Power your supply chain: Reach new heights of success

The World’s Most Important Gathering of CSCOs and Supply Chain Executives™
Navigating the Turns: Preparing Supply Chains to Think and Act Differently

Thriving during uncertainty

Top performers defy conventional thinking during disruptions. The most successful companies take risks in “the turns,” which can be economic, geopolitical, environmental, social or competitive. While some focus only on short-term mitigation tactics, top performers defy conventional thinking by maintaining focus on long-term strategy and implementing contingency plans when anticipated disruptions occur.

The virtual experience

Gartner Supply Chain Symposium/Xpo™ 2020 is a virtual conference designed for supply chain leaders looking to adapt and evolve their organization through disruption and uncertainty, navigate risks and prioritize investments. Gartner virtual conferences bring together forward-thinking leaders like you to explore emerging trends, accelerate your learning and guide near-term decisions.

You get timely access to the latest independent Gartner research and guidance as well as insights from other expert speakers. Virtual conferences feature a flexible program, including:

- Live presentations
- Leading solution providers
- Roundtable discussions
- On-demand content

At a Gartner virtual conference, you benefit from unparalleled, unbiased guidance, tailored to your critical priorities and designed to equip you to identify the optimal strategic direction, answer pivotal questions and guide decisions that need to be made in the next months to drive your organization’s future success.

Gartner Supply Chain Symposium/Xpo is the only gathering that prepares your supply chain to thrive and excel in times of uncertainty and change.

Evolve your supply chain strategy to adapt to current market conditions. Refine your supply chain to bring agility and robustness for systems, processes and decision making.

Harness your talent. Create a culture that awards innovators and risk takers.

Measure successes and failures. Know what to look for when making decisions to evolve your supply chain.

Develop the mindset to focus on the long term. Progress during times of uncertainly while others slow down.
Join a community of supply chain leaders

**Gartner’s CSCO Circle** is designed to address the needs of chief supply chain officers and heads of supply chain. This exclusive program provides an opportunity to network and collaborate with the world’s most senior supply chain executives, and learn about current trends and best practices during interactive sessions facilitated by Gartner supply chain experts.

- CSCO-only interactive sessions designed to gain valuable insights from peers
- Concierge services to help you make the most of your time
- The opportunity to engage in a shared experience with a community of CSCOs
- Priority access to book interactive sessions and a one-on-one meeting with a Gartner expert**

*Application is required and qualifications include: enterprise-level CSCO or most senior supply chain executive for the highest parent organization of their company; or regional/divisional/business unit CSCO or most senior supply chain executive of their company with revenues exceeding 250 million euro. Apply during registration.*

**Gartner one-on-one meetings are 30-minute private on-site consultations with a Gartner expert; each attendee is entitled to one meeting.**

Availability is limited and at no extra cost to the standard rate, secure your conference registration and apply now.
Keynotes

Gartner keynote
Navigating the Turns: Preparing Supply Chains to Think and Act Differently

Supply chain executives face multiple events that challenge their operational strategies. A series of “turns,” such as economic challenges, trade wars, political confrontations, market disruptions and catastrophic weather-related events force executives to take calculated risks to deliver high returns. In this keynote, hear how companies have used unconventional approaches to separate themselves from peers during recent turns. Leave with an understanding of how to begin preparing your supply chains to think and act differently.

Lisa Callinan
VP Team Manager, Gartner Research & Advisory

Tom Enright
VP Analyst, Gartner Research & Advisory

Guest keynote
Navigating the Turns Brick by Brick: How LEGO’s Supply Chain Thinks and Acts Differently

Carsten Rasmussen joined the LEGO Group in 2001 and was appointed Chief Operations Officers in 2017. His keynote discusses how LEGO has used unconventional approaches to separate itself from peers during recent times.

Carsten Rasmussen
Chief Operations Officer, LEGO

Case studies

Set Success Targets for Your Future New Product Introductions
Ankur Modi
VP, Strategy & Results Delivery, Phillip Morris Inc.

