

# Indirect Procurement for Services

Strategies and tactics to identify, manage and reduce the cost of purchase services

The Regent Hotel,  
Singapore

26th & 27th April 2007

**“The average company devotes 33% of its total spending to services... although company cuts many forms of spending during downturn, services spending has continued to rise 3.5% annually.”**

CFO Europe.com (by Don Durfee)

Organisations are still grappling with the challenges of filling the gaps in existing procurement initiatives and to extend spending control to overlooked and unsuspected areas of savings such as services procurement.



## Key benefits for attending the conference:

- **Understanding** the differences between procurement of services vs procurement of goods
- **Developing** measurements for services procurement
- **Mastering** services spend management
- **Exploring** the benefits of outsourcing IT Services
- **Optimising** your corporate travel program
- **Capturing** savings in freights and logistics services category
- **Gaining** control over and reducing your marketing services spend
- **Applying** strategic sourcing to "People Services" procurement to achieve best results for your business
- **Overcoming** the challenges in procurement of services
- **Optimising** supplier relationship management

## Your eminent panel of speakers:

**Leong Chee Wai** Senior Manager - APAC, Procurement Logistics Services  
**BASF South East Asia Pte Ltd, Singapore**

**Devi Purnama** Head of Supply Chain Management  
**Boehringer Ingelheim, Indonesia**

**Robert Muddyman** Head of Procurement and Supply Chain - Asia Pacific Region,  
BT Global Services  
**BT Singapore Pte Ltd, Singapore**

**Nigel Jones** General Manager - Supply Chain Strategy and Procurement  
**Fonterra Co-operative Group Ltd, New Zealand**

**Reinhard Eckardt** Director of Procurement  
**Infineon Technologies Asia Pacific Pte Ltd, Singapore**

**Catherane Shi** Director of Procurement  
**L'Oreal, China**

**Jacob Moe** Director of Sales  
**Maersk Ltd New Zealand**

**Pankaj Jain** Senior Manager, Strategic Sourcing  
**Motorola India Pte Ltd, India**

**Patricia Chua** Director of Global Procurement, Asia Pacific  
**MSD Asia Pacific Services Pte Ltd, Singapore**

**Pierre Azzopardi** Head of Vendor Management – Professional and Outsourced Services  
**National Australia Bank, Australia**

**Robert Vallender** Senior Vice-President of Supply Chain  
**Nestle Philippines Inc., Philippines**

**Olivier Gachon** Purchasing Director, Asia Pacific  
**Numico Asia Pacific, Singapore**

**Charlie Villasenor** Chairman  
**Procurement and Sourcing Institute of Asia, Philippines**

A complimentary copy of the book titled "At Face Value" will be given to every delegate. This first-ever book focused on Travel Management within Asia Pacific, authored by Bicky Carla, Group President of TraVision was published to assist corporate executives whose responsibilities include the travel category. It contains perspectives of leading corporate managers of travel from companies such as Citigroup, Daimler Chrysler, Phillips, Siemens and other top multinationals.

