

**ISLA**  
**ACADEMY**

## Additive Manufacturing for After Sales Service



**Krailling** near Munich  
**September 7, 2017**

Hosted by




In cooperation with



In 2013, ISLA held its first Innovation Forum, addressing Additive Manufacturing (AM) — the production process in which components are created layer by layer. The technology, also known as 3D printing, has matured significantly since then: AM in 2018 will be four times faster and 50% cheaper than in 2013. With further cost and performance improvements in the coming years, there is no more time to waste to consider, how 3D printing can add value to your service and parts business. The warehousing of spare parts is costly. Demand planning and inventory management are labor-intensive. Unlike traditional subtractive manufacturing processes, AM does not require any tooling, but data and raw material (metal or polymer powder). Would it not be fantastic to have a virtual warehouse that stores only 3D files for print on demand instead of physical spare parts? This vision will remain science fiction, maybe forever.

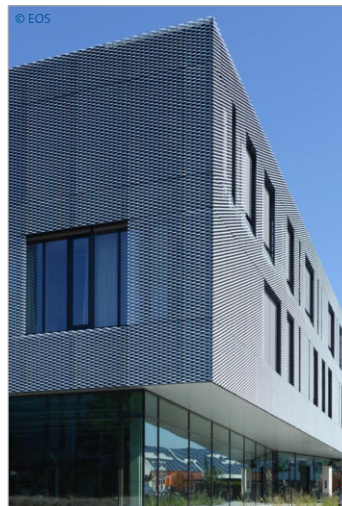
Anyway, companies like Siemens Mobility Services who have 1% of their spares printable today expect more than 10% printable parts in 2025. The impact of 3D printing on your business depends on the industry you are in. So do not miss out to screen your spare parts portfolio and identify parts where AM could deliver benefit — now, or at a later stage of the product lifecycle (when demand declines and inventory costs increase). Due to AM's revolutionary design options, development engineers are going to build more additive manufactured parts into new products — like GE Aviation. The jet engine manufacturer “3D prints” a fuel injection nozzle, which was made from 18 different parts previously. This ISLA Academy will provide a comprehensive introduction to AM. It is an opportunity to learn more about the technology, its potential and limitations, and to start the process of including 3D printing into your aftermarket strategy and operations.

## Program

9:00 – 9:30 Registration and light breakfast		
9:30 – 9:45	Course objectives and introduction of participants	Oliver Bendig Executive Board Member of ISLA
9:45 – 12:00	Morning Session Introduction to the Additive Manufacturing technology with a special focus on supply chain improvement as well as after sales service and spare parts	Detlef Scholz, Team Manager, Additive Manufacturing Consulting at EOS, and Oliver Bendig, Partner at Barkawi Management Consultants
12:00 – 12:45 Lunch		
12:45 – 13:45	Tour of the EOS Experience Center presenting latest generation in additive manufacturing systems (in action) for plastic and metal materials	
13:45 – 14:15	Customer case studies — 3D printing processes for plastic vehicle spare parts (EvoBus) — AM based maintenance of industrial gas turbines (Siemens)	
14:15 – 15:00	Coffee Break and Market Place, showcasing numerous 3D printed parts made of metals and polymers and providing the opportunity to have a close look at them and delve into their specific design concepts. Besides EOS, additional companies will be available for Q&A, among others, DyeMansion (finishing additive-manufactured plastics) and Kuhn-Stoff (additive manufacturing services).	
15:00 – 16:00	Workshop (Re-)Design for Additive Manufacturing	Dominik Sippel, Additive Manufacturing Consultant at EOS
16:00 – 16:30	Wrap-up of the day and closing discussion	Oliver Bendig Executive Board Member of ISLA

## Venue

This ISLA Academy is hosted by EOS, the world's leading technology supplier in the field of industrial 3D printing of metals and polymers. At the headquarters in Krailling, EOS opened its Customer & Technology Center in the summer 2014. Formed in 1989, the independent company is pioneer and innovator for comprehensive solutions in additive manufacturing. Its product portfolio of systems, materials, and process parameters gives customers crucial competitive advantages in terms of product quality and the long-term economic sustainability of their manufacturing processes. Krailling is located southwest of Munich. It is about a one-hour car ride from MUC airport (53 km). Traveling by public transport from Munich main station does not take longer than 45 minutes (free shuttle from urban train station in neighboring Planegg to EOS and back will be provided).



