gather and report on significant information regarding content of product and company procedures. This presentation will give an overview of each of the above programs, and offer useful tools and techniques that can help you manage them successfully!

1-E
(Logistics)

Chris Horacek, Vice President, BravoSolution

Acceleration: Gaining Competitive Advantage in a Dynamic Transportation Marketplace

Learn how Transportation and Logistics have major business risk impact including:

- What dynamics of transportation are constantly in flux.
- Regulatory environment, equipment innovations, changes in cultural attitudes towards work and shifting demographics all impact transportation capacity.

These dynamics create opportunities and threats, all of which need to be managed. Chris will discuss these factors and strategies and tactics, and how industry leaders are bolstering their capabilities to manage through these challenges, to create a competitive advantage.

Today Chris will share some of his insights gained from working with leaders in the transportation sector, and how they relate to today's operating environment.

1-T
(Supplier Showcase)

Roy Anderson, Executive Vice President, MetaProcure

Move 'a-head' by Getting a Handle on your Tail

Can you answer 'Yes' to any of the below questions?

- Do you know your organization's total spend?
- Do you truly know all of the suppliers that transact with your organization for indirect spend?
- Does your A/P department spend most of their time chasing down suppliers for invoices, and internal users for missing purchase orders?

If you answered 'Yes' to any of these questions, you most likely have a problem with managing the Tail Spend for your organization.

Join the team from MetaProcure, for a workshop to understand not just what constitutes Tail Spend, but also what you can do to address it. This interactive session will give you the knowledge and understanding, the techniques and the confidence to not only tackle this increasingly vital area of procurement, but also showcase your ability as a strategic thinker, to 'think outside the curve' and add tremendous value to your organization.

Through case studies and group discussion, we will examine how having a robust and integrated tail spend management tool can move your procurement organization to next-generation procurement, and shift the focus from transactional activity, to strategic decision-making, supplier collaboration, innovation, and management that generates significant and sustainable ROI.

11:30 AM -1:15 PM KEYNOTE ADDRESS & LUNCHEON



Clark Merrill

The Three (F)Laws of Leadership Communication (sponsored by Ariba/SAP)

"The only thing a leader needs is followers." We've all heard this before, but why do we choose to follow someone? This is the question we'll explore to dissect what we say, how we say it and how others hear us. We will look at three pitfalls that leaders and managers can fall victim to, and the counterpart Laws that just may help us avoid these pitfalls.

Words are important if not critical, but how we deliver them can determine if people will follow us, if customers will buy from us, and if we can be trusted.

Dale Carnegie® has been working with professionals like you and me for over 100 years, and we will tap into that experience and expertise, to see what we can do to improve our personal as well as our company's communications style and processes.

NOTE FROM CONFERENCE CHAIR: Clark IS the most dynamic and exciting speaker I have ever seen. You will leave this presentation completely energized!

NESCON Lunchtime Keynote talk, sponsored by Ariba, an SAP Company

12:30 – 1:30 PM Across from the EXHIBIT HALL: Desserts & Snacks

2-A

Mary Ellis, Sr. Trainer, New Horizons Computer Learning Centers(Microsoft Office
Tools for Business)***Tips and tricks in Microsoft Office 2013 (and Office 365/Cloud) – Best Business Features in Outlook E-Mail, Word, PowerPoint, and Excel***

Are you using Office 2013? Are you getting the most of all the improvements? What does Office 365 mean? Join Mary as she demonstrate and explains some of her favorites in the "Office".

- Excel's Flash fill, and why you'll never need to Concatenate or Parse data using Functions again!
- Are you stuck trying to build chart? Try out Excel's Recommend Chart.
- In Outlook are you having difficulty finding emails and meetings? Microsoft has improved the Search tool and you can make it even better.
- PowerPoint: Introducing the new Presenter View.
- Embedding a YouTube video in PowerPoint.
- Want to edit a PDF in Word?
- Want to customize your Ribbon?
- What is new with the Tracking function in Word?
- Microsoft Office purchase outright vs subscription services
- Skype vs Lync
- OneDrive (formerly SkyDrive) – the "Cloud"!

2-B

Richard G. Weissman, C.P.M., Director of Corporate Education & The Center for Leadership, Endicott College(Purchasing
& Material
Management)***Dependent Negotiations: Seeking Advantage Through Leveraged Relationships***

Supply chain professionals are increasingly called upon to manage complex relationships as the foundation to increase supplier performance and mitigate risk. Yet, traditional negotiation techniques and routine supplier skirmishes often undermine the hard work and commitment, from both the buyer and seller, to deepen the relationship – ultimately harming dependent, multi-tier supplier relations.