Bronze Exhibitor Sponsor



Endorser



Supporting Publication



**\*Early Bird & Group Discounts**  
Ask about our savings

## Thursday 26th April 2007

0830	<b>Registration and morning coffee</b>	1445	<b>Session Six</b> <b>Applying strategic sourcing to "People Services" procurement to achieve best results for your business</b> Reinhard will share with you how Infineon as a worldclass organisation sources high-level people services and develops to maintain long-term relationships with contractors and consultants <ul style="list-style-type: none"> <li>Reviewing ways to baseline current R &amp; D design and IT services spending and gather support from the organisation</li> <li>Assessing the challenges of implementing a managed sourcing process in the organization and required pre-requisites</li> <li>Designing and implementing a process to optimise spending</li> <li>Negotiating favourable terms with suppliers to achieve valuable results and to manage the supply risk (value for money)</li> <li>Identifying key performance indicators, service levels, deliverables and acceptance for services and work results</li> <li>Evaluating the importance of IP protecting and rights on work results</li> </ul> <b>Reinhard Eckardt</b> Director of Procurement <b>Infineon Technologies Asia Pacific Pte Ltd, Singapore</b>
0900	<b>Opening &amp; welcome remarks from the Chairperson</b> <b>Charlie Villasenor</b> Chairman <b>Procurement and Sourcing Institute of Asia, Philippines</b>	1530	<b>Afternoon refreshments and networking break</b>
	<b>Understanding the mechanics of services procurement</b>	1600	<b>Session Seven</b> <b>Optimising your corporate travel program as a new avenue to drive cost down</b> Corporate travel is relatively more complex compared to other types of services because it involves constant consideration of other factors such as employee safety and employee productivity. This session addresses issues on how you can optimise the cost savings with your travel suppliers <ul style="list-style-type: none"> <li>Tackling the teething issues during the planning phase of corporate travel to create a structured and measurable program</li> <li>Analysing ways to take full advantage of preferred carrier programs and travel policies</li> <li>Conducting strategic negotiation tactics with travel suppliers</li> <li>Working within the procurement framework to develop highly successful travel programs that maintain reasonable travel costs and appeal to business travellers alike</li> </ul> <b>Patricia Chua</b> Director of Global Procurement, Asia Pacific <b>MSD Asia Pacific Services Pte Ltd, Singapore</b> <i>A complimentary copy of the book titled "At Face Value" will be given to every delegate. This first-ever book focused on Travel Management within Asia Pacific, authored by Bicky Cartra, Group President of TraVision was published to assist corporate executives whose responsibilities include the travel category. It contains perspectives of leading corporate managers of travel from companies such as Citigroup, Daimler Chrysler, Phillips, Siemens and other top multinationals.</i>
0915	<b>Session One</b> <b>Analysing the attributes of purchase of services and its differences to purchase of goods</b> <ul style="list-style-type: none"> <li>Procurement of goods vs procurement of services</li> <li>Assessing the service procurement landscape in the current market</li> <li>Reviewing various types of service procurement</li> <li>Identify the differences and determine the specific approach when conducting service purchasing</li> </ul> <b>Olivier Gachon</b> Purchasing Director, Asia Pacific <b>Numico Asia Pacific, Singapore</b>	1645	<b>Closing remarks by the Chairperson &amp; close of day one</b>
1000	<b>Session Two</b> <b>Best Practices on Indirect Services Spend</b> <ul style="list-style-type: none"> <li>Procurement on spotlight</li> <li>Getting services spend under management</li> <li>Best practices in services spend management</li> <li>Using procurement offshore outsourcing</li> <li>Video - case study on country perspective</li> <li>Reaping the benefits</li> </ul> <b>Charlie Villasenor</b> Chairman <b>Procurement and Sourcing Institute of Asia, Philippines</b>		
1045	<b>Morning refreshments and networking break</b>		
	<b>Attacking the more challenging services spend categories</b>		
1115	<b>Session Three</b> <b>Making services procurement works</b> Companies are fast recognising that spending on external services (e.g. IT projects, professional consultation services, contingent labour, marketing services, facilities and other types of business process outsourcing) represents a great opportunity for cost savings and efficiency improvement This session assesses the specific opportunity for improving services sourcing and procurement processes in your organisation. <ul style="list-style-type: none"> <li>Assessing the key success factors of services procurement and management</li> <li>Reviewing the services procurement processes and strategic sourcing</li> <li>Tackling the unique challenges in sourcing and procuring services</li> <li>Setting targets for cost savings, process benefits and spend visibility</li> </ul> <b>Leong Chee Wai</b> Senior Manager - APAC, Procurement Logistics Services <b>BASF South East Asia Pte Ltd, Singapore</b>		
1200	<b>Session Four</b> <b>Exploring the benefits of outsourcing IT Services</b> <ul style="list-style-type: none"> <li>Reviewing recent trends in IT outsourcing</li> <li>Assessing why companies outsource IT services</li> <li>Real life examples of successful outsourcing of application systems development and infrastructure services</li> <li>Planning for transition of services at end of contract term</li> </ul> <b>Pierre Azzopardi</b> Head of Vendor Management – Professional and Outsourced Services <b>National Australia Bank, Australia</b>		
1245	<b>Networking luncheon</b>		
1400	<b>Session Five</b> <b>Implementing a sustainable program for purchasing "People Services" – contractors, contingent labor and consultants - management</b> In this session, you will discover how you can translate your knowledge about sourcing and buying tangible goods into the service arena, and reveal hidden savings in the process. Pankaj will share with you on how to get started and what you might expect to encounter along the journey. <ul style="list-style-type: none"> <li>Detailed dissection of real life case studies on why and what went wrong for "people services" initiative with other companies</li> <li>Addressing issues and challenges in People Services and ways to overcome them</li> <li>Realising contract savings, productivity savings, annual savings and how to leverage on your people to make it all happen</li> </ul> <b>Pankaj Jain</b> Senior Manager, Strategic Sourcing <b>Motorola India Pte Ltd, India</b>		

