

TSH at the HIDA OPs Conference

Learn from experience- Take customer service management to the Web and improve your operations

Session Highlight:



**Customer- Facing CRM:
Extending to the Web**
David Fertig
The Systems House, Inc.

Tuesday, June 12, 2007 10:00 a.m. – Noon

David Fertig, a seasoned technical manager with specific expertise in information technology, e-commerce and supply-chain management, will address software capabilities, three specific implementations and how this type of initiative has affected operations. As organizations pursue operational excellence, this method creates a documented resolution of the action for both reference and training purposes, gives management tools to investigate the “root cause” of customer issues and allows companies to provide end-to-end resolution on internal and customer facing issues.

Additional sessions include:

- Building and Managing Six Sigma Supply Chains,
Michael Rackley
- The ABCs of Inventory Optimization,
David Fertig
- RFID in the supply chain
- Best Practices for ePedigree Compliance,
Roy Ludvigsen and Glenn Abood

Visit the HIDA Operations Conference Web site or download a copy of the registration brochure today.

HIDA Operations Conference 2007 Logistics Service Technology

June 10-13, 2007
Boston Marriott Copely Place

Features:

- The Health Industry Distributors Association (HIDA) and the Healthcare Distribution Management Association (HDMA) have combined two great conferences in one location.

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For more information on inventory Optimization and software solutions from The Systems House, Inc., such as Master Distribution System, contact TSH at 1-800-MDS-5556, or email sales@tshinc.com

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