

# KOM 26<sup>TH</sup> ANNUAL

# KOMKlinik

June 10-12, 2009  
Montreal, Canada

**KOMKlinik** *a Forum for  
Distribution Executives in Dialogue*



Wednesday, June 10, 2009  
**Welcome Cocktail Reception**  
*Compliments of KOM International*

**5:00 to 7:00 p.m.**  
Hotel Nelligan – Méchant Boeuf



Thursday, June 11, 2009

**Participants' Dinner Event**  
*Compliments of KOM International*

**5:30 to 9:30 p.m.**  
Ateliers & Saveurs



**7:30 a.m.**

**Continental Breakfast**

Hotel Nelligan – Atrium



**Morning Conference Sessions**

Hotel Nelligan – Royale Conference Room

**8:30 a.m.**

**KOM International Opening Address**

*by Keith Swiednicki, Senior Partner*

**8:45 a.m.**

**In Constant Pursuit of Excellence**

*by Keith Pittman, Senior Vice President Operations, Ben E. Keith Foods*

The number of projects successfully undertaken over the past 10 years by Ben E. Keith include: a facility consolidation and implementation; multiple facility re-sets; a capacity study, design and construction of 2 new facilities; in-house WMS design and implementation; and an automated design to name but a few projects. This is a unique accomplishment in the Food Distribution industry and all were completed in terms of transparency to customer service. Keith summarizes all of these accomplishments and explains how his management team organizes and executes these projects while maintaining their competitive advantage and continued growth.

**9:30 a.m.**

**Expansion of your Existing D.C.,  
the Effects and Advantages**

*by Walter Harrigan, Senior Vice President, Perkins*

In the process of constructing a 100,000 sq. ft. expansion to an existing 350,000 sq. ft. building, Perkins has been through a lengthy and sometimes arduous process. Walter shares with us the reasons for expanding, the extensive planning and coordination, the issues along the way, the impact of implementing technologies including voice directed selection and a slotting maintenance program, along with the benefits and advantages they've gained.

**10:15 a.m.**

**Coffee Break**

Hotel Nelligan – Royale Conference Room

**10:30 a.m.**

**Sound Practices for Sustainability**

*by Robert Doyle, Vice President, Transportation  
Price Chopper / The Golub Corporation*

Bob tells us how conserving the environment has been a priority at Price Chopper for many years. With an eye on sustainability the company led the way in establishing the system in place to redeem returnable bottles in New York State, along with the first LEED certified supermarket, has retrofit all refrigeration to energy efficient systems, and implements numerous other sound practices to reduce overall carbon dioxide emissions.

**11:00 a.m.**

**Hannaford Aims to Go Platinum**

*by Gerry Greenleaf, Vice President Distribution,  
Hannaford Brothers Co.*

Platinum designation is the highest rating a company can obtain from the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED). The new 49,000 sq. ft. green designed store slated to open in July pushes the envelope and will be used as a research laboratory where Hannaford will test new innovations that decrease energy usage, waste and water consumption, while improving air quality, storm-water management, and the use of sustainable materials. Gerry provides an overview and key highlights of what's expected to be in the world's first Platinum-certified LEED supermarket, situated in Augusta, Maine.

**11:30 – 1:00 p.m.**

**Lunch Break**

Hotel Nelligan – Méchant Boeuf



## Afternoon Conference Sessions

Hotel Nelligan – Royale Conference Room

**1:00 p.m.**

### Why Streamline In-bound Scheduling?

*by Pat Tagnani, Senior Director of Supply Chain Services, LMS Intellibound, Inc.*

Pat shares the ins-and-outs of why streamlining the in-bound scheduling process can provide significant gains in your operation, and where future opportunities in this area lie. Recent work with MDI, part of the Alex Lee family of businesses and a \$2B retailer/wholesale distributor located in Hickory, NC, provides Pat with a specific case example he draws on for quantifiable comparisons to illuminate this topic for us.

**1:45 p.m.**

### Backhaul Optimization Strategies

*by Brian Taylor, President, CAMS Software Corporation*

One of the most effective ways to positively impact your bottom line transportation costs is by improving your backhaul program. Brian describes several practical strategies for establishing better pick up allowances, consolidating salvage, balancing shuttles and other concepts to help you grow and optimize your backhaul program while coping with the new challenges that process presents.

**2:15 p.m.**

### Developing Online Grocery Distribution

#### for grocerygateway.com

*by John Charleson, Director Information Technology and Supply Chain Management, Longo Brothers Fruit Markets*

When Longo's acquired Grocery Gateway in 2004, they closed the central distribution facility and realigned the grocery distribution operation to utilize the existing bricks and mortar for grocerygateway.com. In an effort to improve the customer experience and improve efficiencies they now want to add new elements such as voice technology. In this overview on developing an online grocery distribution operation John provides an appreciation of how they pick for online orders, how he went about setting-up the current system, the information technology required, the challenges, lessons learned, and future objectives.