**Who should attend**

Chief Procurement Officers, VPs, Directors, General Managers, Business Unit Heads, Department Heads and Managers of:

- Procurement (Indirect)
- Supply Chain
- Supplier Management
- Materials Management
- Commodity
- Smartsourcing
- Purchasing
- Sourcing
- Category Purchasing
- Supplies
- Contracting
- Production

**Why you cannot miss this event**

Today, purchasing department in various organisations have achieved different levels of maturity in large part depend on external pressure from customers, the availability of information and the competition. Services procurement continues to present both opportunities and challenges for most organisations.

Even though statistics have shown that services represent one of the biggest portions of corporate spending, few organisations have sufficient visibility into services costs as they do for goods and materials. Service procurement can be a black hole of unsourced buying, lost savings opportunities, and limited oversight from the purchasing department. It is difficult for procurement professionals to control this often complex and fragmented part of the strategic sourcing process. In fact, procurement has fast become a competitive differentiator between companies, so you, as the procurement leaders will need to plan your pathways and strategies now.

This conference is specially designed to cover sessions on planning, change management, standardisation of services processes, key success factors, service performance measurements and supplier relationship management to help you understand and take advantage of the opportunities and challenges involved in purchasing services to achieve hard-dollar cost savings and to improve procurement process efficiency, control, and cost in your organisation.

