

# explore2019

May 6 - 9 | New Orleans, LA

## MONDAY

### Registration

3:00PM - 8:00PM

*Check in for the event and grab your badge before heading to the Welcome Reception at 5:00 P.M.*

### Welcome Reception

5:00PM - 8:00PM

*Catch up with colleagues and make new connections during the Welcome Reception. Enjoy cocktails and appetizers to kick-off Explore 2019!*

■ General Session   ■ Solutions Expo/Demo   ■ Breakout Session   ■ Meal/Event   ■ Training   ■ Demo Theater

Session Tracks: [QPP] QAD Products & Platform, [QPS] QAD Products & Services, [CX] Customer Experiences

All breakout sessions will be eligible for 1 APICS certification maintenance credit each.

Contents are subject to change, please check <https://explore.qad.com/agenda/>

Updated 04.26.19

**Breakfast**

Napoleon Ballroom | 7:30AM - 8:45AM

**General Session**

Grand Ballroom | 9:00AM - 12:00PM

*Hear from QAD customers and executives as well as other industry experts about key trends in manufacturing, strategic developments across the industries QAD serves and information on new solution developments.*

- **The State of Manufacturing:** QAD Chief Executive Officer Anton Chilton will speak about the state of manufacturing, QAD's overall strategy for aligning itself with manufacturers and the company's go-forward plans.
- **What Drives QAD:** QAD President and Founder Pam Lopker will discuss what drives QAD and enables QAD to be a leader in an ever-evolving manufacturing industry.
- **New Product Innovations:** QAD Senior Vice President, Research & Development Bill Keese will present on exciting new products and solutions offered by QAD now and in the near future.
- **Manufacturing Industry Disruption:** QAD Chief Marketing Officer Carter Lloyds will speak to the ways in which QAD is keeping pace with emerging manufacturing industry disruptors and how to use these changes for competitive advantage.
- **Jobs to Be Done in a Changing World:** Explore keynote speaker Bob Moesta, president of The ReWired Group and adjunct fellow at the Clayton Christensen Institute for Disruptive Innovation, will discuss strategies for making demand-side innovation more predictable and successful, as well as the importance of Lean practices and the development of better, more profitable products.

**Lunch**

Napoleon Ballroom | 12:00PM - 1:30PM

**Solutions Expo**

Napoleon Ballroom | 12:00PM - 5:00PM

**Automotive Vertical Update [QPP]**

Rhythms 2/3 | 1:30PM - 2:30PM

*Automotive vertical kickoff focused on the latest trends and in particular on the impact of disruptions on the key segments in Automotive manufacturing with respect to Anything as a Service (XaaS), Make-to-Order at Scale and Digital Transformation.*

*Speakers:*

*Terry Onica, QAD*

*Tom Roberts, QAD*

## Consumer Products / Food & Beverage Vertical Update [QPP]

Rhythms 1 | 1:30PM - 2:30PM

*The Consumer Products and Food & Beverage vertical kickoff focuses on the latest trends and disruptions in key segments of those industries. The kickoff will include a drill-down into demand and supply chain planning for those industries, and a customer case study by Oras Group.*

**Speakers:**

Heidi Evilampi, Oras Group

Steve Dombroski, QAD

Shaun Phillips, QAD DynaSys

## Industrial and High Tech Vertical Update [QPP]

Grand Ballroom | 1:30PM - 2:30PM

*Industrial and High Tech vertical kickoff focused on the latest trends and in particular on the impact of disruptions on the key segments in Industrial and High Tech manufacturing with respect to Anything as a Service (XaaS), Make-to-Order at Scale and Digital Transformation.*

**Speakers:**

Glenn Graney, QAD

Charles Wierzbicki, Saint-Gobain Performance Plastics

## Life Sciences Vertical Update [QPP]

Waterbury Ballroom | 1:30PM - 2:30PM

*Life Sciences vertical kickoff focused on the latest trends and in particular on the impact of disruptions on the key segments in Life Sciences manufacturing with respect to Anything as a Service (XaaS), Make-to-Order at Scale and Digital Transformation.*

