



Region 4 Sample Meeting Agenda

Thursday

7:00 pm Optional Dinner

Friday Meeting/ Manufacturer Technology Center

8:30 am – 8:45 am Welcome and Introductions

8:30 am – 11:30 am Presentation and Tour of Manufacturer Facility

Questions to Manufacturer:

1. How does Manufacturer value a servicer that performs installations?
2. What role does Manufacturer expect their servicer to play in the equipment replacement business?
3. After performing the Manufacturer Program for the first year, what did you discover about your service network?

11:30 am – 12:00 pm Rep/Servicer Relations

12:00 pm – 1:00 pm Lunch at Manufacturer Technology Center

1:00 pm – 1:15 pm Break

1:15 pm – 4:30 pm Roundtable Discussions

Topics of Discussions Include:

1. Regional Technician Training
2. Service company insurance, i.e. health, liability, worker's compensation, etc.
3. Success with A/R Collections
4. Parts Management Procedures
5. Operational Organization
6. Giving end users a choice for service