

MSM Special Interest Group

Meeting to be held on Wednesday 9th October 2013

At Manchester City Centre Premier Inn (Piccadilly),
72 Dale Street, M1 2HR, United Kingdom



	AGENDA	
09:30	Registration & Coffee	All
10:00	Introduction & Welcome	Mike Reaney SIG Chair
10:05	Round the Room Introductions	All
10:15	Maintenance Process Settings Starting with a presentation about the various options that SABIC has chosen for the maintenance process settings such as notifications, work orders and failure coding, a discussion will follow involving all members contributing their views on alternatives and what could be considered to be good practice in this area.	Mike Reaney SABIC UK
11:15	COFFEE & NETWORKING	All
11:30	An overview from Mars	Richard Wilkins Mars
12:15	SAP Plant Maintenance / Customer Service on Device . This session will include the following: •Overview of Lemongrass On Device •Overview of the Movilizer PM/CS capabilities •Typical implementation challenges •Typical project duration •Hand on demo on representatives own devices	Kieran Pierce Lemongrass Consulting
13:15	LUNCH & NETWORKING	All
14:15	Conference Update	User Group
14:30	Customer Connection Update	Mike Reaney SIG Chair
14:45	Round table discussion on Processes in SAP Maintenance and Service Management. Including topics such as "Is it always necessary/beneficial to create a notification", "On which level of the FL hierarchy should I raise the work order?", "when is it best to use a strategy plan?" Round table discussion – bring your own questions and answers!	Guy Spaven SAP
16:15	Any Other Business & Close	All

We reserve the right to change the agenda at any time

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