**Speakers:**

Mike Kalias, QAD

Matthew Hinchman, Ajinomoto Bio-Pharma Services

## Keep Your QAD System Fit and Trim with Pro2Archive

Poydras | 1:30PM - 2:30PM

*Sponsor Demo Theater*

*Progress Services' Archive/Delete Utility (ADU) makes the task of archiving and deleting data from a QAD system simple and easy with its user-friendly interface that allows complete control over scheduling and executing the process. Compliment ADU with our Pro2 technology and you never lose historical information. Come see for yourself.*

**Sponsor:**

Progress

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## Increase Your Bottom Line with FTA Compliance

Oak Alley | 1:30PM - 2:30PM

### QAD Demo Theater

*Taking advantage of free trade agreements to reduce costs through preferential status eligibility while mitigating compliance risk is a great way to increase your bottom line. In addition to determining FTA origin status, find out how to identify materials affecting your goods eligibility, reduce the solicitation effort for sourced materials and surviving a CBP verification of origin audit.*

Speaker:

Olivier Joncas, QAD

## Hands-on Training

1:30PM - 5:00PM

*QAD Explore Training is an opportunity to work together with and learn from QAD experts in a hands-on environment. This year's training lineup is geared toward a range of customer roles, from business analysts and consultants to IT managers and end users. You will walk away with a new perspective on how to optimize your QAD ERP solutions to better meet your business needs. For more information about each of the training classes offered and a complete schedule, visit the Training Page.*

*Streamlined Manufacturing with Production Orders & Automation Solutions*

*Extending Your Supply Chain with QAD Supplier Portal*

*Personalization & Collaboration in the New QAD Web UI*

Bayside A

Bayside B

Bayside C

## Break

2:30PM - 3:00PM

## A Case for Quality [QPS]

Rhythms 1 | 3:00PM - 4:00PM

*You know quality; we know Enterprise Quality Management solutions. A presentation that will show that tangible impact from the implementation of an Enterprise Quality Management System on manufacturing margins and reducing the cost of quality.*

Speaker:

Dave Rendel, QAD CEBOS

### A Hands-On Digital Transformation Journey: Moving at the Speed of the Business [CX]

Rhythms 2/3 | 3:00PM - 4:00PM

Learn about Visteon's digital transformation journey in an industry undergoing major disruption. This hands-on journey will be narrated with a three step process of being "Energized", "Engaged" and "Innovative". See how some of the foundational infrastructure improvements such as global network transformation, service management modernization and cloud ERP with standardized processes are paving the way for innovations. The session will discuss a blueprint of how IT can be successful by speaking the language of the business and becoming an innovation partner by leveraging emerging trends such as AI and edge computing.

Speaker:

Raman Mehta, Visteon

### Manage your Assets from Cradle to Grave - A Day in the Life [QPP]

Waterbury Ballroom | 3:00PM - 4:00PM

Join us for a full flow overview of a fixed assets life cycle in the Channel Islands user experience. Learn how assets are built up and capitalized with QAD Enterprise Asset Management (EAM) Capital Projects, turning them into fixed assets in the Financials Fixed Asset (FA) App. Explore the different financial activities and operational maintenance interventions on the asset through its life-cycle and the impact on its valuation and operational cost analysis. Includes a demo.

Speakers:

Nancy Majure, QAD

Jon Edwards, QAD

Mike Lane, QAD

### Eagle Consulting & Development: Automated Data Collection Future-Ready

Poydras | 3:00PM - 4:00PM

Sponsor Demo Theater

With over 25 years of QAD focus, Eagle Consulting & Development has continuously added new features. The popular Eagle CTP Continuous Transaction Processor provides a robust framework to allow QAD customers to accept data from a variety of shop floor equipment types via Web Service or data handoff to post transactions in QAD.

Sponsor:

Eagle Consulting & Development

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**All New CRM in the Web UI**

Oak Alley | 3:00PM - 4:00PM

QAD Demo Theater

Seize the opportunity for a sneak preview of QAD's upcoming CRM in the Web UI. Whilst guided by the capabilities in QAD CRM, our Web CRM is a completely new product from the ground up. We have re-imagined our CRM with new features targeted specifically for QAD's customers built on CRM best practice from our market experience. Take the journey from Lead to Sale and share in our vision for the CRM future.

