

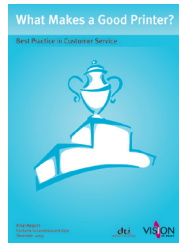
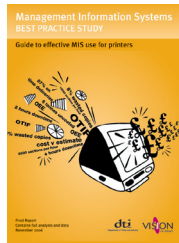
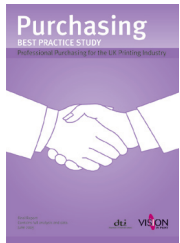


Best Practice in Printing and Packaging

Maintenance, Purchasing, MIS & Customer Service

Key topics for sustainable competitiveness

Wednesday 31st October 2007
The Paramount Hotel, Daventry



sponsors



supporters



media partners



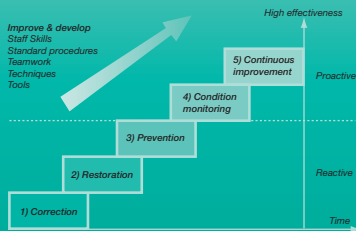
Maintenance, Purchasing, Customer Service and MIS are vital topics for any successful Print or Packaging company to help create and sustain competitiveness. All four have featured in ViP Best Practice Reports and provide the agenda for our 5th Annual Conference. This one-day event will capture best practice in an informative and instructive manner that all delegates can take back and apply to their own operations.

The subject expert who researched and wrote each original report will be the lead presenter for each topic. In each case they will be supported by a practical case study of how a company has delivered improved performance, warts and all. All delegates will receive an executive summary of all four reports – to act as a guide to further action. **Nowhere else could senior print and packaging delegates hear such decisive and incisive presentations in a single day on this range of topics vital to any successful business.**

1. Maintenance

Effective maintenance helps provide competitive advantage by ensuring a stable and consistently high level of production with reduced total operating costs. Does your company adopt an integrated maintenance policy within the broader manufacturing strategy or continue to operate a 'fix it when it breaks' philosophy with all the attendant risks of poor quality, late delivery, excessive waste and rework costs?

We show how to benefit from higher machine performance with best practice maintenance.



2. Purchasing

Materials, consumables and services can represent 60% of a printer's sales costs, yet few can afford to have specialist purchasing staff and printers feel squeezed between customers seeking the lowest prices and relatively powerful suppliers. Most SME printers' purchasing is purely cost driven and little attention is given to total cost of ownership or cost reduction through collaboration.

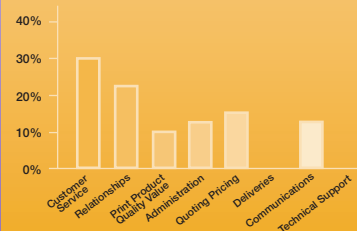
We show how purchasing processes well executed can dramatically improve your profitability.



3. Customer Service

Do print buyers buy on price? Yes of course they do – that's commercial reality. But price is just one deciding factor. Print and Packaging companies have to offer far more to secure repeat business. A survey of 150 Print and Packaging buyers has confirmed that customer service is key – it is very much a people business and the little things make a big difference. Print and Packaging buyers purchase a service not just a product.

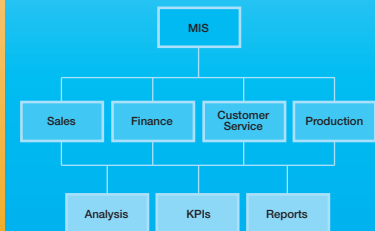
We show what really makes the difference for customer service.



4. MIS

The ViP survey confirmed that most printers are reasonably effective at using their MIS to generate 'activity' (estimates, job bags etc) but relatively few use it well to drive greater profitability. The shame is that much of the information required is there already, but it needs the correct analysis and good communications just to implement effective action.

We show how the best companies leverage their MIS to achieve astonishing profit improvement.



