

**12:00 – 19:00 - Registration opens at midday** for workshop attendees and remains open throughout the day until 19:00 for delegate registration. Delegates will be able to obtain all conference materials from the registration desk in the Pilanesberg Foyer of the Convention Centre from 12:00. Anyone not able to collect their registration packs on Sunday are welcome to come to the registration area from 07:00 on Monday. Please note that check-in to hotels is from 14:00

**14:00 – 17:30 - WORKSHOPS** - NB – In order to secure your place on the workshop of your choice you must PRE-RESERVE your space by email to [cindyl@upavon.co.za](mailto:cindyl@upavon.co.za). Only 1 workshop can be attended on the Sunday. Full details regarding each workshop are outlined below. Each work shop is 3 hours in duration. There are workshops taking place on all days of the conference.  
**NB : Pre-reservation is necessary.** Delegates attending workshops on Sunday 1st June will not be able to attend the Africa Café which commences at 15:00

**PILANESBERG B**

**The Africa Café** - Inspired by the globally successful APICS World Café

**Are we entering the “Human Age”, and will Talentism be replacing Capitalism?**

Klaus Schwab, Founder and Executive Chairman of the World Economic Forum, thinks so and said so as he opened the WFE last year in Davos, Switzerland. Are we entering into a new era where human capital has become more important to countries, cities and companies success than financial capital? Professor Schwab argued: "Capital is being superseded by creativity and the ability to innovate -- and therefore by human talents -- as the most important factors of production. If talent is becoming the decisive competitive factor, we can be confident in stating that capitalism is being replaced by 'talentism.' Just as capital replaced manual trades during the process of industrialization, capital is now giving way to human talent." He concluded that talent is the fuel that drives the engine of the global economy. Is talent an enabler for private companies, governments and academic institutions to close skills gaps and remedy talent shortages, while also moving more to employability and employment? Do you agree? Is talent the answer to true supply chain resilience?

**We invite you to be a part of the discussion!**

During this Africa Café you will all be able to contribute your ideas and views on this topic in a non-threatening, round table discussion. Your ideas and conversations will help to determine how the topic should be integrated into overall thinking about solutions throughout the supply chain and operations management professions. A summary of the discussions will be fed back to the delegate body during the course of the conference so even those unable to attend this session will be involved! This highly interactive session will stimulate thinking and introduce you to fellow conference attendees in an informal yet mentally stimulating environment.

(NB - delegates attending workshops on Sunday afternoon will not be able to attend the World Café as it runs at the same time as the workshop sessions)

**SUPERBOWL**









**Opening of the Exhibition at the 36th Annual SAPICS Conference**

Meet the exhibitors and explore an exhibition full of products and services which are available to enhance the supply chain and operations professions. The exhibition provides a fun and exciting way to get your SAPICS conference experience off to an exciting start. During the course of the evening, a light evening meal will be served - This is a perfect opportunity to meet the varied attendees at the conference and begin networking with peers. The evening will conclude at 20:30 and the rest of the evening may be spent at leisure.

15:00 - 17:30

18:00 - 20:30

## GUIDE TO TRACKS & LEVELS

 <b>Strategy</b> Illustrations of strategic thinking and processes	 Introduction
 <b>Solution</b> The application of solutions and the illustration of the end results	 Intermediate
 <b>Enable</b> Methodologies and tools to achieve results	 Advanced
 <b>People</b> Management skills, leadership qualities and real world case studies regarding the development of people in the supply chain	 General Session

## WORKSHOPS

NB – In order to secure your place on the workshop of your choice you must PRE-RESERVE your space by email to cindyl@upavon.co.za. Only 1 workshop can be attended on the same day. Each work shop is 3 hours in duration. There are workshops taking place on all days of the conference. Delegates attending workshops on Sunday 1<sup>st</sup> June will not be able to attend the Africa Café which commences at 15:00

### Sunday 1st June 2014

14:00 – 17:00



#### Workshop 1 - Supply Chain Risk Management (SCRM); A Primer on the Emerging Tools, Techniques & Tactics

Gregory L. Schlegel CPIM, CSP, Jonah, Founder, The Supply Chain Risk Management Consortium, USA -

Join us for a 3-hour workshop to continue the dialogue on supply chain risk management--mitigating and managing uncertainty, complexity and risk across the entire global value chain. The major portion of our workshop will be a focus on the "The Emerging Toolkits ensuring Preparedness & Responsiveness." The workshop will provide a basic profile of SCRM, discuss briefly the elements of the new APICS CERTIFICATE in SCRM and then will delve into the four pillars or spheres of supply chain risk. The Four Pillars discussed will be....1) Supply Risk....2) Process Risk....3) Demand Risk &....4) Environmental Risk. Our discussion will profile the sources of each risk and give you a glimpse of the tools being developed to mitigate and manage these risks around the globe. We'll finish with a few thoughts on how to leverage these tools and techniques in your organization and introduce you to the new 21<sup>st</sup> Century Supply Chain Maturity Model.



#### Workshop 2 Basics of Demand Planning-Forecasting

Alan Milliken CFPIM, CSCP, CPF, CS&OP, Senior Manager: Specialist, Supply Chain Capabilities Management, BASF Group, USA

The workshop is designed to provide knowledge and hands-on practice in Demand Planning principles, processes and best practices. The Institute of Business Forecasting (IBF) body-of-knowledge and the APICS Master Planning of Resources course form the foundation for the workshop. Participants will learn by doing. The principles and logic of major demand planning tasks will be presented and participants will perform hands-on exercises to reinforce their understanding. Participants will leave prepared to improve the demand planning-forecasting process at their firm.



#### Workshop 3 - Proven Best Practices in Adult Learning Environments

Joyce Lewis CPIM, CSCP, President, APICS Los Angeles Chapter, USA

Adult learning styles are neglected in today's classroom. To be an effective trainer, you must develop a 'toolbox' of activities that engage your students while linking the relevance of the concept to their work experiences. In this workshop, you will participate in activities you can use to promote an interactive and engaging training or learning environment. Key concept reinforcement activities will include mnemonics, mind-mapping, acrostics, and concept-mapping to help students better understand the APICS Body of Knowledge



#### Workshop 4 - Managing by A3s – It's All in the Folding!

Andries Botha CSCP, Senior Manager: Logistics Planning, Toyota South Africa

John Shook, author of the landmark book, "Managing to Learn: Using the A3 Management Process " said in response to the basic question "what is an A3?": "The most basic definition of an A3 would be a P-D-C-A storyboard or report, reflecting Toyota's way of capturing the PDCA process on one sheet of paper. But the broader notion of the A3 as a process--embodying the way of thinking represented in the format--captures the heart of lean management. During the workshop attendees will be exposed to the broader principles and philosophy of A3 management, specific tools and concepts will be discussions and attendees will be given the opportunity develop an A3 as part of the practical exercise.



**The workshops are taking place on each day of the conference. Please ensure that you book your place on the correct workshop of your choice. It is imperative you pre-reserve your seat on the workshop of your choice as space is limited.**



**Workshop 5 - Creating Competitive Advantage Through Your Supply Chain – Why Managing Supply Chain Risk Well Optimises Operational Performance** ★▲

**Irvin Varkonyi CSCP, Director, Supply Chain Operations Preparedness Education, USA**

Do operations professionals consider supply chain risk separately from operational performance? Do we give supply chain risk secondary consideration to operational efficiency? Do we accept more risk to save costs? This interactive session will provide an appreciation of supply chain risk and operational execution as two equal sides of the same coin. Learn the trade-offs which minimize operational vulnerability and maximize operational functions. Gain insight into the impact of globalization on risk and performance. Discover the importance of workforce training to empower human capital to apply these trade-offs. Participate in an interactive case study to better monetize these trade-offs.