Speaker:

Jonathan Fitchett, QAD

**ERP Moves to Real Time via Production Execution [QPP]**

Waterbury Ballroom | 4:15PM - 5:15PM

Traditionally ERP is a planning and business function that executes on weekly or even monthly cycles. The integration of Production Execution capability enables a more responsive ERP system, improved service levels and improved operational effectiveness.

Speaker:

Glenn Graney, QAD

**Rapid, Agile & Effective - Imperial Brands Moves to the QAD Cloud [CX]**

Rhythms 2/3 | 4:15PM - 5:15PM

Learn how Imperial Brands mitigated business continuity risks, simplified technical application maintenance and laid the foundation for future upgrades by moving to the QAD Cloud.

Speaker:

Marcin Kandora, Imperial Brands

**Welcome to "Supply Chain Planning 2020" [QPS]**

Rhythms 1 | 4:15PM - 5:15PM

Manufacturing companies today are operating in a new world dealing with challenges of constant changes in geopolitics, exponential speed of innovation and the digitization of everything, more demanding and less committed customers, and ever changing supply chains that are no longer chains but a network of opportunistic demand, supply, and capacity entities. How does a company make their supply chain ready for 2020? In this presentation we will discuss current major events impacting global supply networks and the strategies and technologies that may be adopted to not just survive, but thrive in 2020.

Speaker:

Shaun Phillips, QAD DynaSys

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## Supercharge QAD-Automation to Measure Performance

Poydras | 4:15PM - 5:15PM

*Sponsor Demo Theater*

*Stop relying on spreadsheets and automate your budgeting, forecasting, and reporting by taking QAD to the next level with Corporate Performance Management (CPM) software. Make better sense of the abundance of data from QAD and other sources (CRM, HR System, etc) and move beyond simple measurement – to better manage the performance of your business.*

*Sponsor:*

*Prohix Software Inc.*

## Next Gen Enterprise Asset Management

Oak Alley | 4:15PM - 5:15PM

*QAD Demo Theater*

*Learn how QAD Enterprise Asset Management (EAM) elevates plant maintenance, capital and expense project effectiveness through a streamlined user experience and new controls over work order execution and approval. During this demo we will highlight new features delivered in EAM, discuss enhancements to MRO taxes and cost analysis, review the new Maintenance Manager Action Center and explore streamlined user and role access.*

*Speakers:*

*Nancy Majure, QAD*

*Jon Edwards, QAD*

## Sponsor Expo Reception

Napoleon Ballroom | 5:00PM - 7:00PM

*The Sponsor Expo is a great time to learn more about our sponsors' products and services and how they can enhance your results with QAD.*

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**Breakfast**

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**General Session**

Grand Ballroom | 9:00AM - 10:30PM

*Hear from QAD customers and executives as well as other industry experts about key trends in manufacturing, strategic developments across the industries QAD serves and information on new solution developments.*

- **Welcome Back:** QAD Chief Marketing Officer Carter Lloyds will kick the day off before diving into QAD's Technology Update with Chief Technology Officer Tony Winter.
- **Technology Update:** QAD Chief Technology Officer Tony Winter will discuss recent developments to the QAD Enterprise Platform, QAD Labs and Production Execution. Innovation, will discuss strategies for making demand-side innovation more predictable and successful, as well as the importance of Lean practices and the development of better, more profitable products.

