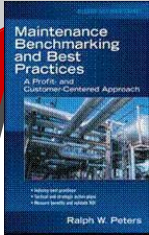


HRDF CLAIMABLE  
WORKSHOP

Register before 20th  
September 2013 and  
received **A Recognised  
Authority Worldwide  
E-Book** by Mr. Ralph's  
for **FREE!!!**



# ADVANCED MAINTENANCE PRACTICES & FOR RELIABILITY AND MAINTENANCE EXCELLENCE

*Improve your asset reliability and maximize your maintenance operation  
for profit optimization.*

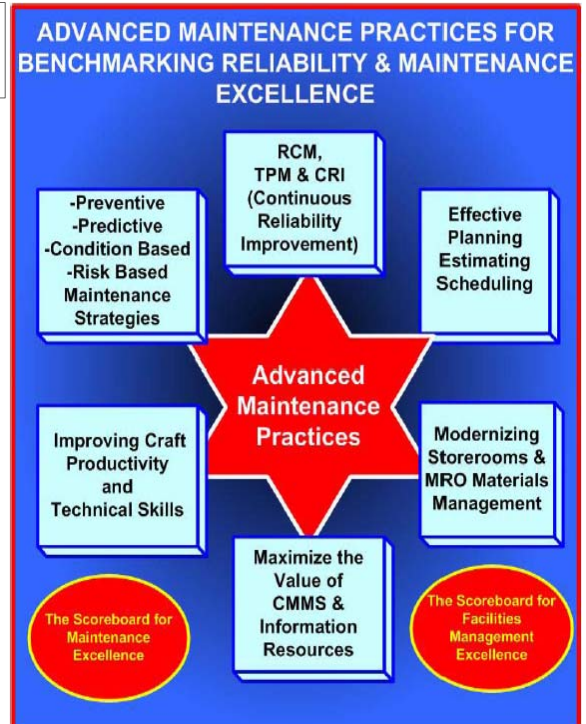
12th, 13th & 14th November 2013, Istana Hotel, KUALA LUMPUR

## A HIGHLY-INTERACTIVE SERIES OF MODULAR SESSIONS WHERE DELEGATES WILL:

- ◆ **BENCHMARK** your current maintenance operation across the 27 Maintenance Best-Practice categories and 300 benchmark evaluation items.
- ◆ **UNDERSTAND** how to measure Maintenance Success through "*Ralph Peters' Proven 4 Benchmarking Tools*"
- ◆ **IDENTIFY** the techniques for motivating your Maintenance Workforce and improve the *Quality & Productivity* of their work
- ◆ **DEFINE** accurate Key Performance Indicators (KPIs) for the maintenance functions
- ◆ **EXPERIENCE** how to establish a Strategy of Profit Centered Maintenance
- ◆ **DEVELOP** reliable estimates for manpower needs to validate your maintenance budget requests and to create repair times with the trainer's trademarked ACE (A Consensus of Experts) Team Process
- ◆ **APPLY** Reliability-Centred Maintenance (RCM), Failure Modes & Effects Analysis (FMEA) & Root Cause Analysis (RCA) to support Continuous Reliability Improvement (CRI) from a planner's point of view
- ◆ **OPTIMISE** your maintenance routine to maximise plant uptime, and eliminate preventable failures
- ◆ **MEASURE** the performance of your planning/estimating scheduling processes with the Reliable Maintenance Excellence Index and validate ROI of all maintenance continuous improvement efforts



Each delegate is required to bring along a laptop to be used during class exercises.