**Workshop 6 - The Advantage to be Gained from Collaboration Through Your Supply Chain** ★▲

**Lloyd Snowden, Managing Partner, Oliver Wight EAME LLP, United Kingdom**

In today's consumer-driven economy, supply chain collaboration is essential to serve customers in the most profitable and efficient way. This workshop has been designed to give the audience a detailed understanding of supply chain collaboration, the benefits it can bring in delivering shared goals, such as the improvement of product-availability at the point of sale. The workshop will explain how to establish collaboration and how relative maturities between supply chain partners provide different challenges to achieving its overall success and sustainability. Where do we start? What are the steps? The workshop will identify the benefits of successful collaboration and the reasons why so many attempts have been unsuccessful.



**Workshop 7 - Supplier Process Engineering Fundamentals... How to Manage Suppliers Like Internal Work Centres** ★▲

**Alan G. Dunn CPIM, President, GDI Consulting & Training Company, USA**

This 3-hour workshop provides participants with a framework and a few SPECIFIC tools for executing the new Supplier Process Engineer (SPE) role. Participants will be exposed to many technical tools and methodologies and will be challenged to experiment with some of these in the workshop.



**Workshop 8 - Managing a Resilient Supply Chain With Excel** ★▲

**Tony Rice, Founder, Production-Scheduling.com, South Africa**

Excel is the most commonly used tool for supply chain management, but most people use it in a very manual and unstructured way. For this reason many IT people would like to ban Excel, but if they did, it would cripple their companies. We propose that instead of banning Excel, you should “tame” it, and use it in a structured and disciplined way. In this hands-on workshop you will be given an Excel-based integrated planning and scheduling system, learn how to use it, and how to integrate it with your own ERP or accounting system. **For the “experienced” Excel users (not for beginners).** Attendees will need to bring their own computers with Excel (version 2007 or above).bring your computer with Excel (version 2007 or above)



**Workshop 9 - Interactive Negotiation Skills** ★▲

**Chantalle Wilson, Senior Consultant, CCI-Growthcon, South Africa**

This exciting Interactive Negotiation Skills Workshop is a practical exercise designed to introduce delegates to the value of preparing effectively for supplier negotiations. Delegates will be given information packs and tools that will enable them to prepare for price negotiations with suppliers. They will then be allocated to negotiation teams that will perform real life negotiations for specific spend groups or categories. By attending this workshop, delegates will learn the value that Procurement practices of spend analysis, price comparisons, supplier analysis and supplier management add to the negotiation process.



**Workshop 10 - Issues affecting South African Supply Chains – Cargo Owner and Logistics Service Provider Perspectives** ★▲

**Dr Beverley Waugh , Executive Director, South African Shippers Council and Prof Hannie Badenhorst-Weiss, Professor, UNISA, South Africa**

SA Shippers' Council (Beverley Waugh) and UNISA (Hannie Badenhorst-Weiss) join forces to provide a platform for collaborative discussions among stakeholders and thus investigate current key logistics needs and concerns of organisations, in order to provide a basis for improving supply chain movements in SA, and thus assist industry and government in understanding the requirements for this. The goal of this is to make South Africa and its products and services more competitive in the global market! Please come and participate as a cargo owner and/or logistics service provider in discussing your issues in workshop groups on supply chain infrastructure, operations, human resources, law enforcement, and costs



**Workshop 11 - The Blok\$CM supply chain game – A Game of Supply Chain Chemistry** ★▲

**Centre for Logistics Excellence (CLX), South Africa**

The Blok\$CM supply chain game is a simulation style game that aims to teach the more challenging concepts of Supply Chain Management. Blok\$CM is designed to bring complex supply chain concepts out of theory and into “real world” practice so that the participants experience first-hand what it takes to design, execute and manage a supply chain.

Gold Sponsors



Diamond Sponsor



Silver Sponsors



## Monday 2<sup>nd</sup> June 2014

14:30 – 17:30



### **Workshop 12 : 14:30 – 17:30 - Your Leadership Chain: How Far Can You Stretch Before You Break? Developing Personal Resilience in Your Supply Chain** ★ ▲

**Karen Livey, Director/Consultant, APICS, Australia**

Supply chains need both good people and process, and I would argue people are the more important. Building resilience into your supply chain processes is a necessity, as important as building your own personal resilience in your supply chain to be able to maintain momentum and success. In this workshop, Karen will share Resilience and the concept of bouncing back; Three powerful techniques to help you build your resilience immediately and ways to integrate your personal resilience into your working day whilst designing your SPARE moments



### **Workshop 13 : 14:30 – 17:30 : - How to Design a Warehouse – Masterclass** ★ ▲

**Martin Bailey, Chairman & Clayton Thomas, Director, Industrial Logistic Systems, South Africa**

This workshop provides practical guidelines on how to create the infrastructure for a world class warehouse. It includes hands on information on how to optimise Choice of facility, location & land, Choice of developer, Operational flow, Financing buildings & equipment, Site Development Plans, Building & infrastructures, Equipment infrastructures, IT (WMS) infrastructures and choices, Personnel needs, Transport interfaces and Customer interfaces.

## Tuesday 3<sup>rd</sup> June 2014

Tuesday 3<sup>rd</sup> June – NB times



### **Workshop 14 : 08:30 – 11:40 - Supply Chain Management in Small and Medium Enterprises: The Missing Links for Resilient Supply Chains** ★ ▲

**Caroline Mondon CFPIM, CIRM, CSCP, Owner, CM Enterprises, and Jean Marie Bomy CFPIM, CSCP, Owner, CFGI Logilité, France**

The workshop will invite the participants to imagine that they are inheriting and have to manage the company described in “the Missing Link”. What advice and recommendation on path(s) to follow would you give to someone who is discovering everything about flow management? The new owner will hire a qualified and certified consultant to convince all the staff to participate in the improvement of global performance of the company. The position of materials flow management will be enhanced and elevated. The workshop will invite the participants to play the role of this new owner and, particularly, to; 1. Build the Cause-and- effect diagram of the Supply Chain Performance, 2. Work on the case study extract from "The Missing Link" to define an inventory policy, 3. Select parameters and calculate the convenient inventory level Finally, understand that all the branches (functions) of the Cause-and-effect (Ishikawa) diagram are involved and need to engage in this process.



### **Workshop 15 : 13:30 – 16:30 - Inventory Management as an Enabler To Achieve Supply Chain Resilience** ★ ▲

**Riaan Burger CSCP, Senior Manager, Barloworld Supply Chain Software, South Africa**

In this workshop, the elements of an integrated inventory management process are explored in a practical manner using an excel framework to be taken away by participants. The underlying principals and pitfalls of each element are unpacked and applied to the participant’s organisations as far as time allows. Practitioners of intermediate or advanced skills in supply chain planning and inventory management will find value in this workshop through exploring trends and pitfalls of the elements of advanced inventory management, inclusive of demand planning. Furthermore the workshop provides an opportunity to collaborate amongst participants while sharing experiences and concerns, in addition to benefiting from the skills and expertise of a seasoned inventory management professional.



### **Workshop 16 : 13:30 – 16:30 - Demand Driven Planning** ★ ▲

**Carol Ptak, CFPIM, CIRM, CDDP, Jonah, Director, Demand Driven Institute**

Demand Driven MRP (DDMRP) is the formal planning and execution solution for the 21st Century introduced in the newest edition of *Orlicky’s Material Requirements Planning (Ptak and Smith, McGraw-Hill, 2011)*, that provides the ability to sense, adapt and serve today’s highly volatile and complex demand chains. The DDMRP method represents a significant overhaul for formal planning allowing companies and supply chains the ability to minimize the impacts of variability while dramatically compressing lead times and working capital requirements.