Agenda

09.00 Registration, Coffee and Networking

10.00 Welcome & Introduction – Chairman

Michael Hancock, ex Pira International Managing Director

10.10 Maintenance – Asset Care Programme pays dividends

Tim Claypole, Welsh Centre for Printing and Coating, Swansea

- Learn 20 practical steps to good maintenance practice
- Identify correct Key Performance Indicators
- Institute a staged progressive policy to raise standards
- Debate roles of operators, maintenance staff, managers and suppliers
- Discover the Key Success Factors to improved maintenance

10.45 Case Study – CW Print, Loughton, Essex

Bruce Carter, Operations Director

11.05 Coffee & Networking

11.35 Purchasing – Good disciplines give rich reward

Neil Falconer, Senior Consultant, Pira International

- Learn the highly effective 4 level purchasing strategy
- Follow the simple 6 point supplier review process
- Hear benefits of advanced contract purchasing procedures
- Establish an effective tender template
- Discover key day-to-day purchasing process

12.10 Case Study – Sherwood Press, Nottingham

Jeremy Bacon, Managing Director

12.30 Lunch & Networking

14.00 ViP Update

Richard Gray, Managing Director, ViP

14.20 Customer Service – What makes a good printer?

Clare Taylor, Clare Taylor Consulting

- Understand how buyers evaluate a prospective printer
- Know what makes buyers continue working with a printer
- Hear what aspects of service are assumed to be a 'given'
- Find out what wins more work
- Develop your customer service development plans

14.55 Case Study – Oxuniprint, Kidlington

Aimee Joy, Sales and Marketing Manager

15.15 Tea & Networking

15.45 MIS – Key measures to success

John Birkenshaw, Senior Consultant, Pira International

- Discover 14 critical steps to getting the most from your MIS
- Identify good data to help your sales and customer service
- Gain correct information to manage your cashflow
- Know where your profits and losses are made
- Drive higher productivity with the correct KPI's

16.20 Case Study – Bishops Printers, Portsmouth

Gareth Roberts, Managing Director

16.40 Chairman's summary & close

"An excellent event, interesting, informative with simple explanations and solutions."

"A good catalyst for thinking 'out of the box' about best practice"

"An excellent conference with good networking. Well done"

"It stimulated discussion between my colleagues and we take away lots of good ideas to apply"

BOOK NOW TO AVOID DISAPPOINTMENT

Book now for Best Practice Conference

31st October, The Paramount Hotel, Daventry

Please complete and return this form to Vision in Print
29-35 Farringdon Road, London, EC1M 3JF or fax back 020 7915 8395

T: 020 7915 8377 E: admin@visioninprint.co.uk W: www.visioninprint.co.uk

Please ensure it is signed and dated

Organisation: _____

Address: _____

Post Code: _____

Web: _____

1. Forename: _____ Surname: _____

Job Title: _____

Telephone: _____

Email: _____

2. Forename: _____ Surname: _____

Job Title: _____

Telephone: _____

Email: _____

3. Forename: _____ Surname: _____

Job Title: _____

Telephone: _____

Email: _____

4. Forename: _____ Surname: _____

Job Title: _____

Telephone: _____

Email: _____

	Full Delegate Rate	Please Enter Number of Delegates	10% Discount Delegate Rate If you are a member of BPIF, BAPC, EFTA, IPIA, SPA or SPEF	Please Enter Number of Delegates
Best Practice Conference	£220 + VAT = £258.50	<input type="checkbox"/>	£198 + VAT = £232.65	<input type="checkbox"/>

Membership organisation and number _____

Payment must be received with booking form

I enclose a cheque for £ _____ made payable to Vision in Print.

(A receipted VAT invoice will be sent to you)

Please charge my Visa/Mastercard with the sum of £ _____

Card Number:

Expiry:

Card Holder Name: _____

Card Holder Address: _____

Card Holder Signature: _____

If you require accommodation at The Paramount Hotel there is a preferential rate for our delegates of £80 inc VAT. Telephone the venue direct on 01327 307000 and quote reference Vision in Print.

Fax to 020 7915 8395 - Enquiries to 020 7915 8379 - Email to admin@visioninprint.co.uk

Name: _____

Signature: _____

Date: _____

Terms & Conditions: Vision in Print require the full conference fees to be paid before the event otherwise entry to the conference may be refused. Vision in Print reserves the right to amend the programme or to cancel or postpone the event at any time. Cancellations must be received in writing. Every effort will be made to accommodate the number of delegates but if necessary, Applications will be refused and monies refunded if the event is oversubscribed. Cancellations received more than 14 days prior to the event will be subject to a 50% administration charge. Thereafter, we regret no refunds can be made. Substitutions can be made at any time at no extra charge subject to written notification and provision of a name for a substitute.

Data Protection: The information you provide on this form will be held and used by Vision in Print to provide you with further information on events and other services that may be of interest to you. We may contact you by mail, e-mail, fax or telephone. Your information will not be passed on to any Third Parties.

If you do not wish to receive this information please tick here