**Customer Case Study: QAD EE Deployment to Caterpillar Foundry [CX]**

Rhythms 2/3 | 11:00AM - 12:00PM

*Learn about Caterpillar's journey to implement QAD EE Cloud Channel Islands 2018 for the Caterpillar Foundry in Hodges, SC, including QAD QMS, QAD Automation Solutions, QAD Supplier Portal and machine (IoT) integration.*

Speakers:

- Henry Laprun, Caterpillar
- James Shaw, Caterpillar
- Tony Nicholson, Caterpillar

**Global Trade Management and Best Practices [QPS]**

Rhythms 1 | 11:00AM - 12:00PM

*From its origins in the 1990s as part of early supply chain integration projects, "Global Trade Management" (GTM) has since evolved into a refined discipline that links people, processes and enabling technology into a seamless cohesive solution for managing an international transaction. For trade-dependent companies, understanding and implementing GTM is now a critical component for maintaining a competitive edge in today's global market. In this session, you will learn about the true definition of GTM and identifying your weak links, how to turn regulatory trade compliance into a competitive advantage, trade optimization strategies and best practices, and free trade agreements and whether you are leaving money on the table.*

Speaker:

- Wm. "Jerry" Peck, QAD Precision



## How to Accelerate the Digital Transformation Using QAD Manufacturing [QPP]

Waterbury Ballroom | 11:00AM - 12:00PM

*Are your manufacturing operations up to the challenge? Day-to-day production is challenged with the need to improve overall equipment effectiveness, increase manufacturing flexibility, capture massive amounts of data and communicate in a new digital world. In this session we'll explore how the latest evolutions in QAD Manufacturing support your successful transformation. You'll see how to gain manufacturing flexibility with the new Production Orders functionality, understand how QAD Automation Solutions and Production Execution provide real-time and mass interaction between the shop floor and the ERP, and how the Channel Islands user experience, Action Centers and Dashboards boost the collaboration and insight in daily manufacturing operations. Includes a demo.*

Speakers:

Guido VanDenBroeck, QAD

Brent Shooltz, QAD

## AzureOE: SIG's Progress to MS/SQL Data Replication

Poydras | 11:00AM - 12:00PM

*Sponsor Demo Theater*

*Join Daniel Dimm of Strategic Information Group for a presentation about a QAD customer's journey to get a real-time, affordable solution to replicate QAD data to MS/SQL and open the world of possibilities for reporting. Transform your company's data to support informed decision making, gain deeper insight and spot trends as they happen in real-time.*

Sponsor:

Strategic Information Group

## Maximize Supplier Collaboration and Compliance with QAD's Supplier Portal

Oak Alley | 11:00AM - 12:00PM

*QAD Demo Theater*

*In this demo theater session we'll share the latest exciting updates for QAD Supplier Portal with you which align the Portal with QAD's Channel Islands user experience. We'll demonstrate the key Supplier Portal features to you and will highlight business benefits a global manufacturer achieved with improved and more efficient supplier collaboration.*

Speakers:

Carianne Nieuwstraten, QAD

Thomas Reiter, QAD

## Lunch

Napoleon Ballroom | 12:00PM - 1:30PM

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**Solutions Expo**

Napoleon Ballroom | 12:00PM - 5:00PM

**QAD Automation Solutions  
Warehousing and Integrations [QPS]**

Waterbury Ballroom | 1:30PM - 2:30PM

*Learn how customers are benefiting from QAD Automation Solutions Warehousing solution and the integrations available.*

*Speaker:*

*Michael Ochi, QAD*

**Streamlining Finance Operations with  
QAD eInvoicing [QPS]**

Rhythms 1 | 1:30PM - 2:30PM

*This session provides an overview of how QAD customers can leverage the latest trends on electronic invoicing (both with customers and suppliers) to drive operational efficiencies, reduce costs, improve process efficiency and improve customer service while staying compliant with electronic tax regulations. Learn how you can automate the processing of supplier invoices using the automated matching analysis, invoice approval workflow and automated booking capabilities provided by QAD eInvoicing.*

*Speaker:*

*Carlos Garcia, QAD*

**EQMS Case Study:  
Transformation from Manual to EQMS [QPS]**

Rhythms 2/3 | 1:30PM - 2:30PM

*This session provides a case study of the transformation and journey from a manual, paper-based quality system to an automated Enterprise Quality Management System.*

