



Agenda

Thursday, December 06th, 2012

Lindner Hotels City Plaza, Magnusstrasse 20, 50672 Köln, Germany

08:30 – 09:00

Registration and coffee

09:00 – 09:05

Introduction and Welcome –

Rainer Hertsch – European Service *Delivery* Manager DACH

09:05 – 09:15

Agilent Service and Support Organization

Hartmut Senger – Service Delivery Manager Germany West

09:15 – 09:45

Asset Management: Industry trends to improve the productivity of your laboratory

Matthias Schickle - Lab Productivity Specialist

09:45 – 10:30

The Agilent Difference, Confidence in the Details – Innovation, Quality & Service

Martin Ernst CSD - Key Account Manager Chemistries and Supplies

10:30 – 11:00

Your Laboratory spend: How to improve services quality, efficiency & productivity

Matthias Schickle - Lab Productivity Specialist

11:00 – 11:20

Coffee break

11:20 – 11:50

Optimization of the Asset Life Cycle of your laboratory Equipment

Oliver Rodewyk - Strategic Key Account manager SSD

11:50 – 12:30

Streamline the Workday of Your Lab

Martin Ernst CSD - Key Account Manager Chemistries and Supplies

12:30 – 13:00

Prepare your Laboratory for a Regulatory Audit and Compliance Risk Management

Karlheinz König Service Delivery Manager Germany South

13:00

Closing comments and lunch



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