There is an over-reliance on technology when managing and negotiating with suppliers. Complex ERP systems that look at supplier relationships as bit and bytes, social media platforms that address pop culture issues rather than business fundamentals, and a range of communications mediums that encourage us to drape an electronic curtain between ourselves and the supplier community, all work to marginalize the human approach in building and maintaining relationships.

This session will explore how to identify, nurture, and leverage complex supplier relationships that will enhance the negotiation process and lead to long-term success.

2-C

Brendan Fox, CSCP, LSSBB / TOC Jonah's Jonah, President, Synchronata(Operations
Management:
Demand
Management
Toolbox)***Demand Driven Blueprint for Planning and Execution in the 21st Century***

Globally supply chains are becoming more complex. Companies struggle with the increased difficulty to plan and manage. What is more alarming is that most are missing the biggest opportunity for a real solution.

The heart of any supply chain is an interconnected network of "islands" of manufacturing. At the heart of these islands is MRP (material requirements planning). MRP creates and connects the demand signals in the "archipelagos" that comprise most supply chains. A universal law in both manufacturing and supply chain is: *All benefits are directly related to the speed of flow of relevant materials and information.* In order to improve flow and achieve more agility throughout supply chains, we must seriously re-examine the conventional materials planning and execution systems. This is not just about speeding up the antiquated rules and tools that we already have but rather causing a fundamental shift in how companies manage their supply chains.

This presentation will present the new rules *and* tools that enable a company to sense changing customer demand, then adapt planning and production, while pulling from suppliers.

2-D
(Risk Management
& Compliance)

Mickey North Rizza, Vice President Strategic Services, BravoSolution

Innovative Supply Chain Risk Management Best Practices

Supply Chain Risk Management is a topic that has been around the block, but continues to evolve. Discover what others are doing to create success in:

- Identifying risk factors,
- Evaluating supplier risk, and
- Mitigating risk for your company.

In addition, the we will also touch upon the following:

- Multi-tier visibility,
- KRI/Key Performance Indicators,
- Risk analytics,
- Selecting and monitoring suppliers, and
- Improvement of supply relationships.

Uncover the latest trends, learn a few new tricks of the trade, and find new benchmarks for your company, that will directly help your company manage supply chain risk. Best practices and common pitfalls of global Fortune 500 companies will be discussed.

2-E
(Logistics)

Tim Barrett, COO, Barrett Distribution Centers

Distribution Center Support of Omni-Channel Retail

It is no secret that all customers want a seamless shopping experience, allowing them to buy products when they want, where they want and how they want it. Unlike multi-channel retail, in which customers can purchase your products and services across a variety of channels, an omni-channel approach allows a customer to use multiple channels within the same transaction. In other words, a customer may research your product on their mobile device, make the purchase with their laptop and return that same product to the brick-and-mortar store. With omni-channel retail, all of this information is tracked, allowing you to analyze buying behaviors and use real-time data to hone your brand.

So how can you "go omni" without breaking the bank or losing your sanity? After all, an omni-channel strategy will increase your labor costs by adding in additional complexity to each order. You will have to store, pick and ship products in varying quantities (eaches, cases and pallets) depending on the end user, with ship methods varying from truckload and LTL to parcel. The return process will become more unwieldy, as returns are processed from multiple channels. Inefficiencies will rear their ugly heads quickly if you aren't careful.

This session will discuss the complexities that omni-channel retail brings to the DC, and the methodologies that distribution centers can use to support omni-channel retailers, as well as suppliers to omni-channel retailers.

2-T
(Supplier
Showcase)

Richard Stack, CPSM , Value Engineering Director, Ariba, an SAP Company

How to Build a Business Case that Drives Continuous Improvement & Value in Your Spend Management Initiative

A wise man once said "Spend Management is a journey, not a destination." Achieving sustained year-on-year benefits in your spend management initiative calls for a balancing act, across multiple fronts:

- Analytics,
- Sourcing,
- Contracts,
- Suppliers, and
- Operational procurement.

Your company may have achieved some early returns in sourcing savings or procurement compliance. But how do you keep the momentum going? In this session, we will explore how a truly integrated source-to-settle process offers a tremendous ROI, with spend analysis driving effective sourcing, well-managed suppliers, and contracts compliantly purchased/utilized. You will learn how a successful journey begins with the vision and a solid business case, and continues through effective deployment of technology, and the necessary process change management.