## Friday 27th April 2007

0830	<b>Registration and morning coffee</b>	1245	<b>Networking Luncheon</b>
0900	<b>Opening &amp; welcome remarks from the Chairperson</b> <b>Charlie Villasenor</b> Chairman <b>Procurement and Sourcing Institute of Asia, Philippines</b>	1400	<b>Session Five</b> <b>Evolution and future of services procurement industry</b> The current business environment promises many innovative procurement opportunities over the next few years. These opportunities are expected to radically change the face of procurement for example, services procurement <ul style="list-style-type: none"> <li>• Comparing services procurement models from various industries</li> <li>• Discussing the potential benefits and challenges of having a centralised vs decentralised global services procurement models</li> <li>• Assessing the potential of travel as a strategic corporate asset and the expansion of the travel manager's role to other categories of indirect spend</li> <li>• Reviewing the feasibility of linking services procurement function with finance to reduce costs and improve cash flow</li> </ul> Panelists: <b>Reinhard Eckardt</b> Director of Procurement <b>Infineon Technologies Asia Pacific Pte Ltd, Singapore</b> <b>Pierre Azzopardi</b> Head of Vendor Management – Professional and Outsourced Services <b>National Australia Bank, Australia</b> <b>Patricia Chua</b> Director of Global Procurement, Asia Pacific <b>MSD Asia Pacific Services Pte Ltd, Singapore</b>
0915	<b>Session One</b> <b>Gaining control over and reducing your marketing services spend</b> Despite marketing's importance in driving revenue and cash flow, many organisations have done little to measure the effectiveness of their spending on advertising, direct mail, promotions and public relations activity. Catherine reviews the potential impact of your services procurement strategies on your procurement processes in order to understand what new resources, routines and competence you need to have in order to purchase marketing services in an effective way <ul style="list-style-type: none"> <li>• Overcoming the barriers in procurement of marketing services</li> <li>• How to create a sustainable benefit for all parties concerned?</li> <li>• Striking the balance between cost-cutting approach and creativity initiatives in marketing services</li> </ul> <b>Catherane Shi</b> Director of Procurement <b>L'Oreal, China</b>		
1000	<b>Session Two</b> <b>Reviewing BT's services offshoring strategy to low cost countries</b> Robert will share how BT reduces global services spend by looking to offshore tactical procurement/sourcing functions to lower cost communities such as India and China. This process can help you lock in realised spend savings on less significant expense category, while refocusing internal resources on strategic categories to increase your bottom-line profit <ul style="list-style-type: none"> <li>• Leveraging on the global economy to reduce services spend whilst improving efficiency</li> <li>• Choosing the right location and identify which functions to migrate to PDC (Procurement Development Centres)</li> <li>• Managing the obstacles that are expected to arise during the transition</li> <li>• Effectively managing risks associated with loss of control, provider delivery and change management</li> <li>• Applying procurement principles in remote locations and planning for success</li> </ul> <b>Robert Muddyman</b> Head of Procurement and Supply Chain - Asia Pacific Region, BT Global Services <b>BT Singapore Pte Ltd, Singapore</b>		
1045	<b>Morning refreshments &amp; networking break</b>  <b>Deriving performance measurement excellence</b>	1445	<b>Session Six: Fonterra - Maersk Joint Presentation</b> <b>Working with your strategic partners to enhance and develop a customer focused Supply Chain</b> <ul style="list-style-type: none"> <li>• Introducing Fonterra and it's supply chain</li> <li>• The path to a customer focused supply chain</li> <li>• Identifying the right supplier, their role, and the appropriate relationship</li> <li>• Managing your strategic relationship</li> </ul> <b>Nigel Jones</b> General Manager - Supply Chain Strategy and Procurement <b>Fonterra Co-operative Group Ltd, New Zealand</b> <b>Jacob Moe</b> Director of Sales <b>Maersk Ltd New Zealand</b>
1115	<b>Session Three</b> <b>Developing measurements for services procurement</b> <ul style="list-style-type: none"> <li>• Deciding which metrics are worth measuring</li> <li>• Anticipating the challenges faced during development of measurement metrics</li> <li>• Designing benchmarking metrics to effectively measure services procurement efficiency and to eliminate costs to drive your operations profits up</li> <li>• Determining the right time to kick-start performance measurement activities in your services procurement cycle</li> </ul> <b>Devi Purnama</b> Head of Supply Chain Management <b>Boehringer Ingelheim, Indonesia</b>	1545	<b>Afternoon refreshments and networking break</b>
1200	<b>Session Four</b> <b>Dealing with the challenges of assuring consistent quality services delivery from your suppliers</b> Executives with services procurement experience will know that any services procurement deal must clearly benefit both parties to ensure an effective and workable relationship between the client and the service provider. Service providers must make an adequate profit to ensure services remain at the level expected whilst the client can focus on its core operations without unnecessary distractions from poor service. Pierre will outline the key aspects of the establishment and management of a 'win-win' client – vendor relationship designed to achieve these aims <ul style="list-style-type: none"> <li>• Do the services meet or exceed expectations at a cost that is representative of value ?</li> <li>• Compare the benefits of multi-source vs single source</li> <li>• Identify the desired selection criteria and ensure that your suppliers are aware of your company strategy and blend their goals to yours</li> <li>• Negotiate a "win-win" contract and managing the transition</li> <li>• Draft an effective services procurement governance that serves your purposes and fit your requirements</li> </ul> <b>Pierre Azzopardi</b> Head of Vendor Management – Professional and Outsourced Services <b>National Australia Bank, Australia</b>	1615	<b>Session Seven</b> <b>Nurturing sustainable cross-border supplier relationship management</b> Regardless of how much international procurement or sourcing experience you have, it is always a challenge selecting new and qualified suppliers and setting common expectations <ul style="list-style-type: none"> <li>• Assessing the possibility of creating a model to manage service suppliers over a long distance with the same efficiency you apply to local suppliers</li> <li>• Handling cultural challenges when negotiating with foreign companies</li> <li>• Comparing and contrasting typical Asian communication styles and business behaviors with other cultures</li> <li>• Exploring various reconciliation methods should your relationship with your service suppliers show signs of turning for the worse</li> </ul> <b>Robert Vallender</b> Senior Vice-President of Supply Chain <b>Nestle Philippines Inc., Philippines</b>
		1700	<b>Closing remarks from the Chair and end of conference</b>

**About the Bronze Exhibitor Sponsor**

**CrimsonLogic eTrade Services** offers innovative and secure electronic connectivity solutions to the trade and logistics industry. As a wholly-owned subsidiary of CrimsonLogic Pte Ltd – a 19-year veteran in the trade and logistics sector, its mission is to enable businesses to connect and collaborate seamlessly with their global value chain partners, anytime, anywhere. CrimsonLogic eTrade Services solutions are positioned to help businesses complete critical trade documentation and communication quickly and accurately, thereby enhancing their competitive advantage. Through its suite of products and services which include Trade Declaration, Procurement, Freight Documentation, Trade Insurance and Finance, the company aims to redefine and enhance our customers' trading processes and operations. For more information, visit [www.crimsonlogic-etrad.com](http://www.crimsonlogic-etrad.com)

