

**September 2012 Field Force Boot Camp  
Sample Agenda**

	Tues	Wed	Thurs
	Group 1	Group 1	Group 1
8:00 AM			
8:15 AM			
8:30 AM	Welcome/2013 Priorities (Miles & Westbrook)	Focus Group Results and Committed Next Steps (Miles & Westbrook)	Consult & Action Plan (JBA)
8:45 AM			
9:00 AM			
9:15 AM			
9:30 AM	Future Retail Standards and Expectations (Marks)		
9:45 AM			
10:00 AM	CPO Targets (Saward)		Marketing Strategy (Creed/Hardy)
10:15 AM			
10:30 AM			
10:45 AM			
11:00 AM		Dealer Agreement/FMS (Healy/Ben)	
11:15 AM	Sales Targets (Ascione/Halpin)		South: Operations Town Hall
11:30 AM			
11:45 AM			
12:00 PM			
12:15 PM		Customer Pay (PB)	
12:30 PM	Lunch		Lunch
12:45 PM			
1:00 PM		Lunch	
1:15 PM	Process/ESI Data (MSXi)		Customer Orientation (Silva)
1:30 PM			
1:45 PM			
2:00 PM			
2:15 PM		Root Cause Drill Down Workshop (MSXi)	South: Aftersales Town Hall
2:30 PM			
2:45 PM			
3:00 PM			
3:15 PM	Quality (Kiehne/Hart/Murr)		Wrap-up (Miles & Westbrook)
3:30 PM			
3:45 PM			
4:00 PM			
4:15 PM		Solution Identification (JBA)	
4:30 PM			
4:45 PM			
5:00 PM			
5:15 PM	Facilities Data (Chamberlain/RA)		
5:30 PM			
5:45 PM	Casual dinner		
6:00 PM			
6:30 PM			
7:00 PM			
7:30 PM		Casual dinner	
8:00 PM			
8:30 PM			
9:00 PM			