### **Workshop 17 : 13:30 – 16:30 - repeat of Workshop 11** ★ ▲

#### **The Blok\$CM Supply Chain Game – A Game of Supply Chain Chemistry**

**Richard dos Santos CPIM, CSCP, Director, Centre for Logistics Excellence (CLX), South Africa**

The Blok\$CM supply chain game is a simulation style game that aims to teach the more challenging concepts of Supply Chain Management. Blok\$CM is designed to bring complex supply chain concepts out of theory and into “real world” practice so that the participants experience first-hand what it takes to design, execute and manage a supply chain.

**The workshops are taking place on each day of the conference. Please ensure that you book your place on the correct workshop of your choice. It is imperative you pre-reserve your seat on the workshop of your choice as space is limited.**

# MONDAY 2<sup>nd</sup> JUNE 2014

08:00 – 09:00



## WELCOME to the 36<sup>th</sup> Annual SAPICS Conference

Formal opening of the SAPICS 36<sup>th</sup> Annual Conference Programme by the SAPICS President, **Cobus Rossouw CSCP**



09:10 – 10:00

ROYAL BALLROOM

### Thriving in Tough Times – Back to Basics



**Quinton Coetzee** grew up in the African bush and started his working career as a hunter. His passion for expeditions has taken him from the icy sub-Antarctic to the sweltering deserts of the Middle-East, from ‘vanishing’ tribes in Africa to the Amazon jungles, but he has always returned to the harsh sun and rough landscapes that only Africa can offer. Quinton believes that every person is endowed with a deep-seated instinct to survive....survive at any cost, against all odds...**to find true resilience** and it is this philosophy that serves as the basis for his talks. Quinton is in demand worldwide as a speaker and audiences in 33 countries will attest to that fact that his unique “Back to Basics” message has universal appeal. With a presentation’s message is more relevant today than ever, Quinton focuses on the timeless ‘Universal Laws of Survival’ – the “must do’s”, “essentials”, “non-negotiables”...the “nuts and bolts”. These are the “basics” that underpin success in any endeavour. These are the undisputed “Laws of Successful Business’. Quinton takes the audience back to the origins of these basics, defines what the basics actually are and proves that enhanced performance and greater success can only be achieved once these basics are firmly in place both in business and also within our personal lives. **Quinton Coetzee’s participation has been sponsored by Resolve.**

ROYAL BALLROOM  

### Becoming Demand Driven in a Volatile World



**Carol Ptak CFPIM, CIRM, CDDP, Jonah, Director, Demand Driven Institute, USA**

Carol is an expert in Demand Driven Planning and author and co-author of numerous publications including the 3rd edition of the classic Orlicky’s Material Requirements Planning. Carol is an internationally recognized authority in the use of ERP and Supply Chain tools to drive improved bottom line performance. When material requirements planning (MRP) was introduced many years ago, it was a real breakthrough. Today, however, companies need more than simple materials management. True technological advancement is about providing users with a breadth of understanding and a road map to the future. This session will explore why most demand and supply planning systems deliver poor results, evaluate the core problems causing these inadequacies, and present an alternative. Participants will learn about a pragmatic and innovative approach to MRP in a hypercompetitive world.

PILANESBERG B  

### The Roots of the Baobab Tree

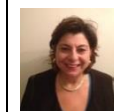


**Jürgen Tietz, Professional Speaker, Thought Leader, Consultant, Anda Manufacturing t/a Ekhuluma, South Africa**

What are the attributes of a supply chain’s people that enable a resilient supply chain? Using my PEOPLE Model, I review the core values as well as key abilities, relationship fundamentals and actions required by leaders and personnel alike to build supply chains that are strong, dynamic and flexible. **Winner of the Kingfisher Award for Best Innovative Presentation at 2013 SAPICS Conference**

PILANESBERG A  

### People Skills for Resilient Supply Chains – 99% Preparation and 1% Perspiration



**Alyda le Hane, Director, Supply Chain Council, South Africa**

Resilient supply chains depend on leadership from the people that are managing their supply chains. The need for resilience requires both the talent and capability to steer supply chains into the future with a consideration for having the right people with the right skills being groomed and prepared for their roles in Supply Chain. The SCC SCOR™ model V10 introduced People Skills. This is much more than a list of responsibilities, their corresponding developmental requirements and competency levels. SCOR people skills used correctly will ensure that the organization can plan their requirements to ensure that the correct expertise and competency are planned and prepared for. South Africa has two significant challenges; lack of skills and government legislative requirements. Both create a negative pull on the people skills. Thus the need for planning the future people requirements is critical for resilient supply chain. The presentation illustrates how to link the people developmental plan for resilience to the organizational strategy. A case study will be used to illustrate the successful application for this process.

10:00 – 10:30

**SUPERBOWL**

**Networking : Morning Tea with the exhibitors!** - If you missed the opening of the exhibition on Sunday now is your chance to get to meet the exhibitors and learn about the varied products and services being promoted. There are numerous competitions being offered by the exhibitors. Please be sure to enter the competitions as the prizes available are very exciting.

## GUIDE TO TRACKS & LEVELS OF PRESENTATIONS

NB – this is a guideline only



### Strategy

Illustrations of strategic thinking and processes



### Solution

The application of solutions and the illustration of the end results



### Enable

Methodologies and tools to achieve results



### People

Management skills, leadership qualities and real world case studies regarding the development of people in the supply chain



### Introduction



### Intermediate




### Advanced




### General Session

10:30 – 11:20

**ROYAL BALLROOM NORTH** ★▲  
**Dirty Tales from the Sewer! Creating Resilience in the Water industry through Analytics & Supply Chain Thinking**

 **Jon Brigg, Innovation Development Manager, Yorkshire Water, UK**  
 In the next fifty years it has been said that water will become as valuable as Gold in some parts of the world. Certainly the stewardship of this precious commodity has become a priority issue for most governments. This case study presentation however is not aimed at Water or Utility people. This is a story about logistics optimisation, risk management, creating visibility, intra and inter enterprise collaboration and end-to-end supply chain optimisation. Using video and multimedia footage, as well as first hand industry 'war stories', this session will entertain and educate attendees with a fascinating and humorous insight into the unknown World of Sludge

**ROYAL BALLROOM SOUTH** ★▲  
**Supply Chain Resilience and Supply Chain Finance – An Oxymoron?**

 **Jayaseelan Reddy, Principal Procurement Specialist, Sasol Polymers, South Africa**  
 To capitalise on the benefits of supply chain finance one first needs to look within. Which department drives the finance agenda in supply chain? If it is the finance department, and the culture of the organisation is conservative, expect many rules and red tape. This problem is exacerbated if supply chain reports into the finance function. This presentation provides compelling reasons as to why one should look at the organisational structure and corporate objectives distilled into different functional strategies. Once these strategies are well understood, their integration points (work and document flow) must to be determined. An astute supply chain professional can unlock value by removing bottlenecks through leveraging existing IT platforms. A positive consequence is to reduce cycle time from the placement of the purchase order to payment of the vendor.


**PILANESBERG B** ★▲  
**The Role of Collaboration to Establish Resilient Supply Chains**

 **Lloyd Snowden, Managing Partner, Oliver Wight EAME LLP, UK**  
 The theme of this presentation is to give the audience a good understanding of the need to establish true collaboration through the end-to-end supply chain in order to enable a cost-effective and agile response to external influences and unforeseen internal issues as they impact supply chain performance. Based on this understanding the material will provide an overview of what is necessary to establish collaboration based on business maturity. The presentation will be thought-provoking and will compel people and companies to embark on a journey to enable sustainable collaboration.

**PILANESBERG A** ★▲  
**Risk Mitigation Through Driver Behaviour Management: A DriveCam South Africa Case Study**

 **Louis Swart**  **Gert Heyns**  
 South Africa reportedly has one of the worst road accident records in the world and it is estimated that road crashes cost the country over R300 billion every year. Without managing risky driver behaviour, businesses expose themselves to major risks as well as to unnecessary and high costs. To mitigate this, it is critical that driver behaviour be analysed and the riskiest behaviours identified and reduced. The purpose of this paper is to identify risky driver behaviour and to determine the business impact of such behaviour, and to establish a framework for the management of risky driver behaviour. A case study approach is followed by applying this framework to the DriveCam system.