**About the Endorser**

**The Singapore Institute of Purchasing & Materials Management (SIPMM)** was established in March 1972 as an independent, not-for-profit professional body representing and promoting the professional development of purchasing, materials, logistics and supply management. The institute organises a variety of development programmes and courses, which include Master's and Bachelor's degree courses, on purchasing, materials, logistics and supply management. The institute also publishes the authoritative Singapore Purchasing Managers' Index (PMI), which has been a key barometer of the Singapore manufacturing industry. SIPMM offers two competency awards based on either the accreditation or the certification of a practitioner in the specialised field of purchasing, logistics and supply chain management – the Accredited Practitioner award and the Certified Practitioner award. These awards are designed to validate the competence of a practitioner in the specialised field of the profession.

**The Association of Corporate Travel Executives (ACTE)** is a not-for-profit association established to provide executive-level global education and peer-to-peer networking opportunities. Membership spans all of business travel - corporate buyers, agencies, suppliers - according all sectors equal membership. ACTE serves more than 5,000 executives in 49 countries.

I would like to thank everyone who has helped with the research and organisation of this event, particularly the speakers and their staff for their support and commitment.

**Cassandra Wong**, Conference Producer

## Speakers' Profile

### **Catherane Shi** Director of Procurement **L'Oreal, China**

Catherane brings with her more than 15 years working experience in purchasing for FMCG industry. Since early 2005, she founded and heads the non-production items (NPI) division and now she is leading the global and regional strategic sourcing and localization initiatives for L'Oreal Asia in China.

Prior to this, Catherane joined Unilever China in one of their joint venture companies in 1991 to 1998 as the founder and head of purchasing department. From 1998 to 2001, she gained regional and global chemical sourcing experience for Unilever China and Asia Pacific region as a Senior Purchasing Manager before accepting the challenge to found and head the NPI division where her responsibilities spans across all sourcing and purchasing activities.

### **Charlie Villasenor** Chairman **Procurement and Sourcing Institute of Asia, Philippines**

Charlie Villasenor is the Chairman of the Procurement and Sourcing Institute of Asia, a member of the Institute of Supply Management (ISM, Tempe, AZ, USA), Management Association of the Philippines (MAP), Financial Executive Institute of the Philippines (FINEX), American Chamber of Commerce, Philippine Chamber of Commerce and Industry (PCCI, Philippines). He is also a Certified Procurement Manager (ISM, USA).

Charlie was Regional Procurement Director of Caltex for Asia, Middle East and Africa for five (5) years. After Caltex he was the founder and COO of Philippines largest procurement portal that was a consortium by the country's six (6) largest multi-industry conglomerates (ie: Ayala, PLDT, JG Summit, Lopez, Aboitiz and Unilab). He also held senior supply management positions in 3M and Coca-Cola company and was the Regional Director of Ariba the world's leading procurement software company. In 2004, Charlie was again recognized worldwide as "Pros to Know" by the Demand and Supplychain Magazine, USA.

Charlie is also the President and CEO of TransProcure, the leading procurement services company in Asia. In 2005, TransProcure was awarded by Philippines President, Her Excellency Gloria Macapagal Arroyo as the "Rising Star" in BPO - Procurement Services. This was also attributed to Charlie's vision of making the Philippines as the "Procurement Services Capital of the World".

### **Devi Purnama** Head of Supply Chain Management **Boehringer Ingelheim, Indonesia**

Devi graduated from Pharmacy and Apothecary program in 2001. She started working with PT. Alpharma, a Norwegian multinational pharmaceutical company in their R&D division. She then moved to GlaxoSmithKline as a planner, responsible for CHC products for local and export market.

In 2004, Devi joined PT.Boehringer Ingelheim Indonesia as a PPIC Manager before being promoted to her current position as Head of Supply Chain Management. She is currently pursuing a master degree in Business Management program in one of the private universities in Jakarta.