### FACILITATED BY :



**Mr. Ralph W. "Pete" Peters**  
Founder & President  
The Maintenance Excellence  
Institute



### ORGANISED BY :



ETELS TRAINING NETWORKS SDN BHD

## ADVANCED MAINTENANCE PRACTICES FOR RELIABILITY AND MAINTENANCE EXCELLENCE

WHAT YOU WILL BRING BACK

**FREE TAKE-HOME MATERIALS ON CD, E-BOOKS & FOLLOW UP SUPPORT WHEN YOU REGISTER BY 20TH SEPTEMBER!**

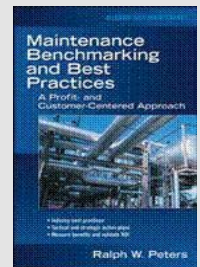
Extensive electronic references and guides are provided so that each attendee can apply what they will earn during this Masterclass. Each attendee receives these very important deliverables, most in easy to use Excel format.

### 4 BEST PRACTICE BENCHMARKING TOOLS IN EXCEL FORMAT

- ★ **The Scorecard for Maintenance Excellence** helps you define where you are with your current maintenance practices against 27 best practice categories and over 300 best practice items. It is today's most comprehensive benchmarking tool going well beyond current PAS 55: 2008.
- ★ **The Computerized Maintenance Management System Benchmarking System** allows you to rank your current CMMS installation, identify specific improvement needs, and continuously monitor results after the course.
- ★ **The Reliable Maintenance Excellence Index** provides complete procedures to develop your own world-class methodology to measure maintenance performance including the benefits from PM, PdM, RCM and other best practices.
- ★ **The ACE Team Process** © is today's most progressive and easy to use methodology for designing reliable planning times and quality repair methods. It is a complete how-to manual for implementing this process to improve accuracy of estimates.

### E-BOOKS

- ★ Each delegate will receive an E-book version of Pete's upcoming book "**Reliable Maintenance Planning, Estimating and Scheduling**" when it becomes available in manuscript format around January 15, 2014.
- ★ Each delegate receives a complete, fullcolour and unabridged E-book version of Pete's McGraw-Hill's book "**Maintenance Benchmarking and Best Practices: A Profit and Service-Centered Approach**".
- ★ Each delegate will receive an E-book version of "**Maximizing Maintenance Operations for Profit -Optimization**".
- ★ Each delegate will receive an E-book version of "**Maximizing the Value of Facilities Management Operations**".



### REFERENCE

- ◆ These include all Powerpoints used, class exercises, case studies, TMEI articles and references such as "The TMEI Maintenance and MRO Materials Management Glossary" (a comprehensive glossary of maintenance and spare parts management terms) collected over many years of experience

### COMPLIMENTARY FOLLOW-UP SUPPORT

- ◆ Even after the course is completed, the trainer provides complimentary follow-up support via phone, e-mail or **GoToMeeting virtual sessions** when needed

**REDUCE YOUR MAINTENANCE COSTS BY 10% - 20%**  
&  
**IMPROVE YOUR CRAFT PRODUCTIVITY BY 20% - 30%**

## DAY ONE AGENDA

# ADVANCED MAINTENANCE PRACTICES FOR RELIABILITY AND MAINTENANCE EXCELLENCE

Maintenance has often been regarded as a "necessary evil" or expense to the organization. One problem with managing the maintenance function effectively is that there are seldom the proper measurement and control systems in place. In order to effectively manage maintenance, a manager needs an effective method for capturing the impact of the maintenance function on the bottom line.

**Maintenance management is important** because the potential costs of doing nothing are high. Industry statistics show that of the billions of dollars spent annually to maintain physical plants, commercial buildings, educational and healthcare facilities, **over one-third is wasted due to poor or inadequate maintenance management.**

### REGISTRATION AND WELCOME COFFEE

#### INTRODUCTION

- ◆ Introductions: TMEI Staff and Participants
- ◆ Sharing of **Top 5 Areas** for Improvement
- ◆ **Project Work Teams Formed**
- ◆ Discuss Team Presentations on Final Day

#### ★ GROUP EXERCISE : Introduction

- ◆ Today's Maintenance Challenge
  - ⇒ Plant Maintenance Operations
  - ⇒ Facilities Maintenance Operations and other types of maintenance
- ◆ **The Future of Maintenance Around the World**
- ◆ Ensure that **Basic Best Practices** Are in Place
- ◆ Developing Your Maintenance Excellence Strategy (**BigLots Case Study**)