3-A Mary Ellis, Sr. Trainer, New Horizons Computer Learning Centers

(Microsoft Office Tools for Business)

Using Excel Pivot Tables & Other Tools to Make Your Data Work for You! (Simplified for Today's Business Environment!)

A PivotTable report can help you see the "big picture", by summarizing and analyzing your data. Your worksheet has lots of data, but do you know what the numbers mean? Does your data answer all your business questions? PivotTable reports can help to analyze numerical data, and answer questions about it. In seconds you can see who sold the most, and where. See which quarters were the most profitable, and which product sold best. Ask questions, see the answers – without entering a single formula!

- Creating Pivot Tables
- Manipulate Pivot Tables
- Creating Pivot Charts
- Sorting the data
- Adding slicers
- Adding Calculated Fields
- And more...

3-B Adam Long, Senior Manager, Strategic Sourcing, Cubist Pharmaceuticals

(Purchasing & Material Management)

Sourcing Tools and Systems: Creating Sourcing Strategies through Spend Analysis

This session will discuss how to best leverage information systems and tools to support building Strategic Sourcing credibility within the organization. This session will cover the progression from data analysis to contract compliance, enabling better understand of spend leading to strategic category initiatives, cost reduction, supplier optimization and supplier management.

3-C Mike Lilly, Delivery Performance Specialist, Synergy Resources

(Operations Management: Demand Management Toolbox)

Lead Time Compression & Working Capital Reduction Strategies for a Demand Driven Factory

Every for-profit company has the same goal – some form of return on shareholder equity. When the flow of relevant materials and information increases, the return on investment increases. Conversely, when processes are drowning in oceans of irrelevant data and materials, the return on investment decreases, as cash, capacity, and space are tied up in unnecessary inventory, and expedite related expenses are incurred to deal with chronic and frequent shortages. Ultimately, the relevance of materials and information is determined by whether there is a real customer demand – a demand that results in actual payment. Remember the First Law of Effective Supply Chain Management: All benefits will be directly related to the speed of flow of relevant materials and information.

Achieving more agility throughout a supply chain is not just about speeding up the antiquated rules and tools that we already have, but rather causing a fundamental shift in how companies manage their supply chains. This presentation will describe a strategy on how shortages can be minimized, velocity is protected, unnecessary expenditures are prevented, and basic planning assumptions and information are relevant, all driving improved ROI.

3-D Gregg Brandyberry, President, Rapid Deployment Procurement Excellence, Inc.

(Risk Management & Compliance)

Taking the Risk Out of Sourcing

Never "testing the market"? Hanging on to the same suppliers year after year after year? Are your Business Clients comfortable with current suppliers and resistant to change, or, even evaluating the Marketplace? Do your current suppliers "have the power?"

Well guess what... you're probably paying too much... 5%, 10%, 20%, even 30%. You're suffering from Supplier Neophobia... and it's more common than you think!

This presentation focuses on how to change the internal dynamics and perceptions associated with ensuring that your organization is always getting the "best value for money." It will explore strategies that you can begin deploying immediately for both complex and simple spends.

3-E
(Logistics)

Jack T. Ampuja, CTL, C.P.M., CCSP, President & CEO, Supply Chain Optimizers

US-Canada Cross-Border Logistics

Cross border business between Canada and USA is the world's largest trade relationship - well over \$1 billion per day, and continues to grow. 75% of Canadian exports are shipped to the USA to Canada, while similar volume flows north from USA to Canada. While language, laws, & monetary units are similar, the two countries are separate sovereign states, & shipments moving between them are subject to international rules.

Prior to 9/11, border crossings between USA and Canada were relatively easy. Although both countries are trying to streamline border crossing and eliminate duplicate effort while maintaining security, the relationship is not without issues. This presentation will provide updates on some of the new government programs focused on import-export, as well as the issues which continue to plague the relationship.

Some examples of the above USA/Canada issues are as follows:

- Canada Customs is more flexible and more business oriented than US Customs, making shipments into USA more difficult.
- Border crossing wait times into USA are significantly more variable than wait times into Canada, causing logistics planning issues for shippers.
- Shippers not understanding NAFTA compliance requirements leads to border crossing delays, and unnecessary audits.
- Canadian driver regulations are much more stringent, keeping some US drivers from crossing the border.
- Sharing of info between US and Canada Customs is improving - but is still inadequate, causing duplication for businesses

This presentation will then focus on what shippers are doing to manage cross-border logistics effectively.

