

AGENDA

Thursday, 12 Sept		Program
18.00 – 21.00	Welcome Reception & Registration <i>(Drinks and canapés included)</i>	
Friday, 13 Sept		Program
8.00	Registration	
9.00	Welcome by APRAA and Hollander – Leading the Way, supporting the industry (Richard Dudley, CEO, Motor Trades Association of Australia and Philip Peace – Managing Director, Hollander International)	
9.30	KEYNOTE - The De-PART-ed: How to adapt and survive in the age of disruption (Chris Webb, Director of Agile Strategy & Delivery / Executive Agile Coach, PwC)	
10.40	<i>Morning tea & Networking (around Sponsor tables)</i>	
11.00	Auto Recyclers Association USA – North American experience and lessons for our market (Chad Counselman, Owner Counselman Automotive Recycling LLC, and Incoming President of Auto Recyclers Association, USA)	
11.50	APRAA Leads the Way in collaboration with other associations on the Key Issues facing recyclers at a global level (Richard Dudley, CEO, Motor Trades Association of Australia)	
12.30	<i>Lunch & Networking (around Sponsor tables)</i>	
13.30	Recalls and the opportunity for Auto Recyclers (Chris Daglis, Managing Director, All Auto Recalls)	
14:15	Auto Recyclers Responsibilities and Compliance – Australian Competition and Consumer Commission. (Glenn Probyn, Australian Competition and Consumer Commission (ACCC))	
15:00	Vehicle Manufacturer Forum – A chance for auto recyclers and VM's to work closer	
15.30	<i>Afternoon tea & Networking (around sponsor tables)</i>	
15.50	Hollander Parts update on the industry's e-commerce solution (Scott Ferguson, Head of Marketing, Hollander International)	
	How Hollander is working with its users to enable e-commerce on their own websites. (Scott Ferguson, Head of Marketing, Hollander International)	
16.40	Networking in sponsor room	
17.00	Day concludes	
19.00	Conference Dinner (Sit down 3 course meal with wine, beer included)	

Saturday, 14 Sept

Program

8.00 Tea/coffee & Networking

9.00 **Processing vehicles efficiently for PROFIT!**
(Steve Tapner, Dismantling Solutions)

9.45 **The Interchange Revolution – Data Driving Success**
(Michael Wray, Global IC Manager, Hollander International)

10.20 **My business online – Tips and Tricks**
(Peter Butler, Managing Director, Affordable/Hykia Partsworld)

11.10 *Morning tea & Networking (around Sponsor tables)*

11.30 **The Key Performance Indicators that have grown my sales to well over USD\$1million a month – How you can too!**
(Chad Counselman, Owner Counselman Automotive Recycling LLC, and Incoming President of Auto Recyclers Association, USA)

12.30 **Advances in vehicle technology – opportunity and threat**
(Philip Peace – Managing Director, Hollander International)

13.00 *Lunch & Networking (around Sponsor tables)*

14.00 **The most powerful features you don't use in Pinnacle. Tips and Tricks for all users.**
(Paul Cunningham – Head of Operations, Hollander International)

14.30 **Conference Prize Draw and Drinks**
Visit all our Sponsors to enter our draw to win a night's stay for two at the Rydges Hotel including breakfast.

15.00 Conference Concludes

Note - There will also be a permanent training room set up throughout the conference where you can go and receive hands on training on all aspects of Pinnacle from our technical support team.

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