**2:45 p.m.**

### Coffee Break

Hotel Nelligan – Royale Conference Room

**3:00 p.m.**

### Design to Construction -

#### A New Perishable DC Case Study - Part I

*by Martin Chénard, Director Project Management Metro Inc.*

Martin presents Part I of this new perishable DC case study which focuses on the design phase from an engineering and construction

perspective. He will share the design story including some detail about equipment, material, and compressors. Part II will follow at the Klinik next year with a focus on the construction phase for this new perishables facility.

**3:30 p.m.**

### Changeover Initiatives

#### in the Face of a Challenging Economy

*by Richard Kochersperger, C.E.O., Brooks Provisions LLC*

Richard is completing his seminal year with Brooks Provisions, a leading wholesale food distributor in the Northeastern US. During this year numerous changeover initiatives have been implemented in the face of a challenging economy. Richard provides us with a candid view of the ups-and-downs faced in his new role in these less than optimal conditions.

**4:15 p.m.**

### Closing Remarks

## Participants' Dinner Event at the Ateliers & Saveurs

*Compliments of KOM International*

**5:30 to 9:30 p.m.**

Ateliers & Saveurs

444 St-Francois Xavier St.

Tel: 514-849-2866

Conference participants and travel companions are invited to Ateliers & Saveurs a cozy, inviting, and functional concept locale nestled on the ground floor of one of Old Montreal's historical buildings. This event promises to be a playful, interactive and enjoyable experience where we'll have the opportunity to discuss and taste wine with the sommelier at the wine bar, hone up on drink recipes and mixing techniques with the barmen at the cocktail bar, and interact with the Chefs in the kitchen and dining room as they prepare delicious tastings throughout the evening for our gastronomic pleasure and enjoyment.





**8:00 a.m.**  
**Continental Breakfast**

Hotel Nelligan – Atrium

**Morning Conference Sessions**

Hotel Nelligan – Royale Conference Room

**9:00 a.m.**  
**Start-up Management Challenges**

**and Lessons Learned for a New Team in a New DC**  
*by Stéphanie Brisebois, Logistics Director and Isabelle Gendron, Senior Project Lead, Logistics Sobeys Quebec*

Stéphanie and Isabelle share with us the start-up management issues of putting in place and training an entirely new team for the recently constructed Sobeys Quebec, Trois-Rivières Refrigerated LEED DC. Within the context of the overall network configuration for Sobeys Quebec, they provide insights on the go-live mishaps and lessons learned, initial transport partner challenges, as well as some detail of the initiatives and methods in place to mobilize management and warehouse employee responsibility. Stéphanie and Isabelle also touch on additional unique features of the Trois-Rivières facility including the use of new technologies including Bluetooth headsets and quick charge for transpallets, as well as its LEED status.

**9:45 a.m.**  
**Productivity Benchmarking Results**

*by David Beaudet, Project Director*

Each year KOM International undertakes a Benchmark Survey for its clients in conjunction with KOM Clinic. David will report and comment on this year's survey results.

**10:30 a.m.**  
**Tech Update on Cold Chain RFID Applications**  
**and an Intro to GS1 Traceability**

*by Ygal Bendavid, PhD, Academic Director, Academia RFID Center of Excellence*

Ygal shares the latest on cold supply chain applications and tech advancements in RFID technology with an emphasis on passive UHF inventory control (including product recalls and safety applications) and environment-capturing, sensor-enabled RFID tags relating real-time information to properly manage product quality assurance. He also provides a brief introduction to the development of traceability best-practices for global production and distribution of items across industries worldwide, and outlines the benefits global adoption of GS1 standards provide.

**11:00 a.m.**  
**Closing Remarks, Evaluations**

**The 2009 presentations along with those from past KOM Clinics are available for download at [www.komintl.com](http://www.komintl.com)**



**Ygal Bendavid, PhD** is the co-founder and academic director of Academia RFID Centre of Excellence in Montreal and a researcher at the ePoly Center of Expertise in Electronic Commerce and at the Canadian Research Chair in Technology Project Management. Ygal teaches at various institutions including the École Polytechnique de Montréal, the Université du Québec à Montréal (UQAM) and the Université de Sherbrooke and has been invited as a guest speaker for international conferences on technology management and innovation. Dr. Bendavid holds a Master Degree and a Ph.D. in Industrial Engineering (Management of Technology) and is CompTIA RFID+ certified.

**Stéphanie Brisebois**, Logistics Director for Sobeys Quebec has been working in Logistics for more than 10 years. She is responsible for a dynamic multidisciplinary logistics team. The team supports the operations of seven distribution centers: network analysis, implementation of all major projects, training, and IT support. Prior to joining Sobeys, Stéphanie was a supply chain consultant who did network analysis, TMS and warehouse implementations in various industries. Stéphanie holds a Bachelor of Industrial Engineering from École Polytechnique de Montréal and a Master of Business Administration from HEC Montreal.

**John Charleson**, Director, Information Technology and Supply Chain Management for Longo's has more than 25 years experience in the information technology and services field. As a member of Longo's senior management team, John is responsible for all aspects of information technology services and supply chain management, including the development of strategic plans to support the company's vision. Prior to joining Longo's, John was Director of Information Technology at Canac Kitchens where he was responsible for all aspects of Canac's Information Technology services, including the development of long range plans to support the company vision. John holds a Bachelor's Degree in Business Administration from York University in addition to a Master Certificate in Supply Chain and Logistics Management from Schulich School of Business.