3-T
(Supplier Showcase)

Simon Dadswell
Vice President, PROACTIS

&

Phil Robinson
Vice President North America, PROACTIS

Procurement Automation: Key Trends & Hot Topics

Are you under increasing pressure to raise your game, and drive more cost savings and efficiency gains, provide greater clarity into management information, and deliver more strategic value to the organization?

In this session, we will examine the hot topics for procurement automation, and the fundamental practices and capabilities that form the basis of strong procurement performance.

The gap between best-in-class and other organizations is wide in how technologies are used to support activities ranging from:

- Supplier on-boarding and enablement,
- Sourcing/RFx management,
- Contract and Supplier management,
- Compliance & Risk mgt to the role Procurement needs to play in e-Invoicing & transaction processes.

We will look at what separates best-in-class organizations, from the low performers that fall short.

And, finally, we will provide a roadmap by which Procurement can raise its game to meet – and even exceed – the expectations of the business.

4:30 PM – 4:45 PM RAFFLE / DRAWING IN EXHIBITOR HALL

Get your raffle card stamped in the Exhibit Hall! On Monday, at 4:30 p.m., a raffle will take place in the Exhibit Hall – don't miss the chance to win some AMAZING prizes!

5:00 pm

CONFERENCE & EXHIBIT HALL CLOSE

REGISTRATION: For those of you reading this on-line, and would like to register, please click here: <http://www.newenglandsupplychainconference.org/cgi-bin/2014/index.pl?registration>

Also, we look forward to your participation, and invite you to join us Sunday evening, for some cash-bar networking with speakers and peers at the Hotel's Courtyard! Hot and cold appetizers will be served!

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Institute of Supply Management - Greater Boston.
<http://www.pmaboston.org>



Spend Control & eProcurement Solutions.
<http://www.proactis.us>



ERM 2.0 – Next Generation Risk & Opportunity Mgt through
Process – Focused, Critical Thinking.
<http://www.riskperspective.net>



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efficient supply chains.

<http://www.smartcorp.com> & <http://www.smartforecaster.net>



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Certificate of Completion

2014 New England Supply Chain Conference & Educational Exhibition Monday, October 6, 2014

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<i>I hereby certify my attendance at the sessions listed below and claim <u> xx.x </u> Continuing Education Hours (CEH).</i>	
Signature: *****SAMPLE ONLY*****	SAMPLE ONLY
Date: *****SAMPLE ONLY*****	

√ Check Each Session You Attend To Total CEU Hours...

Class Time	Hours	Track A	√	Track B	√	Track C	√	Track D	√	Track E	√	Track T	√
8:15 – 9:45	1.5	*****SAMPLE ONLY***** Economic Outlook – A New England Perspective (special segment on the adverse effects of the recession, and the forecast for recovery)											
10:00 – 11:15 Session 1	1.25	Windows 8.1 How to make it work for you! Even if Microsoft isn't fully listening		Electronic Body Language™ & Meeting-itis: The Antidote		Demand Driven Blueprint for Planning and Execution in the 21st Century		Supply Chain Compliance		Acceleration: Gaining Competitive Advantage in a Dynamic Transportation Marketplace		Move 'a-head' by Getting a Handle on your Tail	
12:00 – 1:00	1.0	*****SAMPLE ONLY***** The Three (F)Laws of Leadership Communication (sponsored by Ariba/SAP)											
1:30 – 2:45 Session 2	1.25	Tips and tricks in Microsoft Office 2013 (and Office 365/Cloud) – Outlook, Word, PowerPoint, and Excel		Dependent Negotiations: Seeking Advantage Through Leveraged Relationships		Smart Metrics for Today's Complex Supply Chains		Innovative Supply Chain Risk Management Best Practices		Distribution Center Support of Omni-Channel Retail		How to Build a Business Case that Drives Continuous Improvement & Value in Your Spend Management Initiative	
3:00 – 4:15 Session 3	1.25	Using Excel Pivot Tables & Other Tools to Make Your Data Work for You!		Sourcing Tools and Systems: Creating Sourcing Strategies through Spend Analysis		Lead Time Compression & Working Capital Reduction Strategies for a Demand Driven Factory		Taking the Risk Out of Sourcing		US-Canada Cross-Border Logistics		Procurement Automation: Key Trends & Hot Topics	
Total Hours:	6.25	***SAMPLE ONLY		***SAMPLE ONLY		***SAMPLE ONLY		***SAMPLE ONLY		***SAMPLE ONLY		***SAMPLE ONLY	

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