

Widodo Pudyanto

From: Simon Lawton
Sent: Tuesday, August 29, 2023 2:50 PM
To: Widodo Pudyanto
Cc: Russel Nolan
Subject: RE: HMS Service Conference invitation

Widodo

I am ok with Candra attending.

Thanks

Simon

From: Widodo Pudyanto <wpudyant@trakindo.co.id>
Sent: Monday, August 28, 2023 5:33 PM
To: Simon Lawton <simon.lawton@trakindo.co.id>
Cc: Russel Nolan <rnolan@trakindo.co.id>
Subject: FW: HMS Service Conference invitation

Pak Simon,

Attached agenda for HMS service conference and there some update on the cpi, therefore I proposed Candra (and Ruseno – tecom emp if possible) to joint this event.
Need your feedback before I confirm to Oscar.

	SUN NOV 12	MON NOV 13	TUE NOV 14	WED NOV 15	THU NOV 16
AM	Travel/Hotel Check-In	<i>Breakfast at Hotel, then Bus to Tinaja Hills</i> Safety, Welcome, Agenda (8:30 AM) Opening and Introductions <i>Break</i> HMS Business and Issue Strategy	<i>Breakfast at Hotel, then Bus to Tinaja Hills</i> Versatility Class CPI <i>Break</i> Versatility Class CPI	<i>Breakfast at Hotel, then Bus to Tinaja Hills</i> Lifecycle / Parts Management FMP <i>Break</i> PG Best Practices and Resources	<i>Breakfast at Hotel, then Bus to Tinaja Hills</i> ECA Engineering Validation Processes <i>Break</i> Dealer Share Virtual Walk-Around
PM	Registration Casino Del Sol Main Hotel Lobby 4:00 PM - 6:00 PM	NPI and Technology <i>Break</i> Batam Intro + Quality Dealer Share	Productivity Class CPI <i>Break</i> Productivity Class CPI	Training Services Dealer Share Virtual Walk-Around <i>Break</i> TPG Overview & Bus Tour	Component CPI (GET / Buckets, UC) <i>Break</i> Component CPI (Engine)
Eve	Welcome Reception Casino Del Sol East Pool Terrace 6:00 PM - 8:00 PM	<i>Open Evening</i>	<i>Happy Hour & Dinner @ Tinaja</i> (5:30 PM - 7:00 PM)	<i>Open Evening</i>	
		Daily Wrap Up <i>Bus to Casino Del Sol</i>	Daily Wrap Up <i>Bus to Casino Del Sol</i>	Daily Wrap Up <i>Bus to Casino Del Sol</i>	Conference Wrap Up <i>Bus to Casino Del Sol</i>

Regards,
Widodo Pudyanto
Service Excellence Support

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From: Oscar Villalobos <VILLALOBOS_Oscar_E@cat.com>
Sent: Monday, August 21, 2023 8:58 AM
To: Russel Nolan <rnolan@trakindo.co.id>; Widodo Pudyanto <wpudyant@trakindo.co.id>
Cc: Candra Purowenang <candra.purowenang@trakindo.co.id>; Simon Lawton <simon.lawton@trakindo.co.id>
Subject: HMS Service Conference invitation

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Pak Widodo, Russell,

I am pleased to announce that the Hydraulic Mining Shovels (HMS) product group will be hosting the **2023 HMS Service Conference November 13 – 16, 2023 at the Tinaja Hills Training Center**. We are excited to once again bring our HMS dealer and region product support community together to share best practices, exchange information on key HMS topics, learn from each other, and build strong support networks.

The 4-day conference will be focused specifically on HMS models, allowing us to share a deep dive into technical product overviews, top Product Support initiatives, New Product Introduction reviews and more. Participants will attend interactive sessions, some of which will be dealer-led, and “in the iron” reviews.

We are also working toward offering training opportunities the week prior to the conference. More information will follow when the schedule is confirmed.

Registration is now open. The attached form may be filled out and emailed to Libby Wirsching or you may utilize the link below. Additional details on the conference are available in the attached registration guide. Please note the registration **deadline** for the conference is October 16th.

[2023 HMS Service Conference Registration](#)

Please forward on to the appropriate dealer personnel, while keeping in mind that in-Person attendance is limited. We are requesting no more than **3 In-Person attendees** per dealership and will be continuously monitoring our auditorium capacity accordingly. Many of your questions will be answered within the FAQ of the attached PDF, but feel free to reach out to myself if you have any additional questions.

Thank you in advance for your support of this event

Regards,

Oscar Villalobos

Product Support - Southeast Asia & Japan

Resource Industries – Sales, Services & Technology (RISST)

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