★ **CASE STUDY** : Boeing Commercial Airline Group with 55 sites - Developing Your Maintenance Excellence Strategy  
*A review of one of the largest maintenance assessments ever conducted.*

★ **INDIVIDUAL EXERCISE** : Using **The Scoreboard for Maintenance Excellence** To Define "Where You Are Now"

★ **THE ASSESSMENT** : An Excellent "Due Diligence" Process for Maintenance Leaders

- ⇒ How to Conduct a Self-Assessment
- ⇒ How Best to Use Objective, Third Party Support

### MORNING REFRESHMENTS

## PM: Billions being lost

## Paying heavy price for lack of maintenance

**'A stitch in time saves nine', so it is important to carry out regular maintenance. The cost will also be lower.'**

Abdullah

#### ACTIVITIES

### THE MAINTENANCE ORGANIZATION

- ◆ Improving Building and Facilities Maintenance with **The Scoreboard for Facilities Management Excellence**
- ◆ **Building and Leading an Effective Maintenance Team**
- ◆ Role of the Maintenance Leader and Top Leaders
- ◆ Craft Leaders and PRIDE in Maintenance
- ◆ Role of Planning, Estimating & Scheduling
- ◆ Role of MRO Storeroom and Purchasing
- ◆ Role of Preventive/Predictive Maintenance
- ◆ Emergency Maintenance : Handling the Unexpected

★ **HIGHLIGHT ON THE CURRENT ISSUES** :  
" **Emergency Maintenance**" : Handling the Unexpected

### NETWORKING LUNCHEON

#### IMPORTANT MAINTENANCE BEST PRACTICES

Reliability-Centered Maintenance (RCM), Enterprise Asset Management (EAM), or Total Productive Maintenance (TPM)? What is the correct strategy for your company? **Are there really any differences among these strategies?**

- ◆ Making **Reliability Centered Maintenance (RCM)** work for you
- ◆ Strategies for **Total Productive Maintenance (TPM)**
- ◆ Preventive Maintenance : Where is Your Return on Investment
- ◆ Predictive and Condition Based Maintenance : Sounds Investments for Greater Reliability
- ◆ 8 major pillars of TPM
- ◆ **Enterprise Asset Management (EAM)**

★ **GROUP EXERCISE** : Using **Risk Based Maintenance (RBM)** as a Risk Management Tool

- ◆ Maximize the Value of Your Current CMMS
- ◆ Implement proper workflow control for **Computerised Maintenance Management System (CMMS)** management

★ **CASE STUDY ON SAP** : **SIDERAR (8 Steel Mills-Argentina)** - Using the CMMS Benchmarking System  
*Provides example of a CMMS evaluation and selection process performed for the largest steel maker in Argentina. Defines the methodology used to define cost savings and the criterion for evaluating CMMS for selection.*

1700 OPEN FOR Q&A SESSION

1730 END OF DAY ONE

**REGISTER TODAY! CALL : +6034143 1388**

# ADVANCED MAINTENANCE PRACTICES FOR RELIABILITY AND MAINTENANCE EXCELLENCE

## DAY TWO AGENDA

**Craft labor resources are the worse thing to waste. A fire fighting, reactive maintenance strategy is much more expensive.**

Effective maintenance planning, estimating and scheduling is a major best practice for all maintenance operations. A clear understanding and successful application of this practice is essential for improving customer service, craft productivity and creating a professional, pro-active maintenance strategy.

Estimating is an important component of the planning and scheduling process. **This workshop has added focus on estimating to introduce attendees to a more effective and easier method to establish reliable planning time.**

### RE-REGISTRATION AND WELCOME COFFEE

#### MAINTENANCE PLANNING AND ESTIMATING

ACTIVITIES

- ◆ Benefits and Tools for Effective Maintenance Planning
- ◆ The Maintenance Budget : apply **Best Practices** of accurate maintenance Budgeting
- ★ **INDIVIDUAL EXERCISE : Defining Backlogs and your Total Maintenance Requirements**
- ◆ Estimating Methods

★ **GROUP EXERCISE : The ACE Team Process** for Reliable Planning time.