In the Loop, On the Loop, Out of the Loop: Creating a Real-Time, Adaptive Supply Chain
Wendy Herrick
Head of Digital Supply Chain, Unilever

Supply Planning in Times of Global Demand Shock
Jens Lässig
VP, Integrated Supply Chain Management, Nokia

Proactively Sensing and Responding to Supply Chain Disruptions
Eric Dwinells
Director, Global Supply Management Operations, BOSE
Tracks at a glance

**A. Chief Supply Chain Officers: Strategy and Trends**
Whether you are changing your supply chain to adapt to the digital era or the environment and economy, this track gives you the insights and framework to design, plan and align a robust supply chain fit for purpose.

**Recommended sessions**
- From Integration to Synchronization: The Rise of the Intelligent Supply Chain  
  James Lisica
- Developing a Supply Chain Strategy for 2030  
  Tom Enright
- The Supply Chain Capabilities to Win in the Digital Era  
  Mike Burkett

**B. Chief Supply Chain Officers: Leadership and Governance**
Get the how-tos for those looking to lead, govern and mature their organization to the demand-driven value network leadership aspiration. Integrate the end-to-end supply chain to support growth, optimize costs and manage complexity in the digital age.

**Recommended sessions**
- Agility Is More Than Upside Capacity  
  Jennifer Loveland
- 2020 Has Reduced Supply Chain Cost Optimization to a Single Formula  
  Paul Lord
- Developing an Agile Supply Chain Culture  
  Ken Chadwick

**C. Supply Chain Planning**
This track offers insights for supply chain planning leaders on how to improve their process, organization, metrics, and technology to further improve business performance during uncertainty.

**Recommended sessions**
- Win Executive Engagement With Business-Minded S&OP Language  
  Marko Pukkila
- Set Success Targets for Your Future New Product Introductions  
  Michael Yousseff
- Autonomous Planning: Fact or Fiction?  
  Pia Orup Lund

**D. Sourcing and Procurement**
This track provides insights and frameworks to help CPOs deliver on their strategy, cost and talent objectives while creating new ways to add value to advance procurement’s strategic influence in the business.

**Recommended sessions**
- Building a Talent Strategy for Sourcing and Procurement  
  Caroline Chumakov
- Winning Through Deeper Supplier Collaboration  
  Miguel Cossio
- Transforming Procurement’s Value Proposition to Become a Trusted Advisor  
  Thomas Pocock

**E. Manufacturing Operations and Quality**
CSCOs are shifting their perspective on manufacturing operations from a cost of doing business to a source of revenue generation and growth. This track cuts through the hype and provides CSCOs and manufacturing leaders the tactics and practical ways to unlock manufacturing’s ability to create and deliver the next level of value.

**Recommended sessions**
- How CSCOs Can Influence Manufacturing Footprint Strategy  
  Kamala Raman
- Flexible Quality Management: Redesigning Processes to Liberate Business Operations  
  Ankur Mehta
F. Logistics and Customer Fulfillment

The future of logistics and customer fulfillment strategy and operations will be shaped by quickly evolving digital imperatives, complex supply chain trading partner ecosystems, and transformative customer demands. This track helps inform and guide logistics leaders as they navigate and operate within a state of rapid change to deliver capabilities and outcomes required to secure both current and future competitive advantage.

- Bridging the Logistics Talent Gap: From Baby Boomers to Robots
  Susan Boylan
- A Logistics Action Guide to Dealing With and Recovering From Disruption
  David Gonzalez
- Better Customer Outcomes Through Collaboration Across Emerging Ecosystem
  Simon Bailey

G. Supply Chain Technology

Strategic technology trends have the potential to drive significant disruption and deliver substantial opportunities. Supply chain IT leaders face the challenge of how to build the much-needed digital foundation. This track provides relevant, unbiased, practical insights and advice that inform decisions on technology acquisitions to advance in the digital journey. This track offers insights for supply chain planning leaders on how to improve their process, organization, metrics, and technology to further improve business performance during uncertainty.

- IIoT Is Moving in Next to Your MES: What Should You Be Doing To Prepare?
  Rick Franzosa
- Hyperlocal Fulfillment: Winning by Getting Real Close to Your Customers
  Dwight Klappich
- The Future of Sourcing and Procurement Applications
  Geraint John

H. Sustainability

This track provides insight into the sustainability strategies of tomorrow, where organizations shift their operating model to enable the circular economy, offering an advantage over competitors.

