

Have You Signed Up For The 2019 DSG Conference Yet?

The 2019 S-O-S DSG Conference is being held from **September 16th through the 20th** at the **Peoria Marriott Pere Marquette** in downtown Peoria, Illinois. The dates are quickly approaching, get signed up today!

Hotel Information: Blocks of rooms have been reserved on a first come-first serve basis at the Peoria Marriott Pere Marquette with special conference pricing at \$129/night. Use the link below to book online, or call 800-410-9914 and mention the group block name of **Cat S-O-S Dealer Advisory Group** to get the special rate. [Book your group rate for the Cat S-O-S Dealer Advisory Group Conference](#)

Travel Visa: If you are in need of a travel visa invitation letter, please contact Dan O'Lear (OLear_Daniel_A@cat.com) or Jeromy Myers (Myers_Jeromy_E@cat.com) with the Cat S-O-S Service team.

Get Signed Up Today! We have made signing up for the conference easier than ever. Simply click the [Showpass](#) link, fill out the form, and you are done. The link is loaded with additional information such as location, dates and times, and the online hotel reservation link and phone number.

New Day Passes! Based on your feedback we have released a limited quantity of daily passes to this year's conference. Ideally these daily passes are meant to support some roles within your dealership that cannot attend the full week or maybe don't need to attend the full week. With these tickets we are hoping to encourage more Lab Technicians, Interpreters, Condition Monitoring Analysts type roles that typically don't get a chance to attend.



Showpass Update! There was an issue with some dealers in North America getting an additional charge of 2.5% from their credit card provider. We have found the root cause and have issued a 2.5% refund back to all ticket purchasers. Please note that anyone purchasing tickets outside of North America will likely incur a foreign currency fee by their credit card provider. The amount would be 2.5% plus the exchange rate the bank favors at that time.

Agenda: The conference has a full agenda providing an excellent opportunity to learn about new technology, software, training opportunities, as well as becoming involved with project teams. Join us at the conference and build stronger dealer, Cat, and vendor relationships to help your businesses be successful.

Please take a moment to review the current agenda on pages 2-4. Let us know if you have any additional suggestions.

Questions? If you have any questions, please feel free to contact any of the S-O-S Dealer Support Group Officers.

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2019 S·O·S Conference Agenda / Peoria Marriott Pere Marquette September 16th – 20th 2019

Monday September 16th

- 9:00 AM – 1:00 PM Vendor Room Set Up.
- 1:00 – 1:45 PM Review Round Table Work Streams from Reno 2017 – status and update on current work flows.
- 1:45 – 3:30 PM 2019 Round Tables. Groups of specific topics in work streams like marketing, standardization, lab operations, and internal business tracking. This will determine our rapid improvement workshop topics at the end of the conference.
- 4:00 – 5:15 PM Vendor Presentations
- 5:15 – 5:45 PM Mark Mathys Award
- 5:45 – 8:00 PM Reception in Vendor Room – Meet and Greet with your counterparts from all over the world as well as the vendors that help us keep our labs going.

Tuesday September 17th

- 7:00 – 7:45 AM Breakfast
- 8:00 – 8:30 AM Opening Remarks and Keynote Address
- 8:30 – 9:15 AM Customer's Perspective on Data and Condition Monitoring. Hear directly from an active S·O·S, CM customer.
- 9:15 – 10:00 AM Soft Skills and Customer Service Activity: How are we relating or not relating to our customers. Part of our job is communication. E-mail, Phone Call or Presentation, how we communicate is critical to the success of our operations.
- 10:00 – 11:00 AM Break, Vendor Displays
- 11:15 AM – 12:00 PM CAT Dealer Lab Standardization
- 12:00 – 1:00 PM Lunch, Vendor Displays
- 1:00 – 1:45 PM GET Connected, SOS DATA... What is CAT doing with all of that Data anyway?
Large amounts of data are coming from all over, how is CAT using the power of DATA to influence business decisions.
- 2:00 – 2:45 PM Dealer Presentations: How DATA is influencing Staffing, Customer Engagement, Customer Experience, and Services. Hear from fellow dealers on initiatives they are leading to drive to data decisions vrs. gut decisions.
- 2:45 – 3:45 PM Afternoon Break, Vendor Displays
- 3:45 – 4:15 PM VIMS, Condition Monitoring, Production: Production level information is very important to our customer, but if your machine is not healthy, then it is not producing. New machines are more capable than ever, but our customers are lost in a sea of information. How do we, CAT OEM and Dealers utilize our expertise to assist.
- 4:15 – 5:00 PM Optimize and Align Oil service intervals project overview: Maximize oil drain intervals but balancing that with oil service and cost of down machine.
- 5:00 – 5:15 PM Wrap up

