

# KOM 28<sup>TH</sup> ANNUAL KOMKlinik

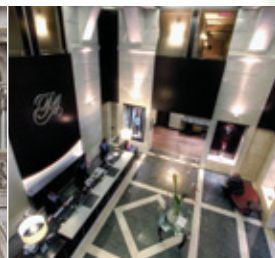
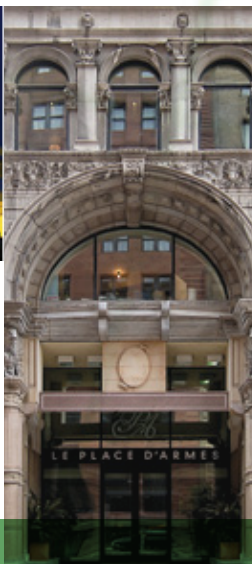
June 15-17, 2011

Hotel Place d'Armes  
Montreal, Canada

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



Wednesday, June 15, 2011  
**Welcome Cocktail Reception**  
*Compliments of KOM International*  
**6:00 to 9:00 p.m.**  
Hotel Place d'Armes – Tango Room



Thursday, June 16, 2011  
**Participants' Dinner Event**  
*Compliments of KOM International*  
**5:30 to 10:00 p.m.**



**7:30 a.m.**

**Continental Breakfast**

Hotel Place d'Armes – Tango Room

**Morning Conference Sessions**

**8:30 a.m.**

**KOM International Opening Address**

*by Allan Kohl, President and CEO*

**8:45 a.m.**

**The Top 5 Initiatives for Process Improvement and Productivity for the Delhaize Network of Facilities**

*by Michael LaCourse, Director of Productivity and Process Management, Delhaize America*

In early 2010 Delhaize Group reorganized its US operations to bring all support functions for Food Lion, Harveys, Reid's, Bloom, Bottom Dollar Food, Hannaford, and Sweetbay under the purview of the company's US division Delhaize America, while preserving the distinct formats and business strategies of each chain. With the objective of streamlining operations to create a stronger more efficient company, Mike presents the top 5 initiatives for process improvement and productivity for the Delhaize network of facilities currently underway.

**9:30 a.m.**

**Price Chopper's Slotting Re-Set and Results Achieved**

*by Robert Doyle, Vice President Distribution, Golub Corporation Price Chopper Supermarkets*

As the company nears its 80th year in operation, Golub Corporation Price Chopper Supermarkets is as dedicated to innovation and consumer focus as ever it was. In order to support its rapidly expanding retail network and recent innovations best-in-class distribution operations are a must. Robert shares the challenges faced, lessons learned, and results achieved by him and his team in the recent slotting re-set undertaken.

**10:15 a.m.**

**Coffee Break**

Hotel Place d'Armes – Tango Foyer

**10:30 a.m.**

**Retooling the Ice Cream Supply Chain at Nestlé Canada – Part II**

*by Greig Jewell, Director, National Warehousing and Inventory Control, Nestlé Canada Inc.*

At KOM Klinik 2010 Mike Owens provided participants with an overview of the process underway at Nestlé Canada since 2007

to find the best solution to address issues of factory/network capacity, customer driven supply chain initiatives, and extreme seasonality in a highly promoted category. In Part II of this network transformation story, Greig takes us through the unique approach taken to move quickly into operations as they transition the company's 5 largest DCs with minimal business disruption. Greig provides candid input on the challenges overcome and lessons learned.

**11:15 a.m.**

**Applied Automation in a Wholesale Environment**

*by Craig McPhee, Executive Director of Distribution, Associated Food Stores Inc. (AFS)*

Craig provides an automation value and impact summary that includes a video of the automated application in place at the AFS Distribution Center. Craig's accompanying presentation offers participants an insightful overview of both the operational features and financial implications of this automated option in use in their facility.

**11:45 to 1:15 p.m.**

**Lunch Break**

Hotel Place d'Armes – Suite 701 Restaurant



**Afternoon Conference Sessions**

**1:15 p.m.**

**Moderated Discussion Session**

*Moderated by Ron Cellupica*

Ron will put forward the topics for this moderated discussion session, set the ground rules, and call upon the six Discussion Leaders who will ask each Clinic participant to join a pre-assigned discussion group. Their role is to facilitate a lively discussion with input from you and your fellow participants.



**2:30 p.m.**

**Dock Congestion: Whose Problem is it Anyway?**

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

It may be hard to believe that most companies struggle with chronic dock congestion problems of their own making. With his presentation Pat shares how 'best-in-class' operators hold to steady productivity rates consistently throughout an 8 hour shift by balancing their inbound load flow. This allows these industry champions to achieve the regulated efficiency of an assembly line, rather than the bull whip effect on productivity seen for operators with a habitually congested dock.

**3:15 p.m.**

**Coffee Break**

Hotel Place d'Armes – Tango Foyer

**3:30 p.m.**

**2011 Productivity Benchmark Report**

*by KOM International*

Each year KOM International undertakes a Benchmark Survey for its clients in conjunction with KOM Klinik, and provides a report and commentary on the general survey results.