**LYNX ROOM** ★▲  
**Supplychainforesight 2014: The rise and fall of customers and companies**

 **Kate Stubbs, Executive, Barloworld Logistics, South Africa**  
 The **supplychainforesight** research report into attitudes, issues and trends in South Africa's supply chains was conceptualised by Barloworld Logistics in 2003 and conducted on their behalf annually since then. This year's eleventh edition of the report goes by the title: *"The rise and fall of customers and companies."* The 2014 **supplychainforesight** survey explores the perceptions of customer centricity in South Africa, what impact it has on companies, how they are adapting to the shift in consumer power and how they are re-aligning their supply chain strategies and business models to meet customer expectations.

**ELAND ROOM**  
**Supply Chain Council Track**

Don't be a SCOR tourist! Attendees to these technical sessions introduced by the Supply Chain Council will encourage attendees to understand SCOR as a daily framework and language.  
**SCC Track 1**  
**Sean Culey, European Leadership Team, Supply Chain Council, USA**  
 **Aligned Integration – Gaining Competitive Advantage from Value Chain Synergy and Creating a continuous improvement Culture – the power of purposeful engagement.** How companies translate key lessons and principles from strategic management and business theory into Value Chain execution., Using the SCOR model framework to create aligned, integrated and high performing cross-functional and customer focused teams for purpose, profit, and productivity. Supply Chain success is not simply a case of how well each process, function or system works; it is a foundation of collaborative end to end supply chain improvements. Strategic Alignment – the Customer Hierarchy of Needs; from Marginal to Exponential Gains – the 1% principle and lessons from British Cycling.

11:30 – 12:20

**ROYAL BALLROOM NORTH** ★▲  
**Counterintelligence Warfare Strategies for Supply Chain Integrity**

**Nancy Wendorf, Senior Product Manager & Vera Peller, Senior Procurement Manager, General Dynamic C4 Systems , USA**  
   
 There is a monumental pervasive strategic war occurring in supply

**ROYAL BALLROOM SOUTH** ★▲  
**Supply Chain Transformation: Leaf Tobacco Business**

**Rajesh Yabaji, Manager; Strategy & Planning, ITC Ltd, India**  
 Leaf Tobacco Business of ITC Ltd. is in the business of sourcing and exporting leaf tobacco for cigarette majors. The journey of looking at the comprehensive transformation of a traditionally managed supply chain was initiated in 2010. Given the limited internal know-how of supply chain processes,

**PILANESBERG B** ★▲  
**Adding the Key Ingredient to Woolworths' Good Business Journey for Growth**

**Oliza Boshoff, Product Manager, Supply Chain, Woolworths, South Africa & Toby Brzoznowski, Executive Vice President, Llamasoft Inc., USA**  
  A case study on designing the most optimal and resilient supply chain

**PILANESBERG A** ★▲  
**Framework for Supply Chain Integration**

**Andries Botha CSCP, Senior Manager, Logistics Planning, Toyota, South Africa**  
 Explore the concept of supply chain integration and its impact on supply chain performance.  
 Key Learning Points:  
 1. A new perspective on what supply chain integration actually is.

**LYNX ROOM** ★▲  
**Why should I consider an internationally recognised certification? Which one is the right one for me?**

Do you know the difference between a CIRM, CFPIM, CPIM, CSCP, CPF, CDDP and all the others or are these yet more unknown acronyms that litter the supply chain language?  
 Join **Ken Titmuss** CFPIM, CSCP, CPF, CS&OP and international guests from APICS, IBF and the Demand Driven Institute to make sure that you leave the conference knowing your CPIMs

**ELAND ROOM**  
**SCC Track 2**

**Jacques Joubert , SCOR Practitioner and SC Designer. Director, Solutions – Africa, UTI South Africa**  
 Using SCOR for Project Management. How to integrate the strategic supply chain design into the operational engagement to ensure consistent SLAs and SOPs with clients and suppliers. JJ will illustrate how he designed the BAE Kitting Project (LAA Platinum Award 2013) and other

11:30 – 12:20 continued

chains all over the world which affect governments, private business sectors, consumers, and academia. The topic presented addresses counterintelligence tactics that defensively protect supply chain integrity. The problem of counterfeit goods is not new. This discussion will tactically address espionage, infiltration, counterfeiting, conspiracies, fraud, black and grey markets, phishing, scams and the first line of defence for detection and avoidance of counterfeit parts. Various case studies will be presented with astonishing statistics that paint an overwhelming picture of criminal activity in the world of global supply chains. Legal precedence will be cited in criminal case law involving supply chains. Examples will be given where suppliers of a part were held legally responsible when the part caused property damage and personal injury. A counterfeit parts prevention program guide will be provided as a work product takeaway that includes supplier assessment checklists along with ready-made policies for company supply chain employees, suppliers and distributors involved in your products.

subject matter experts were engaged to do an in-depth analysis of performance for the supply chain leading to a high-level roadmap for the supply chain journey for the business. Supply chain function, which then was a part of multiple functions, was formally constituted in the board with an independent transition organization structure created in October 2011. The function prioritizing the initiatives focussed on high impact areas of supply chain planning & warehousing transformation projects which enable addressing multiple business critical issues – steep cost increases, customer complaints, product traceability and operational uncertainties – during the first two years. Recasting of the entire transportation processes was initiated in year three of the overall journey. The Initiatives over the years have yielded a 20% Cost Reduction for the Supply Chain Costs resulting in (-1.3%) CAGR over the 3 Year Period, compared to (+7%) CAGR in the period 2007 – 2012.

into the next decade. Woolworths is one of South Africa's leading retail chains with more than 400 stores throughout Africa and the Middle East. Woolworths' core philosophy is underpinned by quality, offering customers consistently high quality merchandise at affordable prices and incorporating innovative developments across the business. Although traditionally recognised as a pioneer and leader in many aspects of Supply Chain management within the South African retailing sector, the recent rapid growth in demand and potential for future expansion has created a new set of supply chain challenges for Woolworths to maintain its leadership position. The company therefore recently embarked upon an extensive review of its entire supply chain network, spanning both the major divisions of Clothing & General Merchandise (CGM) and Foods. This network analysis study forms part of an investment decision journey to analytically explore and quantify key supply chain decisions that will impact the business over the next 10 years and beyond.

2. Why we struggle to see the improvement results we expect.
3. Suggestion to improve supply chain performance.

from your CSCPs and the intrinsic value of each designation offered by SAPICS in South Africa.

We all recognise the value of education. These highly sought after international qualifications will contribute to your professional development and provide invaluable knowledge throughout your career. The information gleaned at this session combined with discussions with the Supply Chain Council and other partner associations at the conference will ensure that you select the qualification that is right for you.

examples in preparation for implementation readiness.

12:20- 13:30

SUPERBOWL

**NETWORKING OPPORTUNITY – LUNCH** - Enjoy lunch with the exhibitors and all conference attendees. Take advantage of the time to catch up with speakers who have exhibition stands in the Superbowl or renew conversations started earlier. Alternatively just relax and enjoy your lunch and make notes from the morning's sessions and plan the rest of the day.

