





UTILITY SUPPLY CHAIN EXCELLENCE AND IMPACTS OF COVID-19

November 11-12, 2020
Online | Central Time

“EUCI does a great job of finding strong presenters and relevant topics for industry. The strong attendance at this event speaks to that success.”

Engineer, Leidos

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This course will offer a practical multi-faceted look at utility supply chain excellence through foundational concepts and what has proven to work well at utilities while also discussing the impacts to utility supply chains as a result of the ongoing COVID-19 pandemic.

The foundation of the day and a half of engaging instruction will be; what is supply chain excellence and what are the hallmarks of when it works well? Services that are delivered effectively and efficiently and how to connect with customers for mutual success will be explored as well.

Additionally, a discussion on how organizations ensure consistent improvement and build internal expertise over time will round out the course material. Through a mix of lecture and interactive discussions, participants will come away with a deeper understanding of the key ingredients to achieve excellence in utility supply chains.

 EUCI is authorized by IACET to offer 0.9 CEUs for the course

LEARNING OUTCOMES

- Review a utility supply chain excellence model
- Engage in a discussion on maturity curves, leading practices, and common pain points
- Discuss service delivery concepts with models and methods for measuring service performance
- Review key concepts of organizational design and structure
- Incorporating lessons learned from the pandemic's effect on the supply chain
- Decide what important performance keys for success are while including benchmarks with metrics to drive performance
- Expand on lessons learned from case studies

INSTRUCTORS

- **Marc Miller**, Partner, ScottMadden
- **John Francis**, Partner, ScottMadden

To Register Click Here, or

Mail Directly To:

PMA Conference Management
405 Highview Rd
Englewood NJ 07631
201 871 0474
Fax 253 663 7224
register@pmaconference.com

ONLINE DELIVERY & PARTICIPATION DETAILS

EUCI will use Microsoft Teams to facilitate participation in the upcoming event. Attendees do not need to have an existing Teams account to participate in the broadcast. The course will play in attendee's browser. When attendees sign on, their microphones are typically muted. Attendees should keep their mic muted until such time as it's needed to ask a question. During the event, participants will have the option of using a microphone to speak with the room and ask questions, or type in any questions via the chat window and our online administrator will relay your question to the instructor.

- Each attendee will receive an event invitation by e-mail, which will include one link to sign on for each half-day of the event (i.e., three links for a 1 ½ day event). The appropriate link must be used to join each half-day event segment at the appropriate time.
- The remote meeting connection will open approximately 30 minutes before the start of the course. We encourage attendees to connect as early as possible in case of unforeseen problems.

PLEASE SELECT

- UTILITY SUPPLY CHAIN EXCELLENCE AND IMPACTS OF COVID-19 ONLINE COURSE**
NOVEMBER 11-12, 2020: US \$1195 (Single Connection)
- PACK OF 5 CONNECTIONS:** US \$ 4,780 (20% Discount)
- PACK OF 10 CONNECTIONS:** US \$8,365 (30% Discount)
- PACK OF 20 CONNECTIONS:** US \$14,340 (40% Discount)

Recording: Each event is recorded, and will be available for three business days. For registrants only.

How did you hear about this event? (direct e-mail, colleague, speaker(s), etc.)

Print Name

Job Title

Company

Address

City

State/Province

Zip/Postal Code

Country

Phone

Email

CREDIT CARD INFORMATION

Name on Card

Billing Address

Account Number

Billing City

Billing State

Exp. Date

Security Code (last 3 digits on the back of Visa and MC or 4 digits on front of AmEx)

Billing Zip Code/Postal Code

OR Enclosed is a check for \$ _____ to cover _____ registrations.

Substitutions & Cancellations

Your registration may be transferred to a member of your organization up to 24 hours in advance of the event. Cancellations must be received on or before October 9, 2020 in order to be refunded and will be subject to a US \$195.00 processing fee per registrant. No refunds will be made after this date. Cancellations received after this date will create a credit of the tuition (less processing fee) good toward any other EUCI event. This credit will be good for six months from the cancellation date. In the event of non-attendance, all registration fees will be forfeited. In case of course cancellation, EUCI's liability is limited to refund of the event registration fee only. For more information regarding administrative policies, such as complaints and refunds, please contact our offices.

EUCI reserves the right to alter this program without prior notice.

