

AGENDA

MONDAY, FEBRUARY 26

TIME	DESCRIPTION
AM / PM	Arrivals / Check-in Hotel
1800hrs	Welcome Cocktail / Meet & Greet
2000hrs	Close

TUESDAY, FEBRUARY 27 (DAY 1)

TIME	DESCRIPTION
0745hrs	Depart The Robertson House to Caterpillar 14 Tractor Road
0830hrs	Day 1 – Introduction, Level Set & Agenda / Safety Briefing
0845hrs	CVA Global Strategy
0915hrs	AP CVA Results YTD & 2024 Priorities
0945hrs	Winning Recipe Awareness
1000hrs	Am Break
1015hrs	Brainstorming – SWOT for CVAs in Breakout / Table Groups
1045hrs	Performance CVA – Component Support & Why's It is Important?
1130hrs	TM&R CV (Longer Richer CVAs – Applications / Challenges?)
1215hrs	Lunch
1300hrs	Best Practice 1 – Exceeding 60% Renewal Rate (General)
1340hrs	Component CVAs (UC / GET / Hydraulics)
1420hrs	Cat Certified Maintained CCM
1500hrs	Pm Break
1520hrs	Best Practice 2 – POS BCP CVA – Driving form 1 year POS to 3 year
1600hrs	Brainstorming – Integrated Service Offerings with CVA
1600hrs	Day 1 Closing – Parking Lot / Closing Comments / Q&A
1630hrs	Close

WEDNESDAY, FEBRUARY 28 (DAY 2)

TIME	DESCRIPTION
0745hrs	Depart The Robertson House to Caterpillar 14 Tractor Road
0830hrs	Day 2 Introduction & Agenda Recap
0845hrs	CVA Operations / Key Metric with DSD / CM Fulfilment / PM Accuracy
0925hrs	Best Practice 3 – CM Fault Code Management
1000hrs	Am Break
1025hrs	Condition Monitoring
1045hrs	Foresight – Bulk Upload / Action CVAs
1115hrs	Best Practice 4 – CMA PSE Led Management
1155hrs	CVA Dashboards for Dealers (BCS / Used POS / PSE / STU Revenue)
1240hrs	Lunch
1320hrs	Value Selling Tool (VST) – CVA
1400hrs	Visionlink Demonstration Q&A
1440hrs	Best Practice 5 – CVA Sales & Training Incentive Program
1520hrs	Pm Break
1530hrs	Best Practice 6 – Used POS CVA
1610hrs	Day 2 Closing – Parking Lot / Closing Comments / Q&A
1630hrs	Bus Departs Caterpillar to Hotel
1730hrs	Assemble at hotel Lobby for departure to GCW Jetty
1740hrs	Singapore River Cruise
1830hrs	Caterpillar Group Dinner @ Palm Beach, One Fullerton
2130hrs	Bus departs One Fullerton to Hotel

THURSDAY, FEBRUARY 29 (DAY 3)

TIME	DESCRIPTION
0745hrs	Depart The Robertson House to Caterpillar 14 Tractor Road
0830hrs	Day 3 Introduction / Agenda recap
0845hrs	Fleet Deal Packaging
0925hrs	Best Practice 7 – PM Accuracy & Fulfilment
1005hrs	Am Break
1025hrs	Dealer Report Out (5 mins each)
1215hrs	Day 3 Closing – Parking Lot / Closing Comments / Q&A
1230hrs	Lunch (Optional) / Close
1320hrs	Bus departs Caterpillar to Hotel