13:30 – 14:20

ROYAL BALLROOM NORTH

**Supply Chain Risk Management (SCRM); WHAT is it & WHY Should We Care?**

Gregory Schlegel CPIM, CSCP, Jonah, Founder, Supply Chain Risk Consortium, USA



The presentation will explore the basics of SCRM, talk about the financial impacts of an ever increasing amount of supply chain disruptions and discuss why it's extremely important that we, in operations/supply chain management, become aware of this new body of knowledge that can mitigate and manage uncertainty, complexity and risk across the entire global value chain. We will also profile a new 21<sup>st</sup>



ROYAL BALLROOM SOUTH

**Implementing Central Planning at Famous Brands**

Sandra du Plessis, Group Planning Manager, Famous Brands, South Africa



Famous Brands has shown robust growth through acquisition over the years. Production plants were acquired as well as new franchises, which resulted in network complexity, capacity constraints and the need for centralised planning to maintain high levels of service, without incurring unnecessary cost. The implementation of a planning team, planning processes and systems resulted in improved key metrics within a short space of time. Change management



PILANESBERG B

**Supply Chain Management in Small and Medium Enterprises; Missing Links for Resilient Supply Chains**



Caroline Mondon, FAPICS, France  
What would you do if you inherit a business with 20 employees that design and assemble furniture made of wood and metal? How would you start the implementation of international best practices when customers, suppliers, employees and shareholders are complaining? How would you coordinate the actions to save the company, thanks to a resilient Supply Chain, using hard and soft skills in a time frame



PILANESBERG A

**Supply Chain Management Best Practises in a Leading Manufacturing Organisation: A Case Study**



Orestes Peristeris, Head of Operations, Value Logistics and Peter Kilbourn, Senior Lecturer, University  
The goal of the presentation is to provide attendees with the findings and insight gained from structured research conducted on the topics of supply chain management, competitive advantage, supply chain management best practise frameworks, as well as the findings of the case study research



ELAND ROOM

SCC Track 3

Joe Francis, Chief Executive Officer, Supply Chain Council, USA: SCOR® is



in version 11 and a standard system for managing global supply chains using the SCOR approach - M4SC - is being introduced and developed worldwide; an actionable blueprint - the M4SC Framework - that enables companies to establish or expand well-defined and repeatable processes for managing their supply chains. The M4SC tools and

Century Supply Chain Maturity Model that we feel will be a critical success factor for supply chain excellence in the next 10 years.

throughout this implementation has been crucial and many lessons have been learnt in this regard. The solution offered by the selected supplier is practical, flexible and quick to implement.

that cannot exceed a year? Based on a real case, described in a French detective story, the presentation will involve participants in responding to these common questions for small, medium and also large companies.

conducted into the supply chain management practises of a leading FMCG manufacturer in South Africa. The case study findings that will be presented will cover the results of the benchmarking exercise that was conducted, whereby the FMCG manufacturer's supply chain management practises were benchmarked against a best practise supply chain management framework.

techniques are used by companies that have proven track records in Supply Chain Management. M4SC is the framework for implementing SCOR throughout your organization.

**ROYAL BALLROOM NORTH** ★ ▲

**Sustainable Supply Chain Management in the Chocolate Industry**



**Friedel Spies, Operations Director, Imperial Retail Logistics, South Africa and Hannes Fourie, National Supply Chain and Logistics Manager, Lindt & Spungli, South Africa**

This presentation will explore the key factors and challenges that contributed to Imperial Retail Logistics' sweet success in the confectionary business. With its background in ambient FMCG products, IRL had to gear up to compete for the refrigeration required throughout the supply chain when working with chocolate. It is growing its confectionary business — and has invested in the specialised skills and resources to succeed in this testing sector — to compete in a complex, diverse and high-risk South African environment.

**ROYAL BALLROOM SOUTH** ★ ▲

**Enterprise Mobility - How Mobile Applications are Changing the World**



**Liesl de Wet, Senior Manager: Sustainability, Barloworld Logistics, South Africa**

We are entering into an era of increasing unpredictability, extreme weather events, economic meltdowns and social uprisings. Natural resources are declining, populations are growing at rapid rates, and business as usual is now business unusual, increasing supply chain performance pressure and disruption. Stakeholders are measuring business success not only on profit alone but how those profits relate to the companies' sustainability footprint and environmental performance. Increasingly consumers and business entities are demanding evidence of sustainable business practices when they choose prospective business partners. This presentation will look at some of the most significant sustainability mega trends that are influencing the shift of green supply chain thinking into sustainable supply chain thinking.

**PILANESBERG B** ★ ▲

**Case Study: Integrated Business Planning**



**Andre van der Westhuizen, Supply Chain Executive, NCP Alcohols and Imraan Parak, Senior Supply Chain Consultant, Resolve Solution Partners, South Africa**

A strategic partnership was entered into which entailed the strategic design and implementation of various Supply Chain initiatives through a BOT (Build, Operate and Transfer) Process. One such initiative that was identified in the strategic road map was the need for an integrated business planning process. The presentation will firstly aim to highlight the approach and methodology used in transforming a fragmented planning process into a collaborative and integrated one. It will also highlight the paradigm shift the organisation went through to understand the forecasting and planning time horizons. The second aim of the presentation will be to highlight the key findings, success factors and overall learnings from the organisation's point of view with specific focus on the operational effectiveness.

**PILANESBERG A** ★ ▲

**Moduluscha - The Practical Way to the Internet of Things**



**Victor Leftwick, Director, CHEP, South Africa**

The presentation aims to highlight new global and European Commission projects addressing inefficiencies in the global supply chain, specifically around waste and sustainability. The goal of the presentation is to raise awareness of these initiatives, the physical internet, the open global logistics system (founded on physical, digital & operational interconnectivity through encapsulation, interfaces & protocol) and Moduluscha which enables a more efficient flow of fast-moving consumer goods (FMCG) with developed ISO-modular logistics units.

**LYNX ROOM** -

**Workshop 12**

**Pre-reservation is essential : NB this session is 3 hours it will conclude at 17:50**

**Your Leadership Chain: How Far Can You Stretch Before You Break? Developing Personal Resilience in Your Supply Chain**

**Karen Livey, Director/Consultant, APICS, Australia,**

**EAGLE ROOM** -

**Workshop 13**

**Pre-reservation is essential : NB this session is 3 hours it will conclude at 17:50**

**How to Design a Warehouse – Masterclass**

**Martin Bailey, Chairman & Clayton Thomas, Director ILS, South Africa**

**ELAND ROOM**

**SCC Track 4**



**Ulrike Kussing, Consultant, PwC South Africa**

Through an alliance with Performance Measurement Group, a wholly-owned subsidiary of PwC, SCC members have access to confidential benchmarking based on the Supply Chain Operations Reference® model metrics. Companies generally use SCOR-based benchmarking to: Set reasonable performance goals based on the SCOR model, Calculate performance gaps against a global database, Develop company-specific roadmaps for supply chain competitive success, Benchmark your supply chains using the trusted SCOR metrics. SCORmark benchmarking was developed to provide greater value for Supply Chain Council members. It supports and integrates seamlessly into the analysis phase of the SCOR model resulting in a benchmark report that highlights where an organization stands against selected peer groups.

14:30 – 15:00

15:00 – 15:30

**SUPERBOWL**

**NETWORKING OPORTUNITY - AFTERNOON TEA - Networking over tea and snacks in the exhibition area. Remember to take part in the varied competitions offered by exhibitors.**

To register please visit the SAPICS website at [www.sapics.org.za](http://www.sapics.org.za), email [sapicsconference@upavon.co.za](mailto:sapicsconference@upavon.co.za) or Telephone 011 023 6701 and ask for Annie Matubatuba



15:30 – 16:20

**ROYAL BALLROOM NORTH** ★▲  
**Resilient Supply Chains: Rocket Science or Common Sense?**  
**Sonia Daviaud, Managing Director, Decision Value, France**



When the resilience of supply chains is becoming critical for most companies due to increased model complexity and volatility, one has to face the fact that sophisticated solutions are not necessarily solving the problems! Information technology is no longer a barrier and despite the use of algorithm-based, big data solutions along with cloud computation and web based applications companies often fail in building resilient supply chains enabling them to overcome unexpected events or rapid market re-orientations. The objective of the presentation is to demonstrate that one should focus on the problems that the supply chain has to face and solve, instead of implementing straightforward “off the shelf” solutions.

