# // Customer Summit Agenda

| 8:00am-8:15am | Welcome & Company Presentation | Join Brian Sharp, President of SafetyChain Software to kickoff a great day of training & education! |
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| 8:15am-9:00am | Customer Success Story | Join Christina Albers, Quality Engineer at Schwan's as she talks about the challenges posed to over 14 facilities who needed to deal with unprecedented changes to a regulatory environment in the face of rapidly changing guidelines from the CDC. Learn the challenges they faced, three examples of using an innovative approach to mitigate risks in manufacturing, the keys to their ongoing success, and the lessons learned. |
| 9:00am-9:10am | Break | |
| 9:10am-10:30am | Technical Training Workshop: Business Intelligence 101: Using LINK to Improve Performance | Let's talk Business Intelligence with Yvonne Lirette, Director of Customer Success of SafetyChain Software. This session will show how you can use LINK to uncover actionable ways to improve production and quality performance within your facility. We will review best practices so every team and leader can find, view, and interpret data being captured through SafetyChain. Learn to create dashboards centered around your key business objectives that will continually encourage your teams to improve your processes! |
| 10:30am-10:45am | Break | |
| 10:45am-11:30am | Roundtable Conversation | Join Shamonique Schrick, FSQA Solutions Architect of SafetyChain Software to dig deep into how you're utilizing SafetyChain Software. In this discussion, we would like to discuss how you are currently utilizing SafetyChain for data analysis to drive changes and improvements to your process. We want to know if you feel you have the knowledge to build the tools or dashboards within SafetyChain to properly view, analyze, and share the data you are collecting. |
| 11:30am-12:30pm | Lunch Break | |

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**12:30pm–1:45pm**

## Technical Training Workshop:
### Become a SafetyChain Expert with Continuous Learning

Become a SafetyChain Expert with Yvonne Lirette, Director of Customer Success of SafetyChain Software. As SafetyChain continually improves and adds features, how do you make sure you are learning and utilizing these improvements effectively? Learn about how we communicate with you about our product, and what resources you have to dive deeper into the product to learn what this can do for your business. We will discuss the latest features built into the platform and how customers are finding value immediately. Don't miss out on our special guest speaker—Tracy Ouellet, Norima Consulting.

**1:45pm–2:00pm**

## Break

**2:00pm–2:45pm**

## Keynote: 2021 Food Safety Landscape:
### Navigating the Complexity to Stay Resilient

As COVID-19 has dominated the headlines in food and beverage manufacturing for 2020, executives are now looking ahead to what the next year brings. Understanding consumer drivers, regulatory impacts across a disrupted industry, and an election year are critically important to laying the foundation for continued success while mitigating new risks in supply chains. Join Dr. David Acheson the Founder and CEO of The Acheson Group, as he discusses how the regulatory landscape is getting more aggressive and how to prepare for the possible changes. He'll present an outlook for 2021 that exposes the growing complexity in an already- bulging food safety industry and its impact on risk for executives. You'll also hear lessons learned from the pandemic, and how producers have to use tools and data in new ways to cope.

**2:45pm–3:00pm**

## Break

**3:00pm–4:00pm**

## Roadmap Preview

Join Robert Sproule, Director of Account Management, Eric Hansen, VP of Solutions, and Roger Woehl, Chief Technical Officer as they give a retrospective look at 2020, advancements the solutions architecture team made, and the cool features the engineering team has put on the road. You'll learn about some of the big items delivered to customers (you may have missed some of these!), what we're doing differently to support your results and a look ahead to what's coming up in 2021.

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