

8:30 – 9:15 a.m.

BUFFET BREAKFAST

TICKET REQUIRED

GRAND BALLROOM B-D, FLOOR 1

9:30 – 10:45 a.m.

FEATURE PRESENTATION

GRAND SALON C, FLOOR 1



Eugene J. Gagnon
President
Gene Gagnon Consulting

Breaking the Barriers to Productivity

The closed-loop resource management system is based on the concepts of best practices for measuring work, efficient systems for tracking and reporting data, and effective methods of following up. This approach helps identify and quantify "barriers to productivity," so management can remove them. The end result is increased productivity. Learn about this concept and how it might apply in your operation.

W43

9:30 – 10:45 a.m.

FEATURE PRESENTATION

GRAND SALON B, FLOOR 1



Richard Armstrong
President
Armstrong & Associates, Inc.

The New Paradigm: 3PL & Logistics Websites

Take an in-depth and comparative look at contract logistics application service providers, virtual 3PLs and exchanges based on their functionality, capabilities, and future applicability. This presentation will analyze traditional and web-based 3PL supply chain features such as track and trace, order management, WMS and TMS, with additional consideration given to international alternatives and the option of outsourcing various solutions. Learn about the capabilities of different web-based approaches and how various traditional 3PL contract logistics providers have migrated to the web.

W44

9:30 – 10:45 a.m.

FEATURE PRESENTATION

GRAND SALON A, FLOOR 1



Kevin Mitchell
Associate Partner
Accenture



Kenneth Silbert
Associate Partner
Accenture

The Future of Fulfillment

With e-fulfillment moving beyond the "cool and new" phase into the mainstream, there are emerging capabilities and operating models leading to successful performance in the marketplace. Hear about some of these trends and effective strategies as the speakers compare the results from their 1999 and 2000 "Holiday e-Fulfillment Study." Is e-fulfillment the panacea or is it just the first phase? This session will explore some research and interviews with leading players in the new economy indicating that the changes impacting distribution and warehousing are just beginning and that the real fundamental shifts will start occurring over the next 2-5 years.

W45

11:00 a.m. – 1:00 p.m.

LUNCHEON PRESENTATION

TICKET REQUIRED ■ Meal service ends at 12:00 p.m.

GRAND BALLROOM B-D, FLOOR 1



Jeff Davidson
BreathingSpace.com

Relaxing at High Speed™

Hailed as a "dynamo" by *The Washington Post*, Jeff Davidson is a leading authority on innovative career and lifestyle strategies. In this enlightening and entertaining session, he will offer breakthrough perspectives on space, time and stress management techniques that anyone can master. Carry the energy and enthusiasm of Conference 2001 with you by taking his life-changing ideas back to your everyday world when you leave.

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