### **Jacob Moe** Director of Sales **Maersk Ltd New Zealand**

Jacob started his supply chain career in the airfreight business with focus on the African market. After finishing his traineeship he joined Maersk Logistics Denmark. During the last 8 years Jacob has spend with Maersk he has worked in Indonesia, New Zealand, Hong Kong and China. His latest role, before moving into the key client segment of Maersk group, was with Maersk Logistics in China where he established and ran the commercial activities for the Greater China Area. He is now back in New Zealand with the sole task of managing the global relationship the Maersk Group holds with Fonterra - one of their top 10 customer worldwide.

Jacob has graduated from various internal and external programs at his time at Maersk such as Effective Communication, Negotiation Skills, Effective Leadership, and Finance for Non-financial Managers. Additionally he holds a diploma in logistics from UK Transportation and Logistics as well as the Ohio University's supply chain program.

### **Leong Chee Wai** Senior Manager - APAC, Procurement Logistics Services **BASF South East Asia Pte Ltd, Singapore**

Graduated with a Master Degree in Shipping Management from the World Maritime University at Malmo, Sweden in 1995, Chee Wai has had 17 years of work experiences in the shipping, port management and chemical industries. His career required him to be based in Hong Kong, Singapore, Beijing, Kuala Lumpur in the 1990s, and now being based at the BASF's Regional Head Office in Singapore.

His current work involves leading a team of procurement professionals to procure logistics services to transport various chemical products for BASF in the Asia Pacific region in different modes of transportation and logistics, namely chemical tanker, liner shipping, tank container, airfreight, bulk storage tank, warehouses, logistics services for regional distribution centre, to support the company's needs in chemical transportation. In addition, he is also responsible as BASF's Global Manager for the procurement of chemical tanker services worldwide, managing and leading a global network of regional chartering managers and service providers.

### **Nigel Jones** General Manager - Supply Chain Strategy and Procurement **Fonterra Co-operative Group Ltd, New Zealand**

Nigel has been with the dairy industry for eight years since joining the New Zealand Dairy Board. Prior to joining the dairy industry Nigel had 18 years experience working with leading international companies within the Logistics industry. With the creation of Fonterra Nigel was appointed General Manager Logistics, overseeing the development and implementation of an integrated global logistics strategy, including the creation of a logistics planning function.

In his current position as General Manager Supply Chain Strategy and Procurement, Nigel and his team are responsible for defining how Fonterra's extended supply interacts with both customers and suppliers, defining its optimal supply chain, and delivery of the required infrastructure.

In addition to sea going qualifications, Nigel is a Fellow of the Chartered Institute of Logistics and Transport, holds Bachelor degrees in Accountancy, Business Finance and a Master of Science in Supply Chain and Logistics from Cranfield University in the UK.

## Speakers' Profile

**Olivier Gachon** Purchasing Director, Asia Pacific  
**Numico Asia Pacific, Singapore**

Over the past 12 years Olivier Gachon has been supporting profitable growth of Fast Moving Consumer Goods Companies. Starting his career in Sales, he moved to Marketing and eventually to Procurement at Danone before joining 6 years ago, Numico - a world wide leading baby food company.

Initially in charge of the global ingredient spend for the group, Olivier moved to Asia in January 2006 following the acquisition of a major competitor in the region: Dumex. In his current position Olivier manages both direct and indirect spend on a pan Asia Pacific scale from China to New Zealand.

Olivier is passionate by procurement and has been teaching in various business school in Europe.

**Pankaj Jain** Senior Manager, Strategic Sourcing  
**Motorola India Pte Ltd, India**

In his current role as Senior Manager - Strategic Sourcing with M/s Motorola India Private Limited based in Bangalore, Pankaj is responsible for sourcing Software & Services ( Business , Finance , Legal , Contract Labor & Engineering Consulting & IT ), Telecom & Computing, HR Service & Call centers . In his past role as Emerging Market leader his role was to explore and establish supply of goods & services from emerging markets like India, China for worldwide requirements of Motorola.

Pankaj has a unique blend of experience in IT, eProcurement and Purchase functions over the period of 18 years. Prior to joining Motorola he has worked with organizations like Wipro, Bridgestone & L & T. A professional known for his innovation, Pankaj initiated Procumbent BPO & India Sourcing during his tenure with Wipro. Pankaj has already conducted over 600 successful reverse auctions & 100 forward auctions covering a wide sphere of segments like Steel, infrastructure, Freight services, commodities to IT products to name a few.