**Martin Chénard** is Director, Project Management for Metro and a 10 year veteran with the company. Martin has held positions as Project Director, Construction Planner and Project Manager prior to taking on his current responsibilities as Director. Since he began his current role with Metro, Martin has been responsible for 80 construction projects, including both retail and distribution centers, totaling \$100M in investments per year. Prior to joining Metro, Martin worked as an Engineer and Project Manager for several firms in the commercial construction industry. A member of the Order of Engineers of Quebec, and CSC (Construction Specifications Canada) Martin holds a Bachelor of Civil Engineering from the Université Laval in Quebec City.

**Robert Doyle**, Vice President Warehousing, for Price Chopper is a 34 year veteran of the grocery industry who started with the company in 1975. In 1990 Robert launched his career in distribution as a Human Resource Specialist for the Distribution Center. Robert has since held numerous positions in warehousing as well as Transportation Superintendent, Director of Transportation, and Vice President of Transportation prior to taking on his current position with Price Chopper in 2006, and serves on the Corporate Committee for sustainability. Robert holds a Bachelor of Business Administration in Accounting from Siena, Loudonville, New York, and an MBA from Rensselaer Polytechnic Institute (RPI) Troy, New York.

**Isabelle Gendron**, Logistics Senior Project Lead has been working for Sobeys for 6 years. She initially was part of the National Logistics team in charge of the variable productivity standards and other national initiatives. For the Quebec Logistics team, Isabelle has led many projects regarding transportation, inventory and operations. Isabelle's biggest mandate was the design and implementation of a completely new distribution center. Isabelle holds a Bachelor of Industrial Engineering from École Polytechnique de Montréal.

**Gerry Greenleaf**, Vice President of Distribution, is responsible for operational execution of Hannaford distribution, transportation and supply chain. He has helped develop an integrated approach to supply chain management within his organization that focuses on continuous improvement, associate development, and operational excellence. In addition to his responsibilities at Hannaford Bros. Co., Gerry is on the Board of Directors and Treasurer of the Hannaford Associate Federal Credit Union, Trustee for the Hannaford Employee Benefit Trust, a member of the FMI Distribution/Supply Chain Planning Committee and Chairperson of the FMI Distribution/Supply Chain Conference, and Member of the Industry Advisory Board for Loeb-Sullivan School at Maine Maritime Academy. He is a former member of the Warehouse Education and Research Council and CIES International Committee on Supply Chain Management. Gerry holds a Bachelor of Science degree in Business Administration from the University of Maine and a Master of Business Administration from the University of Southern Maine.

**Walter Harrigan** is the Senior Vice President of Warehouse Operations and Transportation for Perkins. A 20 year veteran with the company Walter is responsible for ongoing strategic innovation, the planning and implementation process, along with continuous improvement initiatives to support customer excellence. In addition to Perkins 450,000 square foot facility in Taunton, Massachusetts, he also oversees three additional branches in the NY and New England market segments. Walter holds a Bachelor of Arts degree in Economics from Brandeis University and a Master of Business Administration from Suffolk University.

**Richard Kochersperger**, Chief Executive Officer of Brooks Provisions LLC, is completing his first year with this leading wholesale distributor located in the heart of Philadelphia's Food Distribution Center and serving the Northeastern US for over 30 years. Prior to taking on his leadership role with Brooks Provisions, Richard was Director of the Food Marketing Group, and has been an invited presenter at KOM Clinic and numerous food industry seminars, including FMI, Gemcom, CLM, NGA, FDI, and GMA. He has also authored several books on Food Logistics used by the Cornell Distance Learning Program.

**Keith Pittman**, Senior Vice President Branch Management, joined Ben E. Keith in 1970, after graduating from Texas Christian University. During his tenure, he has held positions in Sales, Purchasing, Operations and was General Manager at two of Ben E. Keith's distribution centers. Keith now holds the title of Senior Vice President of Operations and Branch Management where he is responsible for operations of all six of Ben E. Keith's distribution centers and the direct management and profitability of three of the distribution centers.

**Pat Tagnani** is the Senior Director of Supply Chain Services for LMS Intellibound, Inc. In this role he leads efforts to drive operational efficiencies both internally and as a service to LMS customers. Pat, an industry veteran of 18 years, has been with LMS Intellibound, Inc. for 15 months, and prior to that with Food Lion, LLC for eight years, and SuperValu, Inc. for nine years. Pat holds a Bachelor of Science degree in Business Logistics from The Pennsylvania State University and a Master of Science degree in Management from The Florida Institute of Technology.

**Brian Taylor**, President of CAMS Software Corporation has reviewed the transportation operations of over 70 grocery distribution centers across North America over the last 10 years. He is an honors graduate of the BC Institute of Technology with a major in Management Information Systems. CAMS Software specializes in grocery transportation and is currently in use at over 60 major distribution centers.

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Be sure to join us for the next **KOM** Clinic in June 2010



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