**ROYAL BALLROOM NORTH** ★▲  
**Dude, Where’s My Stuff? Resilient Supply Chain – How Resilient?**  
**Gary Hartley, Secretary: New Zealand RFID Pathfinder Group Inc., New Zealand**



Radio Frequency Identification and related Technologies are seen as tools for identification and traceability purposes in the food and food production and distribution sectors. This research focuses on using EPC UHF RFID standards (components of the EPCglobal Network), and especially the EPCIS standard to identify, capture and share information throughout a real-life eleven stage process in the

**ROYAL BALLROOM SOUTH** ★▲  
**How to Develop Resilient Supply Chains for the African Consumer Market**  
**Danie Schoeman, Managing Director, Danie Schoeman & Co, South Africa**



Of the top 10 countries that are expected to have the most economic growth in 2014, four are from the African continent. As economic growth gradually strengthens in advanced economies, growth in emerging market economies has slowed. However, the 2014 forecasted growth of emerging markets and developing economies is more than double that of the advanced economies. Of these developing economic regions, the

**PILANESBERG B** ★▲  
**Reverse Logistics**  
**Craig Plowden, Managing Director, Reverse Logistics, South Africa**



The Reverse Logistics Association bridges the gap between third party service providers (3PSPs), and OEMs, Retailers, and Brand Marketers, so that outsourcing for reverse logistics processes can be increased and enhanced. Craig’s presentation will share case studies from home and abroad.

**PILANESBERG B** ★▲  
**Supply Chain Vulnerability: Resilience vs Interdependence**  
**David Hawkins, Operations Director, Institute for Collaborative Working, UK**



Supply chain resilience requires an open and trusting relationship in order to ensure the effective integration of business processes, risk management and seamless reactive capability. The eight stage model of BS 11000 provides a robust framework on which to build more effective relationships and as such underpin supply chain resilience. The key to supply chain resilience is

**PILANESBERG A** ★▲  
**Implementing an Advanced Inventory Planning Service utilising SCOR® Methodology – General Motors Case Study**  
**Donovan de Klerk, Inventory Optimization Manager, UTI, South Africa**



During this presentation the presenter will share how the SCOR® framework was successfully used to implement an advanced inventory planning service for the P&A division of a large automotive OE in South Africa. This is a real life case study that details how local (South African) inventory optimization and advanced planning system expertise has been geared to initiate innovative solutions that have the objective of making this operation the best in the world, within the group, by the end of 2014.

**PILANESBERG A** ★▲  
**Supplier Relationship Management in 2014: Manage Your Suppliers or They will Manage You**  
**Elaine Porteous, Independent Procurement and Supply Management Specialist, South Africa**

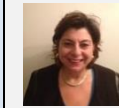


Supplier Relationship Management (SRM) is often poorly understood in organizations. It is no longer about long lunches and harnessing the old boy network. It is based on a structured and sustainable program that manages supplier performance and provides a strong base for future negotiations. Delegates will learn that a well-implemented SRM program

**LYNX ROOM**  
**Workshop 12 Continues**  
**concluding at 17:50**

**EAGLE ROOM**  
**Workshop 13 Continues**  
**concluding at 17:50**

**ELAND ROOM**  
**SCC Track 5**  
**Alyda le Hane, Director, Supply Chain Council, South Africa**



This session is a Primer on how to use the SCOR Framework People component for developing the skills reference to drive consistent and formal understanding of supply chain skills for a training program or career plan. Too often skills are addressed according to the defined functional skills that are no longer relevant in isolation and require much more to achieve supply chain career objectives / status in a supply chain organization.

**LYNX ROOM**  
**Workshop 12 Continues**  
**concluding at 17:50**

**EAGLE ROOM**  
**Workshop 13 Continues**  
**concluding at 17:50**

**ELAND ROOM**  
**Supply Chain Council Closing Session**  
**SCC Track 6**

Enjoy an informal but interactive discussion with the experts of SCOR. Here is your chance to ask the questions you haven’t yet asked to a panel of the world’s leading experts on this valuable supply chain methodology.

16:30 – 17:20

New Zealand venison industry. The researchers used the technologies to investigate the movement of live deer from a farm and a venison processing plant and then exporting of cartons of finished venison cuts by ocean freight to Europe and their delivery to a retail location in Hamburg, Germany. The findings corroborate those of other research indicating that EPC standards and specifically the EPCIS standard are effective tools for enhancing supply chain visibility and traceability.

economic growth in China, the rest of developing Asia and Sub-Saharan Africa are in the 6% and above category. This is more than three times the growth in advanced economies. One of the myths that was always there was that the growth in Africa is only coming from resources, but recent studies has shown that a big part of this growth is actually driven by the rise of the African consumer.

clarity of potential impacts and risks. Developing the right kind of collaborative relationship with suppliers will not only help to broaden the perspective of risk but in many cases will, through greater openness, likely bring about wider and more effective solutions.

provides an organization with the opportunity to extract more value from the supply base. There will be an opportunity to actively engage with the presentation and learn how to prioritise engagement levels with key suppliers. Pitfalls and problems are identified and strategies to combat these will be offered.



**17:20 – 20:00**

**SUPERBOWL**

**NETWORKING OPORTUNITY - AFTERNOON TEA - Networking over tea and snacks in the exhibition area. Remember to take part in the varied competitions offered by exhibitors.**

**TUESDAY 3<sup>rd</sup> JUNE 2014**

**08:30 – 09:20**

**ROYAL BALLROOM NORTH**



**Modern Supply Chain Management**  
John Sells, Chairman: Board of Directors,

**Supply Chain Council (SCC), USA**  
John will share with the audience his presentation entitled “Modern Supply Chain Management”. This presentation reviews four characteristics of what are considered part of the modern discipline of supply chain management – a strategic focus, which segments supply chain and balances internal focus with customer demands; performance based design, which shifts from capabilities and organizational analysis to measurable, standards-based targeting; and empowered resources, who understand the overall strategic customer focus, their role in execution, and the capabilities they have to help achieve it. John Sells, will make the presentation, which will be illustrated through his rich experience in the Aerospace and Defence industry, and in particular, how the role of the Supply Chain Executive has evolved into its modern form.

**ROYAL BALLROOM SOUTH**



**Afric A Venture**  
Jacques Brun CPIM, Supply Chain Practitioner, South Africa

Four separate territories within the mining industry will be covered that operate within three African countries. The presentation will reflect the challenges that face key supply chain disciplines. Even with limited human and equipment resources these challenges were overcome through implementing some basic principles of supply chain. This resulted in some staggering improvement in purchasing spent, warehousing stock accuracies and logistical savings.

**PILANESBERG B**



**Underperformance and Adjustment**  
Sizwe Nxedlana, Chief Economist, First National Bank, South Africa



Sizwe Nxedlana is Chief Economist at First National Bank. Prior to that he was a Senior Economist in FNB’s Wealth segment where he was involved in macroeconomic and investment research and is a member of the investment and asset allocation committees. Before joining FNB Wealth he was an economist at FNB Commercial. He began his career at the Bureau for Economic Research in Stellenbosch followed by a stint at Kagiso Trust Investments. His presentation is sure to engage the audience and will outline the recent trends in global economic activity as well as the implications for the South African Economy. Sizwe will share with attendees his outlook for the South African economy.

**ELAND ROOM**



**The Importance of Key Performance Indicators (KPIs) in Supply Chain Management**

Navaid Amir ACSP, CSCP, Associate Director: Supply Chain, Jamjoom Pharmaceuticals, Saudi Arabia



KPIs are beyond numbers! If, clearly linked to the strategy of the organization. My presentation will provide definition of KPIs with successful results and helped audience to map their strategy with KPIs to track progress and gain relevant insights to help manage and improve performance. KPIs reduce complex nature of business and make it digestible for internal staff and external stake holders. KPIs are also instrumental to impart learning and improvement in staff provided linked to performance management.

