SERVICE SUPPLY CHAIN
STRATEGY FORUM
October 20, 2004
Graduate School of Business, Stanford University

8:00 am – 8:30 am  Breakfast and Registration

8:30 am – 8:45 am  Opening Comments
  • Hau Lee, Co–Director, GSCMF, Stanford University
  • Morris A. Cohen, Co–Director, Fishman–Davidson Institute, The Wharton School, University of Pennsylvania

8:45 am – 10:00 am  Panel I
Moderator: Hau L. Lee, Co–Director, GSCMF, Stanford University

"Redesigning the Service Supply Chain: The Outsourcing Challenge"
  • Charles Menkhorst, VP Global Logistics, DHL
  • Jim Molzon, Vice President, Customer Fulfillment, Solectron Corporation

10:00 am – 10:30 am  Break

10:45 am – 11:45 am  Panel II
Moderator: Morris A. Cohen, Co–Director, Fishman–Davidson Institute, The Wharton School, University of Pennsylvania

"Performance Based Incentives for Improving Service Supply Chains"
  • Brad Berkson, Principal Assistant Deputy, Office of the Secretary of Defense
  • Luke J. Gill, VP, Jet Strike Fighter (JSF) Global Sustainment, Lockheed Martin
  • Stephen King, Operations Planning Manager, Boeing Integrated Defense Systems
  • Jill Kauffmann Johnson, Executive Director, Chemical Strategies Partnership

11:45 am – 1:15 pm  Lunch

1:15 pm – 2:15 pm  Panel III
Moderator: Naren Agrawal, Associate Professor, Santa Clara University

"Competing Through Service Based Strategies"
  • Jim Reily, Vice President, Global Product Services, Cisco Systems
  • Gregg Williams, Senior VP, North American Service, ABB

2:15 pm – 2:30 pm  Break

2:30 pm – 3:45 pm  Panel IV
Moderator: Ann Grackin, CEO, ChainLink Research

"Technology Developments in the Service Supply Chain: Transformation Opportunities"
- Vipul Agrawal, Executive Vice President, Products, MCA Solutions
- Jonathan Oomrigar, Vice President, High Technology Industry, Oracle Corporations
- Emily Rodriguez, Founder and Vice President, eBoomerang
- Chris Stephenson, SVP Global Consulting Services, Savi Technology

3:45 pm – 4:00 pm Break

4:00 pm – 5:15 pm Panel V
Moderator: Bob Salvucci, CEO, MCA Solutions

"Application Case Studies"
- Rich Ruiz, Director of Provisioning, KLA–Tencor
- Harrie de Haas, Director Service Logistics, ASML, & Geert–Jan van Houtum, Associate Professor, Eindhoven University

5:15 pm – 5:30 pm Concluding Comments
Hau Lee, Co–Director, GSCMH, Stanford University

5:30 pm Reception