*Speakers:*

*Kim Dusch, QAD CEBOS*

*Michael Winters, PPG Aerospace*

**Progress & QAD Exclusively  
Servicing QAD Community**

Poydras | 1:30PM - 2:30PM

*Sponsor Demo Theater*

*The foundation of every QAD deployment is Progress technology. Our team has been developing unique solutions, upgrading, integrating, optimizing, fine-tuning and configuring QAD systems to best deliver and exceed the expectations of QAD-run companies for decades. See examples of Progress' ongoing differentiating commitment to supporting customers running QAD.*

*Sponsor:*

*Progress*

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**QAD Manufacturing**

Oak Alley | 1:30PM - 2:30PM

QAD Demo Theater

Learn how QAD Manufacturing will allow you to simplify and synchronize your manufacturing operations (production planning, scheduling, preparations, material supplies, production activities).

During this demo, we will highlight the new features delivered with production orders, show how we improve user efficiencies with role-centric Web User Experience and action centers provided with Channel Islands, Automation Solutions and Production Execution.

Speakers:

Guido VanDenBroeck, QAD

Brent Shooltz, QAD

Emily Zhao, QAD

**Hands-on Training**

1:30PM - 5:00PM

QAD Explore Training is an opportunity to work together with and learn from QAD experts in a hands-on environment. This year's training lineup is geared toward a range of customer roles, from business analysts and consultants to IT managers and end users. You will walk away with a new perspective on how to optimize your QAD ERP solutions to better meet your business needs. For more information about each of the training classes offered and a complete schedule, visit the Training Page.

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Bayside A

Bayside B

Bayside C

**Yanfeng Automotive Interiors' Implementation of QAD Automation Solutions and Integration [CX]**

Rhythms 2/3 | 3:00PM - 4:00PM

This session will discuss the Yanfeng Automotive Interiors experience of implementing the Integration and QAD Automation Solutions in two Greenfield automotive plants in two different countries in EMEA.

Speakers:

Waseemuddin Safiri, QAD

Lucian Manolache, Yanfeng Automotive Interiors

### Drive Customer Satisfaction and Profitability through the Customer Lifecycle [QPP]

Waterbury Ballroom | 3:00PM - 4:00PM

Customers demand more and expect more than ever before. Managing all aspects of the process from sales management, discrete or scheduled order processing, pricing and promotions, to warranty and service contracts is critical to provide the best and most cost-effective customer lifecycle process for your business. Learn how you can drive customer satisfaction and profitability with QAD Customer Management solutions. Includes a demo.

*Speakers:*

Mary Ann Guthrie, QAD

Kelly Andrews, QAD

Jonathan Fitchett, QAD

### The Next Generation of Demand Planning: Intelligent and Real-Time [QPS]

Rhythms 1 | 3:00PM - 4:00PM

Modern day planners are bombarded with large volumes of both historical and real time data. Planning systems must rapidly identify trends, exclude outliers, and turn data exceptions into actionable insights, which is why Supply Chain Planning is a natural candidate for machine learning. Thanks to the IoT there is more real-time data providing visibility of the short-term horizon. In this presentation we will discuss how machine learning and demand sensing change the demand planning game.

*Speaker:*

Shaun Phillips, QAD DynaSys

### Using Cyberquery to Get More from Excel and QAD

Poydras | 3:00PM - 4:00PM

*Sponsor Demo Theater*

*This session will focus on the following:*

- Importing Excel data
- Integrating Excel data with QAD
- Exporting data to Excel
- Outputting multiple worksheets to a single Excel spreadsheet
- Using Cyberquery for Spreadsheets (AKA - the Excel Add-In)

*Sponsor:*

Cyberscience Corporation

**Closed Loop Quality**

Oak Alley | 3:00PM - 4:00PM

*QAD Demo Theater*

Quality processes can involve many different workflows and people. Automation of the workflow, and integration of your business processes and enterprise applications can help ensure that nothing gets missed, and nothing falls through the cracks. We will cover how receiving, inspections, corrective actions, and APQP can be integrated into a seamless process.

