

RETAIL & FMCG

INTERACTIVE DISCUSSION GROUPS

IDG A: LEARNING FROM ECOMMERCE LEADERS TO DEVELOP A TRUE CUSTOMER FACING SUPPLY CHAIN

- What are the new planning challenges for today's retail and FMCG supply chains?
- Where should we invest to achieve omni-channel fulfilment

Stefano Picasso, Head of Global Supply Chain Management, **Franke**

IDG Q: Smart logistics & last mile innovation and development

- Leveraging sensors, robotics, automation, drones, wearable devices and the Internet of Things for last mile delivery
- Developing a sustainable smart logistics program that helps with congestion and pollution

Torsten Mueller, Senior Director Distribution, **LEVI'S EUROPE**

WORKSHOPS

WORKSHOP K: RETHINK YOUR LAST MILE DELIVERY STRATEGY

The demand for instant delivery services (one-hour, one-day delivery) has been rapidly increasing, and this has generated significant needs for optimizing the supply chain, especially on the last mile delivery.

- Redeveloping your last mile/city logistics strategies for faster delivery
- Warehouse and fulfillment centre planning across Europe
- Is self service a sufficient solution for your customers?

WORKSHOP L: DEVELOPING A TRUE OMNI-CHANNEL SUPPLY CHAIN

This interactive session will look into some of the world's leading omni-channel supply chains including Apple, Amazon, Nespresso and Telsa to understand what omni-channel looks like and how to get there.

- What does the customer journey and process look behind omni-channel supply chains
- Achieving ATAWAD (Anytime, anywhere, any device): Where do you need to invest to provide customers with the choice?
- A balance of customer centricity vs. cost effectiveness: Having a long term view and strategy
- How to overcome the complexity and keep the customer journey flowing
- Identifying the pitfalls - where are omni-channel programmes likely to fail and how to overcome them?

Joël Plat, Former Commercial Director, Apple Retail; Lecturer, Retail Innovation, Supply Chain IT, **Dauphine University**

TRACK SESSIONS

PANEL DISCUSSION: SMART LOGISTICS & LAST MILE DELIVERY FOR EFFICIENCY AND SUSTAINABILITY

- International fulfilment models in Europe: How to think outside the box to ensure fast deliveries across European borders
- Exploring the role of automation in smart logistics and last mile delivery
- How do micro-logistics and eco-logistics help with supply chain sustainability?

Panel members:

Anton Steinberger, Head of Delivery Experience, **Zooplus AG**

Stefan Röbel, Head of Logistics EU, **ASOS.com**

Victor Splittgerber, Team Leader Logistics Innovation, **Zalando SE**

CASE STUDY: DIGITAL SUPPLY CHAIN TRANSFORMATION WITH A CUSTOMER FOCUS: A PRACTICAL APPROACH

- A different approach on demand sensing: leverage insights from social channels for customer insights and fulfilment
- Implementing IBP (Integrated Business Planning Process) to drive end-to-end efficiency
- Managing change: Transformation on the people front at different levels - how to make it happen
- Sharing lessons learned and practical examples from Oriflame transformation

Bartłomiej Smoczynski, Global Supply Chain Processes & Project Director, **Oriflame**

KEYNOTE

PLENARY: RETHINKING SUPPLY CHAIN AND FULFILMENT - MANAGING UNCONVENTIONAL E-COMMERCE AND ON-DEMAND ECOSYSTEM SUPPLY CHAINS

E-commerce, shared economy and on demand business models are driving businesses and their supply chains into unknown territories with brand new challenges. This keynote session will provide the freshest perspectives on managing unconventional supply chains that are built on sharing economy and on demand services.

- Think supply chain differently: Building customer facing supply chains for the ecommerce market place
- Building last mile logistics for on-demand business model
- Implications of changing consumer experience for retailers: re-thinking fulfillment
- Standing up against the change with a collaborative approach

Natasha Maksimenko, Head of Delivery Supply Chain, **VIA VAN**

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