**4:15 p.m.**

**Trends in Distribution for 2011 and Beyond**

*by Richard Kochersperger, Food Marketing Group*

On average, companies revenues are once more beginning to grow year-over-year. When compared to the third quarter of 2010, MDM/ Baird survey respondents' sales increased 6% percent making conditions ripe to take market share in 2011. At the same time, 'channel choke' is creating problems for some distributors. As demand continues to improve spikes create product shortages, combined with trends impacting distributor planning such as: growing focus on profitability, not sales volume; shifting definitions of value by customers; more attention paid to employee recruitment

and retention; an international approach to doing business; increasing interest in online tools; and the return of consolidation. Along with this the 'disrupters' or forces driving consumer changes in 2011 and beyond include: crowdsourced shopping; Boomers... again; mancessories; and new ways to get green.

**5:00 p.m.**

**Closing Remarks**

**Participants' Dinner Event**

Hotel Nelligan & Cirque du Soleil

*Compliments of KOM International*

**5:30 to 10:00 p.m.**

Pre-Show Drinks & Dining

Hotel Nelligan, Royale A-B, 106 Saint-Paul W • Tel: 514-788-2040

**followed by...**

**Cirque du Soleil's TOTEM**

Opening Night on June 16, 2011 • Under the Big Top on the Quays of the Old Port in Old Montreal

En route to the evening's entertainment conference participants and travel companions are invited for pre-show drinks and dining at the Hotel Nelligan. Our next stop is the Big Top on the Quays of the Old Port for a unique experience from a Quebec based company recognized the world over for high-quality, artistic entertainment. Inspired by many founding myths, TOTEM by Cirque du Soleil offers a fascinating journey into the evolution of mankind. The soundtrack draws inspiration from tribal music of different peoples around the world, from North America's First Nations to the Incas and as far away as the Indian subcontinent. The set evokes an organic world of multiple transformations. While the costumes underscore the importance of animals, plants, birds, traditional cultural and tribal design, reflecting a broad range of the textures, colors and markings found in nature.





**8:00 a.m.**

### Continental Breakfast

Hotel Place d'Armes – Tango Room

## Morning Conference Sessions

**9:00 a.m.**

### Session Opening

by Allan Kohl, KOM International

**9:15 a.m.**

### Oxxo's Distribution Network Model – Part II

by Carlos Gutiérrez, Logistics Solutions, Cadena Commercial Oxxo

In 2007 Carlos' predecessor Jesús Pompa shared the story of how Oxxo's distribution network model was developed and implemented, along with the reasons why it has allowed them to improve the service level to their convenience stores. Today Oxxo's aggressive expansion approach continues at the rate of 1,200 new stores per year. Carlos shares the challenges and lessons of developing the company's distribution network at break-neck speed.

**10:00 a.m.**

### Lessons Learned Managing the Warehouse Re-Slot

by Randy Osborne, Vice President Operations, Agar Supply, Inc.

Randy reveals the 'top 5 things to do and not-to-do' when undertaking a re-slot of your warehouse. Agar Supply's unique culture led to some interesting results and future opportunities that Randy shares with fellow participants, in regard to expectations and realities of the lift in productivity the facility re-slot brought to his operation. In addition, Randy provides perspective on some key differences between tackling a re-slot of the Freezer versus Dry warehouse.

**10:45 a.m.**

### A Quick Tour of the Sobeyes Automated Facility in Vaughn

by Brad Henderson, National Director Logistics, Sobeyes

Brad provides a high level tour of the Witron system implemented by Sobeyes in the company's new automated facility in Vaughn, Ontario. He shares some insights on the lessons learned and an overview of the implementation process.

**11:15 a.m.**

### The World Class WMS Project – Five Core Elements

by Rik Schrader, Senior Vice President, Retailix

This presentation will expose the hidden elements in achieving world-class results from a Warehouse Management System (WMS), and will discuss the dynamic interplay between those elements in a WMS project process. These elements have been clarified over years of WMS implementations, and when used will lead to optimizing return on investment (ROI) on the purchase and implementation of a WMS, and revitalize the performance of your existing WMS system today.

**12 noon**

### Closing Remarks, Evaluations



**Renato Cellupica**, a former Senior Distribution Executive with Price Chopper, is a forty-four year veteran of the Grocery Industry. A graduate of the University at Albany, his career includes time in Store Retail Operations, Human Resources and the last twenty-eight in Physical Distribution and Transportation.

**Robert Doyle**, Vice President Distribution, for Price Chopper is a 36-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, Vice President of Transportation, and Vice President of Warehousing prior to taking on his current position with Price Chopper in 2010. 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 and is a member of the Corporate Committee on Sustainability for the company. Robert is involved in many charitable endeavors and is currently Chairman of the Board, CVO, for the United Way of the Greater Capital Region of New York State.