*Analyze a sample repair job using the ACE Team Process and develop a planned time including all allowances.*

### MORNING REFRESHMENTS

#### MANAGING AND LEADING THE MAINTENANCE STAFF

ACTIVITIES

Maintenance planning is the key to improving maintenance productivity. But how do you go about adding a main-tenance planner to your staff ?

**Controlling maintenance resources is the goal of all maintenance managers.** But what exactly are maintenance resources? You can divide maintenance resources into three areas: **Labor, materials and miscellaneous expendables. The maintenance labor portion is the largest part of the maintenance resources dollar \$\$\$.**

- ◆ Effective Scheduling Methods and Work Execution
- ◆ Techniques for motivating your **Maintenance Workforce** and improve the *Quality & Productivity* of their work

★ **INDIVIDUAL EXERCISE : How to Measure and Improve Craft Productivity**

- ◆ On-the-Job Training and **Craft Skills Development**
- ◆ **Measuring Results** from Planning / Scheduling

### NETWORKING LUNCHEON

#### MODERNIZING STOREROOM AND IMPROVING MRO MATERIALS MANAGEMENT

ACTIVITIES

- ◆ Storerooms: **An Important Cornerstone for Effective Maintenance**
- ◆ Key Requirements for **Storeroom Excellence**
- ◆ Maintenance Planning and Storeroom: Partners for Scheduling & Work Execution
- ◆ **Requirements for Successful MRO Materials Management**
- ★ **GROUP DISCUSSIONS : Are Contract Storerooms the Answer?**

### AFTERNOON REFRESHMENTS

#### DAY ONE & TWO REVIEWS

- ◆ Summary of Day One & Two Key Topics
- ◆ Review Status of Team Presentations and **Maintenance Action Plan**

1700 OPEN FOR Q&A SESSION

1730 END OF DAY TWO

#### WHO SHOULD ATTEND

**Advanced Maintenance Practices & Benchmarking For Reliability and Maintenance Excellence Workshop** has been designed and developed for **Heads, VPs, Directors, GM, Senior Managers, Managers, Executives or New Leaders** of:

- ◆ Maintenance
- ◆ Equipment / Facilities
- ◆ Reliability
- ◆ Engineering
- ◆ Industrial
- ◆ Manufacturing
- ◆ Operations
- ◆ Plant / Factory
- ◆ Planning & Scheduling
- ◆ Technical Services
- ◆ Utility
- ◆ Strategic Production / Production
- ◆ Building / Complex Management
- ◆ Property
- ◆ Projects
- ◆ Storeroom

#### PROGRAMME SCHEDULE Day One, Two & Three

08:30	Registration & Morning Coffee
09:00	Workshop Begins
10:30 - 10:45	Morning Refreshment
12:30	Networking Luncheon
13:30	Afternoon Session Begins
15:30 - 15:45	Afternoon Refreshment
17:00 - 17:30	Course Concludes

# ADVANCED MAINTENANCE PRACTICES FOR RELIABILITY AND MAINTENANCE EXCELLENCE

## DAY THREE AGENDA

### RE-REGISTRATION AND WELCOME COFFEE

#### ACTIVITIES

#### CONTROLLING AND MEASURING MAINTENANCE WORK

Many companies are trying to optimize the use of their assets, and that means they are taking a closer look at the best ways to manage maintenance and measure its effectiveness.