Speaker:

David Rendel, QAD

**Yanfeng Automotive Interiors' Rapid Upgrade to EE and Move to the QAD Cloud [CX]**

Rhythms 2/3 | 4:15PM - 5:15PM

Learn how Yanfeng Automotive Interiors is upgrading to QAD EE and moving to the QAD Cloud at a lightening pace of four sites per month. Join us to hear about Yanfeng's deployment methodology utilizing the QAD implementation and services ecosystem and the benefits they received. See how QAD stacked up against the competition, and why the lower cost of ownership and the flexibility of implementing QAD were major factors in their decision to upgrade and move to the QAD Cloud. This will include a panel discussion.

Speakers:

Michael Silletti, Yanfeng Automotive Interiors

John Miciuda, Yanfeng Automotive Interiors

Ram Krishnamurthy, Yanfeng Automotive Interiors

**QAD Enterprise Platform: How to Manage Your Extensions [QPP]**

Waterbury Ballroom | 4:15PM - 5:15PM

Learn how you can leverage the QAD Enterprise Platform App building or App extensions capability to adapt the ERP to your specific business needs without worrying about version lock-in. Discover how the QAD Enterprise Platform can help you to extend the QAD applications to cover your specific needs. Get a feel for the ease of use of the integrated Business Component and Form builder to help you to build new functionality or extend existing functionality.

Speaker:

Kevin Schantz, QAD

**The Value of APQP [QPS]**

Rhythms 1 | 4:15PM - 5:15PM

Learn about the inherent benefits of implementing Advanced Production Quality Planning. This session covers the process framework that establishes a set of quality requirements that supports the suppliers to ensure that design criteria of a product meets the customer requirements.

Speaker:

Michael Mallen, QAD CEBOS

**Customer Schedules, Supplier Schedules**

Oak Alley | 4:15PM - 5:15PM

QAD Demo Theater

Scheduled Order Management has its roots in practices developed by the automotive industry to support just-in-time manufacturing. Although it originated in the automotive industry, principles of Scheduled Order Management are being applied by companies in other industries such as electronics and consumer goods. During this demo, we will highlight the usability improvements in the Web UI User Experience and exception visibility in Customer and Supplier Scheduled Orders.

Speakers:

Kelly Andrews, QAD

Marta Losada, QAD

**S&OP to IBP:  
How to Align Operations and Financial Plans**

Poydras | 4:15PM - 5:15PM

QAD Demo Theater

Positioned as a Challenger in Gartner Magic Quadrant for “S&OP systems of differentiation” and among the 10 major players in the IDC Worldwide MarketScape S&OP, QAD DynaSys has supported many companies in the deployment of their global Sales & Operations Planning processes. Discover S&OP / IBP processes, benefits and how to align your plans to success in your business strategy.

Speaker:

Pierre-Julien Buard, QAD DynaSys

**Explore Night Out**

5:45PM - 10:00PM

Come enjoy a taste of New Orleans at our very own Fulton Street Block Party

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**General Session & Breakfast**

**Grand Ballroom | 8:30AM - 9:30AM**

*Hear from QAD customers and executives as well as other industry experts about key trends in manufacturing, strategic developments across the industries QAD serves and information on new solution developments. Breakfast will be served.*

- **Wrapping Up & Partner Awards:** QAD Chief Marketing Officer Carter Lloyds will start the day with the presentation of the QAD Explore 2019 partner awards.

**Core Model Planning and Preparation [QPS]**

**Rhythms 1 | 9:45AM - 10:45AM**

*This session will provide an overview of what a core model is, including core model concepts, core model development steps, different levels of standardization, critical success factors, key decisions and project governance.*

Speaker:

Elaine Marshman, QAD

**Procure to Pay - A Day in the Life [QPP]**

**Waterbury Ballroom | 9:45AM - 10:45AM**

*This session highlights the extensive collaborative purchasing process and supplier interactions in the Channel Islands user experience. Experience how the built-in collaboration and flexibility provide opportunities for boosting the purchasing process. We'll explore the complete flow from the variety of first steps through requisitions, purchase orders or supplier schedule releases; over the interaction with suppliers in QAD Supplier Portal through the inventory result with PO receipts. We'll also highlight the financial visibility of the inventory and cost transactions, the supplier invoice and the supplier payments approval process. Includes a demo.*