**LYNX ROOM**

**Bold Steps Forward The 10<sup>th</sup> Annual State of Logistics Survey Results**



Since the publication of the first annual State of Logistics™ survey in 2004, this document has become one of the premier references for logistics in South Africa. Join **Nadia Viljoen** as she delivers the findings from the 10<sup>th</sup> edition of the survey which is a collaboration between the CSIR, Stellenbosch University and Imperial Logistics.

**EAGLE ROOM**

**Workshop 14**

**Pre-reservation is essential : NB this session is 3 hours – concludes at 11:40**  
**Supply Chain Management in Small and Medium Enterprises: The Missing Links for Resilient Inventory Management**  
Caroline Mondon CFPIM, CIRM, CSCP, Owner, CM Enterprises, France and Jean Marie Bomy CFPIM, CSCP, Owner, CFGI Logilité, France

09:30 – 10:20

ROYAL BALLROOM NORTH



Clem Sunter is one of the most popular speakers and scenario planners in South Africa today. During his presentations in 2013 Clem highlighted three "flags" which, in his words, "will decide if South Africa is back into the middle of the premier league or down into the second division". These "flags" were identified as: Can the nation be brought together as a coherent team through inclusive leadership? Can South Africa replicate our pockets of excellence? And will South Africa achieve a balanced economy that earns the nation foreign exchange and helps provide jobs? Clem also talked about an increase in the probability of a failed state scenario shifting from a 0% probability to a 25% probability. The scenario was no longer that of a wild card scenario but a significant possibility. What changes will there be to the scenarios of 2013 and what has the election brought? What strategies must we embrace to achieve the much sought after resilience we need to guarantee our Nation's sustainability as a real player in the premier league? During this presentation, Clem will touch on his latest book "Megatrends Shaping the 21st Century". Clem Sunter's participation has been sponsored by.CHEP.

PILANESBERG B

Managing Global Supply Chain Risks... How to Evaluate & Quantify Specific Business Risks Caused By Specific Suppliers



Alan Dunn CPIM President, GDI Consulting & Training Company, USA

Manufacturers and distributors are choosing to source significant amounts of materials and components from global suppliers and are creating substantial risks within their supply chains. At the same time, companies are discovering that sourced-material disruptions can and often do, result in dramatic and unfavourable impacts to material delivery reliability, total material cost and received material quality. Participants in this valuable presentation will learn how to proactively and tangibly evaluate and grade their most important suppliers. This in turn will help participants to negotiate better pricing and improved terms & conditions. The end result will be reduced total spending, improved factory productivity and accelerated company profits

ELAND ROOM

The B-BBEE Route to Resilient Supply Chains

Maria du Preez, Business Development Manager, Dave Walls, National Skills and Development Manager, Bidvest Panalpinia , Charles Dey, Consultant, South Africa



What is said about the lack of skills in the supply chain industry but very few seem to be able the grab the golden opportunity that this represents. Coupled to this, companies wanting to do business either directly with Government / State Owned Enterprises or with companies involved in Government contracts are required to meet increasingly stringent B-BBEE scorecard targets. Whilst addressing a critical element of the B-BBEE scorecard, that of Skills Development, this paper provides the most cost effective model to gear training to meet a key element of resilient supply chains – skilled people.

EAGLE ROOM

Workshop 14 continues concluding at 11:40

10:20 – 10:50

SUPERBOWL

NETWORKING EVENT - Morning tea and coffee with exhibitors

ROYAL BALLROOM NORTH

Understanding Supply Chain Resilience: Making Operational Sense of a Key Supply Chain Capability

Steven Melnyk, CPIM, Professor, Michigan State University, USA



While many researchers, consultants, and managers agree on the importance of supply chain resilience, there is less agreement on what it is, how it operates, and how to invest in it. This presentation shows that resilience consists of two major components: resistance and recovery. These two elements can be envisioned as generating four resistance profiles. This presentation explores these four profiles and the conditions under which they are least and most appropriate. Finally, the presentation identifies the eight major categories of investments that firms can make in resilience and it proposes how these categories are linked to the generation of resilience.

ROYAL BALLROOM SOUTH

Using Stock, Time and Capacity Buffers to Build the World's Most Resilient Supply Chains

Dawid Janse van Rensburg, Managing Director, Cargo Solutions, South Africa



Resilient supply chains are winning supply chains, and resilient supply chains almost always have a decisive competitive advantage over their competitors. The concept of stock buffers in a make-to-stock environment, time buffers in a make-to-order environment, and capacity buffers in the supply chain can be used to design and build a resilient supply chain. These concepts have been used extensively across many industries, but it is neatly harnessed in the body of knowledge of the Theory of Constraints when it comes to the fundamentals, sizing, placement and management of such buffers.

PILANESBERG B

Cost of Error, Reducing Error, Commonly Used Metrics for Measuring Forecast Performance, and Benchmarking Data

Dr. Chaman L. Jain: Chief Editor, IBF's Journal of Business Forecasting Professor, St. John's University, and Anish Jain, Managing Director, IBF, USA.



In today's highly competitive, and now demand driven environment, it is more important than ever to reduce forecast error and improve forecast accuracy, leading to a more efficient supply chain. With today's fierce competition, improving the supply chain is winning the battles and providing a true competitive advantage. Learn how demand planning and forecasting professionals assess accuracy improvements with measurement. Participants in this session will learn the common metrics

PILANESBERG A

Achieving best practice Process Controlled Distribution in the South African Pharmaceutical Industry: A Case Study

Fanie Bosman, MEA Distribution Director, AstraZeneca Pharmaceuticals, Claudio Mendes, GM Quality Assurance Business Development Director and Iain Barton, Managing Director, Imperial Health Sciences, South Africa



The expectation of customers is that all products arrive on time, as planned, in full quantities and in perfect condition at the lowest possible cost. Inadequate control of distribution routes from manufacturing site through to the final customer increases risk to product quality (temperature), loss (theft or damage), substitution (counterfeits) and delays, all of which potentially result in lost sales, reputational and brand impact, regulatory or contractual

ELAND ROOM

The Rosslyn Automotive Supplier Park – A Critical Assessment from a Supply Chain Perspective

Anton Nieuwoudt, Managing Executive, dasRESULTAT, South Africa



To introduce the attendee to the concept of supplier parks, their potential benefits and application in a South African context. Also, to share the critical evaluation of the Rosslyn Supplier Park within the greater South African automotive industry. To introduce the attendee to the concept of supplier parks, their potential benefits and application in a South African context. Also, to share the critical evaluation of the Rosslyn Supplier Park within the greater South African automotive industry. The opening of the first dedicated Supplier Park by Seat adjacent to its Abrera assembly facility in 1992, in many ways, marked the beginning of a global trend. Since then, depending on the definition used, around 40 to 70 supplier parks

10:50 – 11:40

used to measure forecasting used to measure forecasting performance. We will also discuss which error metrics to use, when, and why. IBF benchmarking data will be shared and will demonstrate how much forecast error has reduced over the last decade. Learn which products are difficult to forecast, at which level to forecast, and the impact of forecast error on the company's bottom line. We will also discuss the hurdles, institutional and procedural, that forecaster's commonly encounter and how to overcome them.

non-compliance and reduced /poor customer satisfaction. Elimination or reduction of these risks in the supply chain is achieved by employing effective distribution process controls, with delivery routes that are mapped, risk managed and robust

have been established around the world. Initially, this trend was mostly confined to Europe but the Supplier Park concept quickly gained momentum in newly industrialised countries like Brazil and, more recently, the USA and South Africa.

**ROYAL BALLROOM NORTH** ★ ▲

**Tools of the Trade... Any Trade**

Deon Viljoen, Operations Director, Southern Sun Resorts, Tsogo Sun Group, South Africa



Leadership is an essential and truly universal trait – as relevant on the warehouse shop floor and in the supply chain boardroom as it is in the hospitality industry. Drawing from his varied leadership experiences in the hospitality industry throughout his career, Deon presents a toolbox of metaphors, illustrations and stories to equip supply chain practitioners with practical leadership skills and ideas.

