

# HD Repair Forum 2019 Agenda



Tuesday, April 2, 2019

- 6:30- 7:30 **Check-in and On-site Registration Opens**
- 7:30- 8:30 **Networking Breakfast**
- 8:30-9:30 **Keynote Speaker- Developing a Smokin' Hottt Culture**  
*Mike Jones, Founder & President, Discover Leadership*
- 9:30-10:00 **OEM New Vehicle Technology - PACCAR**  
*Bill Kahn, Applications Engineer, Peterbilt*
- 10:00- 10:30 **Refreshment Break**
- 10:30- 11:00 **Clean Energy in the Transportation Industry**  
*Bob Morris, Business Development Manager, Gas Technology Institute*  
*Wally Dubno, Sales Manager, Clean Energy Fuels*
- 11:00- 11:45 **Panel Discussion: Finding Parts - Is There an Easier Method?**  
*T.J. O'Hanlon, Director- Private Label Brands, Navistar*  
*Rohit Mathew, Manager, Carlisle & Company*  
*Terry Kline, Engagement Officer, Solera*  
*Mark Polzin, President, Budget Truck & Auto*  
*Kevin Clary, Product Marketing Manager, Daimler (DTNA)*
- 11:45- 12:15 **OEM New Vehicle Technology - Daimler Trucks North America**  
*Gregory Treinen, Advanced Technology Marketing Manager, Daimler (DTNA)*
- 12:15- 12:30 **Industry Awards and Advisory Board Recognition**
- 12:30- 1:30 **Networking Luncheon**
- 1:30- 2:30 Session 1 - Focused Learning Tracks
- Track A: What Happens in 100 Milliseconds During a Collision**  
*John Spoto, National HD Truck/Commercial Fleet Manager, 3M*
- Track B: Building a Successful Alignment and Safety System Calibration Program**  
*John Ashal, President, Big Rig Alignment*
- Track C: Estimating Made Easy**  
*Dean Hancock, General Manager, Gerber Commercial & RV - South Carolina*
- 2:30- 3:30 Session 2 - Focused Learning Tracks
- Track A: Heavy-Duty Truck Collision Damage Analysis**  
*Ken Boylan, Training and Specifications Manager, Chief*
- Track B: Develop Standard Operating Procedures that Drive Efficiency and Results**  
*Maylan Newton, CEO, Educational Seminars*
- Track C: Composite Repair in the Heavy-Duty Truck and Commercial Vehicle Market**  
*Todd Mathes, Application Engineer Specialist, 3M*
- 3:30- 3:45 **Refreshment Break**
- 3:45- 5:00 Session 3 - Focused Learning Tracks
- Track A: Know Thyself & Build Better Relationships**  
*Mike Jones, Founder & President, Discover Leadership*
- Track B: Scanning - What Tools and Software Do I Need?**  
*Tyler Robertson, Founder & CEO, Diesel Laptops*
- Track C: Attachment Methods & Trends Discussion: Non-fusion**  
*Brian Wasson, Manager, Program Delivery, I-CAR*
- 5:00- 6:30 **Networking Reception**

Wednesday, April 3, 2019



- 7:00 AM **Check-in & Registration Opens**
- 7:30- 8:30 **Breakfast with Our Sponsors**
- 8:30- 9:00 **Industry Trends and Insight**  
*Tim Kraus, President, Heavy Duty Manufacturers Association*
- 9:00- 9:30 **OEM New Vehicle Technology: Volvo Group North America**  
*Susan Alt, Senior Vice President- Public Affairs, Volvo*
- 9:30- 10:00 **Opportunities for Equipping the Industry with Training and Technicians**  
*Nick Notte, Sr Vice President Sales & Marketing I-CAR*  
*Brandon Eckenrode, Director of Development, Collision Repair Education Foundation*
- 10:00- 10:30 **Refreshment Break**
- 10:30- 11:00 **Panel Discussion: A Dive into Successful Operators in Heavy-Duty Collision Repair**  
*Wally Melia, Corporate Body Shop Manager, Houston Freightliner*  
*James Svaasand, Vice President- Collision Repair Operations & Development, Penske*
- 11:00- 11:30 **Data Privacy and Liability After a Collision**  
*Patrick McGuire, Attorney, Law Office of Patrick McGuire*
- 11:30- 12:00 **Panel Discussion: Understanding Insurer Challenges & Opportunities to Work Together**  
*Phil Krier, Claims Director, Great American Insurance*  
*Joe Klingensmith, Commercial Lines Network Coordinator, Progressive Insurance*  
*David Clark, APD Claim Manager, Selective Insurance*  
*Patrick Burnett, Associate VP, Property & Casualty Claims, Nationwide Insurance*
- 12:00- 1:00 **Networking Lunch**
- 1:00- 2:00 Session 4 - Focused Learning Tracks
- \*Track A: Elevating HD Service Excellence: Ten Mathematical Measurements to Drive Results**  
*Bob Greenwood, President & CEO, Automotive Aftermarket E-Learning Centre, LTD*
- Track B: Heavy-Duty Truck Collision Damage Analysis**  
*Ken Boylan, Training and Specifications Manager, Chief*
- Track C: What Happens in 100 Milliseconds During a Collision**  
*John Spoto, National HD Truck/Commercial Fleet Manager, 3M*
- 2:00- 3:00 Session 5- Focused Learning Tracks
- \*Track A: Session 4 Continued - Ten Mathematical Measurements to Drive Results**  
*Bob Greenwood, President & CEO, Automotive Aftermarket E-Learning Centre, LTD*
- Track B: Extreme Communication**  
*Maylan Newton, CEO, Educational Seminars*
- Track C: Composite Repair in the Heavy-Duty Truck and Commercial Vehicle Market**  
*Todd Mathes, Application Engineer Specialist, 3M*
- 3:00- 3:30 **Refreshment Break**
- 3:30- 4:30 Session 6 - Focused Learning Tracks
- \*Track A: Session 4, 5 Continued - Ten Mathematical Measurements to Drive Results**  
*Bob Greenwood, President & CEO, Automotive Aftermarket E-Learning Centre, LTD*
- Track B: Ignore HR Compliance...Lose Your Company! It's that Simple...**  
*Cory King, Partner, Fine, Boggs & Perkins LLP*
- Track C: Attachment Methods & Trends Discussion: Fusion**  
*Brian Wasson, Manager, Program Delivery, I-CAR*
- 4:30- 5:00 **Next Steps for the HD Repair Forum and the Industry it Serves**