- Circular Business Models Are Disrupting Linear Supply Chains
  Thomas O’Connor
- Ask the Expert: Greenhouse Emission Reduction: Operational Perspective
  Sarah Watt
- Ask the Expert: Sustainable Retailing and Last-Mile Fulfillment
  Tom Enright

I. Customer Experience

This track informs and guides supply chain leaders in developing customer-centricity and designing solutions to enhance the customer experience.

- Supply Chain Makes Customer Experience Its new Commercial Weapon
  Lisa Callinan
- Developing Supply Chain Customer Centricity: Touchpoints Before, During and After
  Beth Coppinger
- Roundtable: A Focus on Customer Experience Is a Sign of Supply Chain Maturity
  Lisa Callinan, Susan Boylan

Recommended sessions
J. Culture of Quality
Quality has never mattered more. New technologies have empowered customers to seek out and compare an endless array of products from around the globe. This track explores how to build and sustain a strong culture of quality.

- Sustaining a Quality-Focused Culture Through Disruptions Ankur Mehta
- Empower Managers to Drive a Strong Quality of Culture Lusi Zheng

K. Consumer-Retail Exchange
Retail and consumer products supply chains are in an evolutionary period where consumers are continually changing, with expanding expectations, including social and sustainability issues. This exchange has been developed for supply chain leaders in the retail and consumer products industry who are ready to respond to this challenging environment, building out core capabilities and complementing them with innovative new ways of working to deliver an exceptional customer experience.

- Case Study: In the Loop, On the Loop, Out of the Loop — Creating a Real-Time, Adaptive Supply Chain Wendy Herrick, Unilever
- The Future Accelerated: What This Means for Consumer Products Supply Chain Kimberly Becker
- The Path to Direct-to-Consumer Is Anything But Direct: Overcoming the Barriers Simon Bailey

L. Industrial Manufacturing
Industrial manufacturing leaders are deploying advances in automation, analytics, and visibility as capabilities across their businesses from planning to operations and logistics increase. This track provides supply chain leaders in the industrial manufacturing industry who are balancing innovation with fiscal discipline while driving deep transformations in their supply chain network.

- Resilience Is Now Table Stakes in Industrial Manufacturing: Is Your Network Ready? Kamala Raman
- How to Manage Event-Driven Demand in a Make-to-Order Environment Joel Knox

M. High-Tech Manufacturing
High-tech leaders are deploying new capabilities across their supply chains and businesses to make better decisions faster and to keep up the clock speed of business. This track helps high-tech supply chain leaders with awareness of the macro trends strategies leaders are employing and ways to mitigate risks are key areas of focus.

- Fortifying Supply Chain Cybersecurity in High Tech Mark Atwood
- How Can Supply Chain Lead and/or Support Winning in the Turns KC Quah

N. Life Sciences
Winning in the turns takes a focus on supply chain strategy, cost optimization and talent development for life science organizations. This track helps life science exchange leaders build and align capabilities in innovation, collaboration, and alignment to improve human health.

- Critical Planning Capabilities for Pharmaceutical Companies Pia Orup Lund
- Building the Case for Higher Supply Chain Maturity in Life Sciences Stephen Meyer
Explore future trends in our Signature Series

New for this year, from the Gartner Supply Chain Symposium/Xpo stage, we reveal never-before-seen research as part of our Signature Series. These sessions cover some of the most anticipated insights and findings to get you ready for the year ahead, putting you at the forefront of disruption and innovation. Future-proof your supply chain strategy and implement the latest tactics ahead of your competition.

Sessions in the signature series include:

The Future of Supply Chain

CEO Perspective: The Big Challenges Facing Supply Chain Driven Businesses

The Top Supply Chain Technology Trends

Mike Burkett
VP Analyst, Gartner

Thomas O’Connor
VP Analyst, Gartner

C. Dwight Klappich
VP Analyst, Gartner Fellow
Gartner conferences deliver what you need

In addition to four agenda programs and six spotlight tracks of the latest Gartner research, your conference registration fee includes complimentary access to these special features:

• 30-minute one-on-one meeting with a Gartner expert
• Ask the Expert sessions
• Roundtables

Special discount
Save €200 with discount code SCGEN3

Gartner conference tickets

We accept one Gartner Supply Chain conference for payment. If you are a client with questions about tickets, please contact your sales representative or call +44 (0) 20 3993 3695.

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