Companies' focus on optimizing their assets involves virtually all parts of their organizations. However, since maintenance departments have the greatest impact on the condition and ultimately the capacity of assets, **companies are looking especially for the best methods for managing maintenance.**

- ★ **Developing Key Performance Indicators and Your Reliable Maintenance Excellence Index (RMEI)**
- ★ **GROUP EXERCISE** : Validating *True Return on Investments* for Maintenance Best Practice implementation
  - ◆ Documenting Your Total Maintenance Requirements
    - ⇒ Preventive & Predictive Maintenance
    - ⇒ Corrective Maintenance
    - ⇒ Deferred Maintenance
    - ⇒ Emergency Work
    - ⇒ Convenience Work
    - ⇒ Minor Project Work Billed to Customer
    - ⇒ Project Work Billed to Customer
    - ⇒ In House Completion of Contracted Work: **A Sad But True Occurrence**

### CONTINUATION OF CONTROLLING MAINTENANCE WORK AND CONTRACTOR PERFORMANCE

- ◆ Key Elements of an **Effective Maintenance Contract**
- ◆ **Key Criterion** for Contractor Selection
- ◆ Improving **Contractor Performance: 10 Key Steps**

### AFTERNOON REFRESHMENTS

#### ACTIVITIES

#### CONTINUOUS RELIABILITY IMPROVEMENT IN MAINTENANCE

- ◆ **CRI—Continuous Reliability Improvement** of All Maintenance Resources
- ★ **INDIVIDUAL EXERCISE** : How to Successfully Audit Your Maintenance Organisation by using **The Scoreboard for Maintenance Excellence**
- ★ **BRING BACK** : A Maintenance **tool-box** for success and what the results mean for your future.
  - ◆ **Developing Your Plan** for Reliability and Maintenance Excellence
- ★ **GROUP EXERCISE** : **Maintenance Action Plan** — Summary & Presentation of the Improvement Plans.

### MORNING REFRESHMENTS

#### ACTIVITIES

#### MAXIMIZING CONTRACTOR PERFORMANCE

- ◆ Why TMEI Strongly Supports In-House Maintenance Why TMEI Supports Contracted Maintenance as the Last Option?
- ★ **GROUP EXERCISE** : How TMEI Helps Contract Maintenance Providers Help You
- ◆ **Key Elements** of an Effective Maintenance Contract

1700 OPEN FOR Q&A SESSION

1730 END OF DAY TWO

### NETWORKING LUNCHEON

**REGISTER TODAY! CALL : +603 9282 6399**



## ADVANCED MAINTENANCE PRACTICES FOR RELIABILITY AND MAINTENANCE EXCELLENCE

YOUR WORKSHOP LEADER

### A Top-Notch Trainer in the Field of Maintenance Management



**Ralph W. "Pete" Peters** has over 40 years of practical engineering expertise, operations management and maintenance experience at the shop floor level. As **Founder/ President of The Maintenance Excellence Institute (TMEI)** he has helped operations such as the UNC-Chapel Hill, Air Combat Command, Boeing, Heinz, General Foods, Biglots Stores, Marathon Ashland Oil, British Petroleum, Polaroid, Great River Energy, Wyeth-Ayerst, Cooper Industries, National Gypsum, Lucent Technologies, Carolinas Medical Center and the US Army Corps of Engineers achieve success in plant, fleet, healthcare and facilities maintenance operations.

During his career he has performed over **300 Scoreboard for Maintenance Excellence** assessments in over 20 countries. He has served two manufacturing operations (Cooper Tools Crescent/Xcelite and Channel Master) as a Plant Manager. As Director of Facilities Management, he managed a 225-employee physical plant operation for the State of North Carolina. He also served as Director, Productivity Management Division, NC Department of Transportation and helped establish the first fleet maintenance management system in US. **Pete is author for Maintenance Benchmarking and Best Practice from McGraw-Hill, The Guide to Computerized Maintenance Management Systems, two E-Books and four maintenance chapters in various handbooks.**

He is also the author of over 200 articles and publications. Pete is currently a frequent speaker and TureWorkShop presenter/facilitator for **TMEI and has delivered presentations on manufacturing and maintenance-related topics worldwide in over twenty countries.** Pete received his BSIE and Masters in Management Information Systems from North Carolina State University. He is a graduate of the US Army Command and General Staff Course, the Civil Affairs Officer Course, the Military Police Officers Course and the Engineer Officers Advanced Course. He is retired from the NC Army National Guard (1995) with 28 years of concurrent service and serving in Vietnam and during Desert Storm.