Wednesday September 18th

7:00 – 8:00 AM	Breakfast
8:00 - 8:30 AM	Board Buses for Building SS / CAT S-O-S Lab Tour
8:30 – 10:30 AM	Tour Track Type Tractor Plant or CAT SOS Lab. Must have a head count for each. Vendors are welcome to join.
10:45 – 11:30 AM	Vendor Room
11:30 – 12:30 PM	Lunch and Vendor Displays
12:30 – 1:15 PM	Wear Debris Analysis
1:15 – 2:00 PM	CAT Inspect Deployment Update for SOS submission
2:00 – 3:00	Afternoon Break, Vendor Displays
3:00 – 3:45 PM	Ion Chromatography – Dealer Experience
3:45 – 4:30 PM	SOS Services Manager Update (Update on Active Projects, Report Update, Auto Interpret)
4:30 – 5:15 PM	Vendor Presentations

Thursday September 19th – Pere Marquette

7:00 – 8:00 AM	Breakfast
8:00 – 8:45 AM	ISO 9001 vrs ISO 17025: What are the differences and does it make sense for all labs to peruse this level of certification.
8:45 – 9:30 AM	Nitrite Free vs Nitrite Coolant: How does Nitrite Free coolant relate to component life, liner life and heat control.
9:30 – 11:00 AM	Break, Vendor Displays
11:00 – 11:30 AM	DEF in Oil Testing and Analysis
11:30 AM – 12:15 PM	New Instrument Update (Dealer and CAT Testimonial)
12:15 – 1:30 PM	Lunch and Vendor Displays
	Choose Your Own Track Training Break Out Sessions (Pick One)
1:45 – 3:00 PM	Track 1 - SOS Manager Update Session: review and training on updates made to the SOS Manager Lims system. Specific to Registration Best Practices, Sample Work Flow, Custom Templates. Track 2 - Enhanced Interpretation Training: Advanced Level 1 Training, Extracting and Graphing Data to assist with interpretation, Interpreting unusual results. Track 3 - VIMS Deeper Dive for CM Overview: Extracting, graphing and utilizing VIMS Data for Condition Monitoring overview. How can it relate to oil samples? Connecting the dots for our customers. Track 4 - Intro to Noria Session: Always wanted to know what Noria is all about?
3:00 – 3:30 PM	Afternoon Break
	Choose Your Own Track Training Break Out Sessions (Pick One)
3:30 – 4:45 PM	Track 5 - SOS Manager Update Session: review and training on updates made to the SOS Manager Lims system. Specific to Registration Best Practices, Sample Work Flow, Custom Templates. Track 6 - Enhanced Interpretation Training: Advanced Level 1 Training, Extracting and Graphing Data to assist with interpretation, Interpreting unusual results. Track 7 - VIMS Deeper Dive for CM Overview: Extracting, graphing and utilizing VIMS Data for Condition Monitoring over view. How can it relate to oil samples? Connecting the dots for our customers. Track 8 - Intro to Noria Session: Always wanted to know what Noria is all about?
4:50 – 5:00 PM	Wrap Up

Friday September 20th

7:00 – 8:00 AM	Breakfast
8:00 – 8:30 AM	DSG Update and Leadership Transfer
8:30 – 12:30 PM	Rapid Improvement Workshop: Discuss the main work streams from round tables at the beginning of the week. Goal is to leave with two or three work streams with a dedicated team assigned. (Snacks Served during Workshop)
12:30 – 12:45 PM	Wrap up and Adjourn.
1:30 – 4:00 PM	Optional CAT Visitors Center Tour.

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