



SHARED SERVICE CENTRE ORGANIZATIONAL PLANNING

23 SEPTEMBER 2009, 17.30
VIA CASTELLANZA 11, MILAN

17.30– 17.45 *Guest Registration*

17.45– 18.00 **Welcome and kick-off**

FABRIZIO ALBERTON. Partner, Reply Consulting

MASSIMO CAMPIOLI. VP (National) and President of the Lombardi section, ANDAF

18.00 – 18.15 **Simplify&Save: Reduce operational complexity to improve profitability**

FABRIZIO ALBERTON. Partner, Reply Consulting

18.15 – 18.45 **Shared Service Center**

MARCELLO CHIERICI. Manager, Reply Consulting

18.45 – 19.00 **Shared Service Center: impacts of change management**

ISABELLA GASTALDELLO. Manager, Reply Consulting

19.00 – 19.15 **Conclusions and Q&A**

19.15 – 19.45 *Cocktails*