Speakers:

Marta Losada, QAD

Eladi Minguez, QAD

**QAD Product Configurator Integration with OpenRules [CX]**

**Rhythms 2/3 | 9:45AM - 10:45AM**

*This session provides a review and discussion of a recent project at Saint-Gobain to integrate QAD Product Configurator with an external rule engine (OpenRules). Learn how the product configurator questionnaire collects critical performance criteria from the customer and submits that data to an external rule engine. See how the rule engine then returns the product design and specifications necessary for the configurator to create the new item, product structure, BOM, routing and more.*

Speakers:

Joe St. Clair, Saint-Gobain

Jonathan Fitchett, QAD

**Fixed Assets Web UI - Accurate Asset Life Cycle Management**

Oak Alley | 9:45AM - 10:45AM

*QAD Demo Theater*

See how Fixed Assets Web UI manages an Asset Life cycle from acquire to retire providing leading edge flows for asset processing and accounting. The new application provides the Fixed Assets department flexible access to accurate and up to date information and facilitates global capabilities for cross-jurisdictional reporting.

*Speaker:**Mike Lane, QAD***Platform Analytics Update [QPP]**

Waterbury Ballroom | 11:00AM - 12:00PM

Discover the new self-service Analytics with dynamic and interactive Action Center dashboards. Lightening fast aggregation algorithms in Apache Spark and a Cassandra Data Lake to bring big ERP data at your fingertips. With a live demo example of Overall Equipment Effectiveness analysis, the heartbeat of manufacturing performance.

*Speaker:**Alban Bentein, QAD***Utilizing QAD Easy On Boarding Tools and Documentation [CX]**

Rhythms 1 | 11:00AM - 12:00PM

Learn how Welbilt has taken the QAD EOB documentation and made it an integral part of all aspects of their implementation plan. See how they utilized the templates from the business process workbook as the guidelines for project strategy, and have modified them to meet their customizations, and then linked and updated all process maps and work instructions to be the basis for training and implementation.

*Speaker:**Kevin Schram, Welbilt***QAD Automation Solutions Expansion and Enhancements [QPS]**

Rhythms 2/3 | 11:00AM - 12:00PM

This session covers the new functionality that QAD Automation Solutions provides with a focus on business value areas. Topics range from enhancements to the core engine that provide greater control, to significant expansions covering even more business processes.

*Speaker:**Michael Ochi, QAD*

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**Depot Repair and Quotes for Service in the Web UI**

Poydras | 11:00AM - 12:00PM

*QAD Demo Theater*

*Organizations are increasingly realizing that service must pull its weight in driving the bottom line and the key to this is streamlined service operations in sync with customer expectations. In this demonstration we will show how our new Customer Quotations function operates in harmony with our Web UI Depot repair function to deliver rapid service with control of your service flow from request to job completion.*

*Speaker:*

*Jonathan Fitchett, QAD*

**Lunch for Training**

Oak Alley | 12:00PM - 1:00PM

**Hands-on Training**

1:00PM - 5:00PM

*QAD Explore Training is an opportunity to work together with and learn from QAD experts in a hands-on environment. This year's training lineup is geared toward a range of customer roles, from business analysts and consultants to IT managers and end users. You will walk away with a new perspective on how to optimize your QAD ERP solutions to better meet your business needs. For more information about each of the training classes offered and a complete schedule, visit the [Training Page](#).*

*Streamlined Manufacturing with Production Orders & Automation Solutions  
 Extending Your Supply Chain with QAD Supplier Portal  
 Personalization & Collaboration in the New QAD Web UI*

**Bayside A  
 Bayside B  
 Bayside C**

**Breakfast for Training**

Oak Alley | 8:00AM - 8:30AM

**Hands-on Training**

**8:30AM - 12:00PM**

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*Streamlined Manufacturing with Production Orders & Automation Solutions*

**Bayside A**

*Extending Your Supply Chain with QAD Supplier Portal*

**Bayside B**

*Personalization & Collaboration in the New QAD Web UI*

**Bayside C**