Pankaj holds a Bachelor's degree in Mechanical Engineering, PG in Industrial Management, PG Diploma in International Business and a Certificate Course on e- Commerce. He also holds few certifications viz. CPM, CPIM, CIRM, PMP & CSCP.

**Patricia Chua** Director of Global Procurement, Asia Pacific  
**MSD Asia Pacific Services Pte Ltd, Singapore**

Pat has many years of experience managing and sourcing services within Asia Pacific. She is currently Global Procurement Director, MSD Asia Pacific. Prior to this role, Pat was a Director of Strategic Sourcing for Dell Asia Pacific, where she developed the centralized procurement organization within the region. Her prior role at Dell was as Asia Pacific Senior Travel Manager, where she rationalized and centralized the entire travel spends across the region. She has also held leadership positions in all areas of Finance, Procurement, Business Development, IT and Process Improvement organizations within Hewlett Packard in Asia Pacific. She holds a Bachelor of Accountancy degree from the National University of Singapore and speaks English, Chinese, Malay and French. She is a Green Belt in Business Process Improvement (BPI).

**Pierre Azzopardi** Head of Vendor Management – Professional and Outsourced Services  
**National Australia Bank, Australia**

Pierre has been working in IT for more than 25 years, and during this period has been involved in systems development, management consulting and IT management. He joined National Australia Bank (NAB) in 1998 and for the last 5 years has also been responsible for all technology outsourcing at MLC, which is NAB's Wealth Management subsidiary.

Prior to this, Pierre worked at Macquarie Bank, where he was a Division Director of ISD, and Westpac Banking Corp. He also worked in London for Price Waterhouse in the Management Consulting Division in the mid 80's.

Pierre's current role as Head of Technology Vendor Management, involves negotiating and managing the commercial aspects of outsourcing and major services contracts for NAB in Australia. Pierre has professional qualifications in accounting (UK) and Finance, and recently completed a Masters degree in Legal Studies (UNSW).

**Reinhard Eckardt** Director of Procurement  
**Infineon Technologies Asia Pacific Pte Ltd, Singapore**

Reinhard has 26 years experience working for Siemens/Infineon, mostly in Germany. He started 1980 in R & D and commenced his career in sales of IT services and licenses in 1990 before taking over a purchasing position in Siemens Semiconductor where he was responsible for sourcing globally for IT and R & D services for 7 years.

In 2002, Reinhard moved to Singapore and took up the responsibility for Internal Audit covering Asia Pacific region. Since April 2006, his responsibility has changed to a purchasing management position in Asia Pacific for global back end commodities in semiconductor manufacturing and governing purchasing in the region. Today, he is heading a team of 43 purchasing people in 5 countries, responsible for spendings of triple digit million USD purchasing volume annually.

Reinhard holds a Master degree in Electronic Engineering University in Germany in 1980.

**Robert Muddyman** Head of Procurement and Supply Chain - Asia Pacific Region, BT Global Services  
**BT Singapore Pte Ltd, Singapore**

Rob Muddyman takes on the concurrent responsibilities of Head of Procurement and Supply Chain for British Telecom (BT), Asia Pacific region. Rob leads several teams across 14 diverse geographies in Asia and is tasked with ensuring that BT's global footprint leverages against best in class sourcing practices.

Rob has a wealth of International experience. He was formerly the Vice President of Bank of America's international supply chain management for EMEA, Latin America and Asia. Rob also comes from a strong technology and process background. Prior to a career in Procurement, Rob headed telecommunications & networks for General Electric Insurance Division and holds a Black belt in Six Sigma methodologies.

**Robert Vallender** Senior Vice-President of Supply Chain  
**Nestle Philippines Inc., Philippines**

Robert Vallender is currently Head of Supply Operations for Nestle Philippines, Inc., located in Manila. This position encompasses end-to-end processes for Grocery, PetCare, Ice Cream, Chilled products and Bottled waters from Farm or source to Consumers.

Prior to this, Mr. Vallender has worked for Nestle in Indonesia, Malaysia and Australia, plus other locations. A number of system implementations plus Physical Distribution changes have been managed including Warehouse Management and Scanning designs.

Mr. Vallender is a member of the Australian Institute of Management and the Logistics Association of Australia.