**Carlos Gutiérrez**, Director of Logistics Solutions, Cadena Commercial Oxxo, has recently taken over responsibility for the company's distribution operations. Carlos has been with Oxxo for eight years and in his former role as Process Coordinator was responsible for nationwide DC process improvements based on best practices. In his former role Carlos also provided direction for the company's distribution operation as the Project Leader for productivity, quality, cost, and cycle time improvements. Prior to joining Oxxo Carlos was with John Deere, S.A. de C.V. for over seven years and held various positions in manufacturing engineering, including responsibilities for process improvement leadership. Carlos holds a Bachelor of Mechanical Engineering and a Master of Business Administration from the Instituto Tecnológico y de Estudios Superiores (ITESM) de Monterrey. Fluent in Spanish and English, Carlos is a former President of the Mechanical Engineering Society in Monterrey.

**Brad Henderson**, National Director Logistics, is based at Sobeys' headquarters in Stellarton, Nova Scotia within the Business Technology Center. During Brad's 23 years with Sobeys he has held a number of roles with increasing responsibility from main floor selector, to operations manager, to his current role. Brad has participated in and managed warehouse management system, voice system, and engineered labor standards installs; as well as logistics processes and system configurations for SAP implementations and automated facility ramp ups. He has served on various committees and boards such as the Canadian RFID steering Committee, the Canadian Pallet Council, and has participated in various initiatives with the CPMA and GSI Canada. Brad is currently working on bringing processes and technology together at Sobeys to create a more efficient supply chain to serve the customer.

**Greig Jewell**, Director, National Warehousing and Inventory Control, Nestlé Canada Inc., is responsible for warehousing operations for all of the company's Canadian businesses except pet care and water. As National Director Greig's responsibilities include managing a network of 11 Canadian and US DC's for the company. A 30-year veteran of the distribution industry, Greig began his career in transportation with Palm Dairies, and also held positions in the cooler and freezer. With his move to Dairyworld, Greig progressed to Route Foreman, and then managed the Ice Cream Distribution Center – even though he was a unionized Teamster employee at the time. Greig's career with Nestlé began with the Dairyworld acquisition in 1998. Greig progressed rapidly from a short-term transition contract that

when renewed saw him involved in taking the company from 35 warehouses to three. Greig's permanent positions with Nestlé since then have included; Operational Improvement Analyst, Systems Integration Manager, Leader of Information Support, and Leader of Inventory Control, prior to his current role directing Nestlé's National warehousing.

**Richard Kochersperger**, Director of the Food Marketing Group, and former CEO of Brooks Provisions LLC, 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.

**Michael LaCourse**, Director of Productivity & Process Management, Delhaize America began his career with Hannaford Bros in 1983 in the So.Portland, Me distribution center. Mike held a variety of roles with increasing responsibilities, including supervisor of perishables, Distribution Project Manager, Manager of Perishables, Operation Manager, Director of Distribution & Transportation and Regional Director of Distribution before assuming his current responsibilities with Delhaize America.

**Craig McPhee**, Vice President of Distribution and Operations, Associated Food Stores Inc. (AFS) in Salt Lake City, Utah has served in a variety of leadership roles including Warehouse Manager, Corporate Continuous Improvement Coordinator, Director of Transportation, and Distribution Center General Manager prior to his current role. A thirty year veteran of the industry, Craig began his career with Associated Food Stores as a part-time order selector and un-loader, and continued to work in the warehouse while completing his studies. Craig attended Salt Lake Community College, and completed his Bachelors of Science in Business Management with the University of Utah.

**Randy Osborne**, Vice President, Operations, Agar Supply, Inc., is responsible for the company's warehousing, transportation and maintenance operations. Prior to joining Agar in 2010 several of his 15 years in distribution were spent with the second largest wholesale food distributor in the US. Randy held various positions within C&S that included: Director of Process Engineering; Senior Director of Integration; Vice President New England Transportation Operations; and Vice President C&S Transportation Planning and Optimization. In addition to his solid experience as a distribution executive, Randy has a background in operational consulting; marketing, and operations. Randy holds a Bachelor of Political Science from Brown University and a Master of Business Administration from The Colgate Darden School, University of Virginia.

**Rik Schrader**, Senior Vice President of Global Sales and Marketing, Supply Chain for Retailix, Inc. is based in Plano, Texas. As a 20 year veteran his responsibilities focus on selling, marketing, implementing supply chain software solutions, and reengineering distribution processes within the food and beverage industry. Rik draws on his prior years of experience in distribution operations management combined with implementing supply chain software solutions and shares the knowledge he's gained from both areas through presentations to numerous industry forums, as well as contributions to industry publications.

**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/Partners. One of Pat's recent achievements with the company includes leading the rollout of a web based inbound scheduling system. Pat, an industry veteran of 21 years, has been with LMS Intellibound, Inc. for 3 years, prior to this he was with Food Lion, LLC for eight years, and SuperValu, Inc. for nine. Pat holds a Bachelor of Science degree from Penn State, and a Master of Science from Florida Tech University.

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Be sure to join us for the next **KOMKlinik** in June 2012

