

*The Forum for Fixed Operations Management
63rd Semi-annual Meeting
October 20th - 22nd, 2011
Dearborn, MI
Agenda*

Thursday, October 20th

Dress: Business Casual

7:00pm - 9:00pm	Cocktail Reception	
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Friday, October 21st

Dress: General Business Attire, Tie

8:00am - 8:15am	General Meeting Call to Order, Introduction of Guests Introduction of Members Minutes of Last Meeting Treasurer's Report	Philip McCollough
8:15am - 9:45am	Mike Berardi FCSD - Director Service Engineering Operations "Technician Training/Competencies"	
9:45am - 10:00am	Break	
10:00am - 10:45am	Mike Roberts FCSD - One Warranty System Project Manager "OWS Project Update"	
10:45am - Noon	Dave Vogelwede FCSD - Wholesale Manager "CPWD Requirements, Benefits & Changes, WINS and Wholesale Marketing"	
Noon - 1:00pm	Lunch	
1:00pm - 2:00pm	John Duffy - FCSD - Parts Process Manager Tom Westemeier - FCSD - North America Planning Manager John Gilroy - Chief Operating Officer ADMI "Dealer Parts Advantage Update & Discussion"	
2:00pm - 2:15pm	Break	
2:15pm - 5:00pm	Financial Comparisons & Discussion	
6:00pm - 8:00pm	Dinner -	

Saturday, October 22nd

Dress: Business Casual

8:00am - Noon	Call to Order Best Management Ideas \$20.00 per member Open Discussions Adjournment	Philip McCollough
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