

CUSTOMER SUPPLY GROUP – Wednesday 10th July 2019

WORKSHOP AGENDA

What retailer service levels are acceptable and how are suppliers segmenting their customer offering to improve efficiency?

- **09:45 Meet for tea and coffee – please sign in and wait in reception to be collected and taken to the meeting room – call me on 07779 665137 if you have to wait too long(?!)**
- **10:00 Introduction and expectations**
- **10:15 Customer Service Benchmarking – update on inputs and customer service level comparison (LIVE participation)**
- **11:00 Tom Durance, Customer Supply Chain Manager, General Mills** to share how they have automated many of their activities and how the chilled sector approach has helped challenge many ambient ways of working
- **12:00 Open Discussion: What are the emerging challenges for 2020?**
- **12:45 Amazon Boots Survey – share results and next steps**
- **13:00 Lunch and Networking**
- **13:30 Questions for Members and Retailer round-up**
- **13:45 How are suppliers using real-time logistics data to improve their on-time availability and customer service communication?**
 - OTIF reporting update
 - Insights from Gartner 2019
- **14:45 Transport Collaboration Ireland**
- **15:15 Next steps and plans for October**
- **Close**

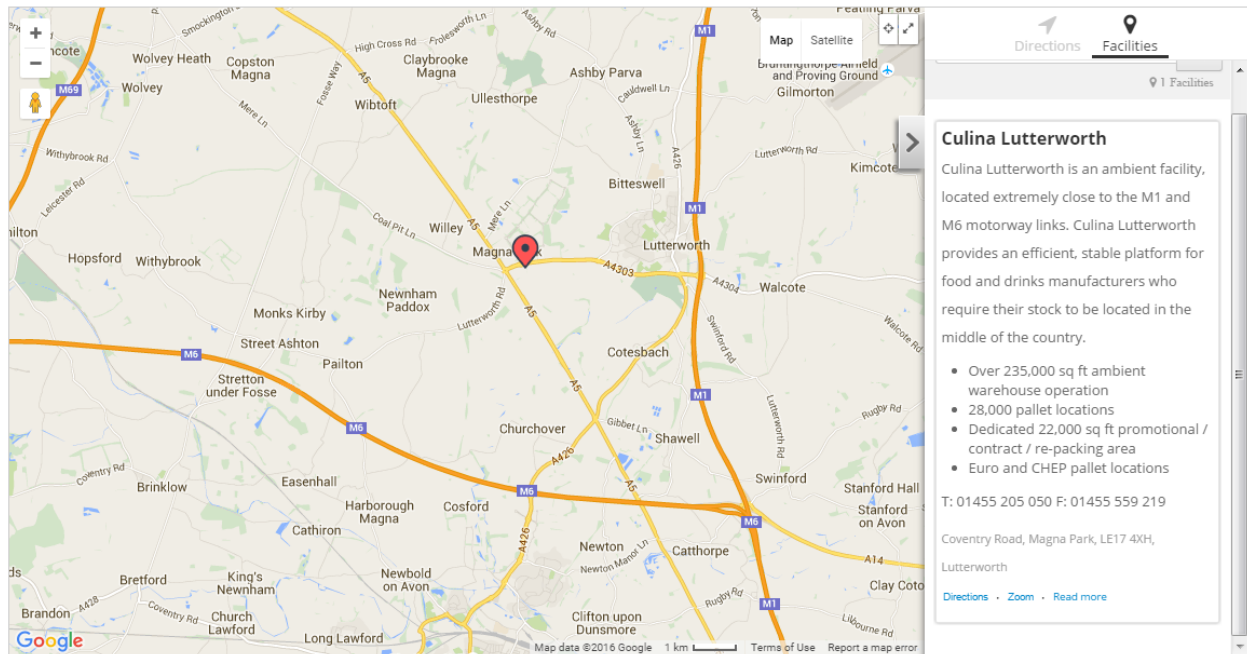
Venue: Great Bear, Lutterworth LE17 4HX

If you have any questions or special dietary requirements, please call Jonathan Kittow on 07779 665137, or reply to this email.

Register here:

[Registration and event details](#)

Directions to the site



[Google Maps location: Great Bear RDC, Coventry Rd, Magna Park, Lutterworth LE17 4XH](#)