**BALLROOM SOUTH** ★ ▲

**A Warehouse in a Box? An Innovative Turn-key Infrastructural Concept for the Rapid Deployment and Commissioning of a Pharmaceutical Warehouse**

Arno Haigh, General Manager of Infrastructure, Imperial Health Sciences



This presentation will explore how this flagship concept, Warehouse in a Box, has succeeded in the industry for health care practitioners to develop world class infrastructure in Africa. Attendees will learn about the key achievements to date in developing this concept which include: In excess of 25000m2 of functional Pharmaceutical compliant warehousing; Another 15000m2 of warehousing under construction and to be completed end September 2015; Projects to date in Tanzania have saved \$3 million over 2 years with annual savings to increase once the remaining two warehouses have been completed. Total number of staff that have received comprehensive Supply Chain and SOP training to date is 523 individuals; Payback period of a WIB is 3, 5 years.

**PILANESBERG B** ★ ▲

**Procuring from China – Challenges, Success and Lessons Learned**



Dirk Kotze, Director and General Manager The Beijing Axis, South Africa

The presentation will showcase a successful case study from first hand experience of low-cost country (LCC) procurement. It will outline the development of TBA's involvement with Hulamin Limited, and will show the development of the procurement relationship which has seen TBA act effectively as an outsourced procurement function in China. The case study will examine TBA's experience in procuring for Hulamin a range of various products, including metal commodities, capital goods and consumables. It will address the challenges involved in the procurement of different commodities from China, outlining conditions unique to each product of which supply chain managers need to be aware, as well as drawing out lessons to be learned from the experience of LCC sourcing. Tracing the development of this procurement relationship over almost 10 years, this presentation will also highlight the changing nature of China's competitiveness, offering insights into the way forward for China procurement.

**PILANESBERG A** ★ ▲

**Resilience in the Supply Chain may have created a Build Up in Inventory. The Mining Industry is No Different, How Can They Realise the Value in Their Inventory?**



Jamie Wates, Director: Solutions-Africa, UTI, South Africa

The mining industry is faced with a changing business landscape that will require a dynamic inventory management process to realize continuous improvement. This presentation will give insight into the challenges faced by the mining industry and the need for change in inventory planning to realize the opportunities that exist. Jamie Wates will share his view of the inventory planning process and techniques that can enhance a mining organization's performance to address these challenges.

**ELAND ROOM** ★ ▲

**Pharmaceutical Supply Chain Management: Funding Improved Quality through Supply Chain Optimization**



Sarantis Kosmas, Head of Consulting, Strategnos, South Africa

The objective of the presentation is to provide an insight into the practical application of supply chain principles in the highly regulated and quality focused pharmaceutical supply chain. We utilize the total cost concept as guiding principle to optimize the pharmaceutical supply chain in order to fund the regulatory and quality requirements. Outcomes of the presentation include: understanding of trade-off's in supply chain management, focusing on a balanced approach to optimization rather than a silo approach.

**LYNX ROOM** ★ ▲

**Efficient Supply Chain Management can Literally Change Lives**

Operation Smile provides free surgeries to repair cleft lip, cleft palate and other facial deformities for children around the globe. This presentation will demonstrate how teams of volunteers and medical supplies can be efficiently deployed in remote areas in Africa to change lives.

12:20 – 13:30

**SUPERBOWL LUNCH**

13:30 – 14:30

**PILANESBERG B**



**Transformers: The Rise of Supply Chain 3.0 - the Automated, Personalised and Local Supply Chain. A Cassandra or Pollyanna Future?**

**Sean Culey, European Leadership Team, Supply Chain Council, USA**  
 In this visually rich keynote presentation, Sean Culey discusses the very latest developments in Supply Chain automation and the potential of scientific-based technology to transform every aspect. He will present a glimpse into the very near future where the value chain becomes fully automated, personalised and local. Using videos and innovative presentation tools he will outline the nature of the changes, from demand capture to manufacture and fulfilment, and the impact this may have on businesses, jobs and economies worldwide and will discuss whether these innovations will create an optimistic future of abundance, better working conditions and choice, or a jobless, automated dystopia.

**PILANESBERG A**

**PANEL SESSION**

**Is procurement compromising integrated supply chain management?**

The supply chain management profession is being tarnished by the numerous questions being asked about public sector procurement.

The casual interchange of the terms procurement, supply management and supply chain management is compromising the ability of our business integration profession to deliver maximum business value. This dilemma extends into the private sector as well, where procurement professionals continue to focus on price as a decision-driver; often to the detriment of the integrated supply chain; certainly adversely affecting supply chain relationships.

**Is this true or is it merely a perception?**

Truth or perception - how can the apparent issues be addressed?

**ELAND ROOM**

**WORKSHOP**

**16**

**Demand Driven Planning**

**Carol Ptak CPIM, CFPI, CIRM, CDDP, Jonah, Director, Demand Driven Institute, USA**

Workshop ends at 16:30

NB – this workshop forms the basis of a two day workshop which will follow on immediately on Wednesday and Thursday at Sun City. Full details are available on request from [jenny@sapics.org.za](mailto:jenny@sapics.org.za) – **discounted registration fees will apply to registered conference attendees.** Carol Ptak will be facilitating the workshop which forms the basis of the **Certified Demand Driven Planner Programme.**

**EAGLE ROOM**

**WORKSHOP**

**17**

**The Blok\$CM supply Chain Game – A Game of Supply Chain Chemistry**

**Centre for Logistics Excellence (CLX), South Africa**

Workshop ends at 16:30

**LYNX ROOM**

**WORKSHOP**

**15**

**Inventory Management as an Enabler to Achieve Supply Chain Resilience**

**Riaan Burger CSCP, Senior Manager, Barloworld Supply Chain Software, South Africa**

Workshop ends at 16:30

14:40 – 15:40

**PILANESBERG B**

**Managing Change in the Supply Chain Evolution**



**Alan Milliken CFPIM, CSCP, CPF, CS&OP, Senior Manager: Specialist, Supply Chain Capabilities Management, BASF Group, USA**  
 Many supply chain improvement efforts fail to achieve the stated objectives and/or ensure changes are sustained going forward. Change management is key to enabling a sustainable competitive advantage via improvement initiatives. Key questions have to be addressed including: How to ensure employees know and understand what is expected of them? What performance measures (e.g. KPI's) are needed to help sustain the change? How should the organization structure and roles be changed? What education & training is required to support the change? Change management should be integrated into improvement plans and detailed schedules including resource assignments are required. Key deliverables for ensuring successful change must be identified, sequenced with other activities and progress monitored. The presentation will cover four basic components of change management; Communications, Aligning Organization Structure, Performance Measurement (KPI's) and Education & Training. Change Management is critical to achieving and sustaining a competitive advantage through improved supply chain management. Many supply chain initiatives fail to address this important process adequately. The presentation will provide participants with a road map Alan Milliken is one of the most popular speakers on the global supply chain stage today. Close your conference 2014 experience with one of the best!

15:40 – 16:30

**SUPERBOWL**

**EXHIBITION CLOSE - Prizes will be drawn** at the close of the exhibition and afternoon tea and coffee will be served. Be there to WIN!!! Those individuals who are attending workshop sessions must please be sure to nominate a representative to collect your prize should you win!

19:30 – 00:00

**PILANESBERG ROOM & ROYAL BALLROOM**

**GALA DINNER IN THE ROYAL BALLROOM**

Pre-Dinner Drinks in the Pilanesberg Room followed by Gala Dinner at 20:00 until 00:00 with prize giving, awards, live entertainment and dancing (Conference Close)

Partner Associations:

