

Reverse Logistics Association

Service Parts Management Industry Committee Meeting

Meeting Notes of November 4th 2007.

Present: Mike Shelor, Roy Steele, Shawn McFay, Tim Andreae, Suresh Sundarababu, and Gailen Vick.

Absent: Traci White, Scott Oberg, and Matt Cutone.

The Service Parts Management Industry Committee met via conference call to discuss the following agenda:

1. Introduction of new members
The members present all gave a brief BIO and we joined in welcoming the two newest members Shawn McFay and Suresh Sundarababu both from Dell. For those members not present, the chairman made their introductions.
2. How to make the committee beneficial to those involved.
After much discussion it was decided that each member would submit their ideas to the chairman for consolidation and reporting prior to the next meeting on January 8th, 2008 at 12:00 noon EST.
3. Discussion of Focus Committee protocol for 2008 RLA meeting in Las Vegas.
Gailen Vick provided the ground rules for the “open” committee meeting to be conducted at the 2008 Las Vegas Conference. The committee will discuss the plans for this “open forum meeting” which may be attended by any RLA conference attendee that has an interest in the committee plans, goals and activity for 2008. The Committee will also be prepared to take questions from the attendees during the last 20-30 minutes of the meeting.

The committee members were reminded by Gailen that it is a global organization and should consider this in the 2008 planning.

The committee must develop it’s execution plan for the meeting which will require agreement on goals, objectives and etc., in advance of the conference. The plan is to finalize this during the 1/8/08

meeting. A meeting notice will be sent to each of you shortly with the call in number which is listed below.

4. Revisions to white paper on “End of Life Management for Service Parts”.

For those who were unable to have the opportunity to review the EOL white paper it was re-distributed yesterday.

The EOL white paper will be posted on the RLA website within the next few days.

5. Setting goals for 2008.

It was agreed that each member would provide their inputs on 2008 goals to the chairman prior to the next meeting so they could be organized and distributed in advance.

Gailen has encouraged the committee members to share their own experiences and solutions with the industry because it is highly probable that others will find they share common issues.

Roy Steele has volunteered to be the committee scribe, compiler of notes, research, information, data and etc. Thanks Roy!

This morning I signed up to moderate a panel discussion on Service Parts Management at the 2008 RLA conference in Las Vegas. I am looking for suggestions for panel members and inputs on subject matter for panel questions.

I look forward to working with all of you in the New Year. Please feel free to contact me at anytime.

Mike Shelor

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November, 5th 2007

PS: January 8th, 2008 at 12:00 noon EST
Conference call dial in number is (1-712-432-1100)
Pass code is (498688) followed by #.