EOS GmbH  
Electro Optical Systems  
Robert-Stirling-Ring 1  
82152 Krailling  
Germany

## Registration for



# Additive Manufacturing for After Sales Service

To register for **Additive Manufacturing for After Sales Service** to be held in Krailling on 7<sup>th</sup> September, 2017, please complete the form below, including the correct billing address. **The attendance fee is 390.– Euros; ISLA members pay a reduced price of 270.– Euros.** The fee is subject to German VAT of 19% or the Reverse Charge Procedure. Please note that the number of places is limited to 25, and an early registration is advised.

Please return the completed form via **fax to +49 (0)89 749826-969** or via **e-mail to isla@servicelogistics.info**

Registration for the ISLA Academy includes access to the course, and meals, snacks and beverages during the sessions and breaks as well as a meeting handout. ISLA reserves the right to make changes to the program as stated in this document. Cancellations must be in writing and are free of charge if made at least 10 days prior to the event. Cancellations after this date will be entitled to a 40% refund of the attendance fee. However, a substitute may be delegated at any time. ISLA itself will only cancel the event due to force majeure, lack of participants (less than 5 people), or an unforeseen incident beyond ISLA's control that makes it impossible to hold the event. Registration fees will be refunded. No further liability is accepted.

If you have any questions regarding ISLA and ISLA Academy, please feel free to contact Ulf Nitz, the ISLA Association Coordinator on +49 (0)89 749826-960, +49 (0)172 8682141 (mobile) or at isla@servicelogistics.info

☐ Mr ☐ Mrs ☐ Ms Title, first and last name \_\_\_\_\_

Company / Institution \_\_\_\_\_

Department \_\_\_\_\_ VAT-ID-N° \_\_\_\_\_  
(for non-German Europe only)

Position / Job Title \_\_\_\_\_

Address \_\_\_\_\_

Postal Code \_\_\_\_\_ City \_\_\_\_\_ Country \_\_\_\_\_

Tel \_\_\_\_\_ Mobile \_\_\_\_\_ E-Mail \_\_\_\_\_

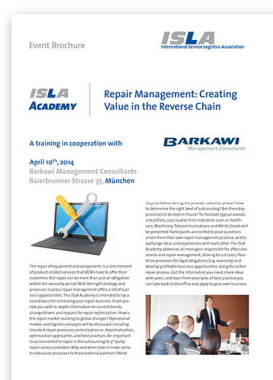
☐ **Accommodation**

Please tick if you need accommodation for the night 6<sup>th</sup> – 7<sup>th</sup> March and would like to stay at the Angelo Hotel Munich Westpark (Albert-Roßhaupter-Str. 43). Free transportation from the hotel in Munich to EOS in Krailling (18 km) will be provided. *Rooming is not included in the fee. Price per room of 104 € (incl. breakfast) is to be paid by yourself.*

Date, Signature \_\_\_\_\_

# ISLA ACADEMY

The main purpose of the International Service Logistics Association (ISLA) is to provide networking and training opportunities for after sales service and spare parts professionals. With this in mind, ISLA has been organizing Focus Days and Service & Logistics Summits for many years. Experienced practitioners from the industry have presented on projects and topics of their own choice, and participants have enjoyed a wide variety of themes, diverse views and lively discussions. With ISLA Academy, we have complemented that open and flexible approach with specifically designed and targeted trainings: One day — one topic in depth. Start by (learning or) refreshing the basics and then deepen your knowledge, always taught systematically and concisely by specialists in their fields. Learn from best-practice examples and case studies and work out how to apply strategies and solutions to your own business. We are confident that even most experienced and talented after sales leaders find an ISLA Academy course worth attending. Several ISLA Academies were held since the series started in 2013 (see examples below).



## Organizer

ISLA, the International Service Logistics Association is a network of professionals dedicated to Customer Service and Spare Parts Logistics. ISLA was founded in 2003, and some 50 companies have joined the association now. The list of members includes ABB, AGCO, Applied Materials, Barkawi, BOBST, CLAAS, Crown, Gorenje, Heidelberg, Jungheinrich, KSB, LEMKEN, Linde MH, MAN, Philips Healthcare, Siemens Healthineers, thyssenkrupp Elevator, Wärtsilä, and others. For more information, please visit [www.servicelogistics.info](http://www.servicelogistics.info)

## Contact

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Executive Board:  
Stephan März (Chairman), Oliver Bendig, Joe DiPietro, Henry van der Schoot, and Magne Svendsen