During his active US Army Corps of Engineers and NC Army National Guard career, he directed maintenance operations at company, battalion and brigade levels to include command of a **Direct Support Maintenance and Supply Company** in Vietnam. **He is certified as a Total Quality Management facilitator for the National Guard Bureau.**

#### DELEGATES COMMENTS FROM RALPH'S PREVIOUS COURSES

*"He got the "WOW" factor and considered as "Maintenance GURU". A lot more to explore from his experience and knowledge. Very interesting topic!"*  
PERODUA Sales Sdn Bhd

*"Your Reliable Maintenance Excellence Index is a terrific tool for us to finally measure the true value of maintenance."*  
Maintenance Manager, BP Texas City Refinery

*"There are very few people with his total asset management knowledge and the ability to teach like he does around the world."*  
Managing Director, Nigerian Liquid Natural Gas

*"His knowledge about CMMS functionality helped our company evaluate more closely the existing EAM system maintenance module that we owned as part of our plant EAM. Instead of spending thousands of dollars for another separate CMMS we now have fully integrated system that WORKS! Thank you Pete! ."* VP Maintenance & Industrial Engineering, Anderson Packaging

*"Very enthusiastic & energetic in explaining the importance of planning, estimating & scheduling in Maintenance world nowadays!"*  
PETRONAS Gas Berhad

*"Course content well structured, practical & very useful in assisting participants to improve their companies maintenance effectiveness."*  
Asean Bintulu Fertilizer

*"Very knowledgeable and Experience Trainer!"* HeiTech Padu Berhad

*"He's an expert, able to address questions very well!"*  
Perodua Sales Sdn Bhd

*"Excellent Program!"* Utusan Melayu (M) Berhad

*"Very Experience and knowledgeable presenter on the subject matter."*  
Indah Water

*"GREAT speaker & author with a FANTASTIC book"* PROTON Berhad

*" Very detailed, clear and concise! Overall Excellent Presentation!"*  
News Straits Times Press (M) Berhad

*"Focus & Precise to maintenance topic."* SAMSUNG, Malaysia

#### DELEGATES WHOM HAVE BENEFITED FROM HIS WORKSHOP

- ◆ Aalborg White, Malaysia
- ◆ American International Assurance Ltd, Malaysia
- ◆ Ann Joo Steel Berhad, Malaysia
- ◆ Boeing Commercial Airplane Group (55 sites)
- ◆ Braun Medical
- ◆ British Petroleum (BP)
- ◆ Big Lots Distribution Centers (4 sites)
- ◆ Cascade Engineering-MI (4 sites)
- ◆ Caterpillar International
- ◆ Carrier International, Malaysia
- ◆ Cu Long Operating Company (Vietnam)
- ◆ Consolidated Thermoplastics (3 sites)
- ◆ Cooper Tools/Cooper Industries (9 plants)
- ◆ Eon Bank, Malaysia
- ◆ Extech Pro (M) Sdn Bhd, Malaysia
- ◆ Ford Motor International
- ◆ General Foods
- ◆ GlaxoSmithKline
- ◆ Honda International
- ◆ Howard Technology, Dubai
- ◆ Heinz USA
- ◆ Johor Port Berhad, Malaysia
- ◆ Kansai Coatings Malaysia
- ◆ Lucent Technologies (2 sites)
- ◆ Marathon Ashland Petroleum(4 sites)
- ◆ NC Department of Transportation (15 Division)
- ◆ Northport Malaysia Berhad, Malaysia
- ◆ Petrokemya-SABIC of Saudi Arabia
- ◆ PERODUA Manufacturing Sdn Bhd, Malaysia
- ◆ Petronas Carigali, Malaysia
- ◆ Petronas Fertilizer (Kedah) Sdn Bhd, Malaysia
- ◆ Petronas GAS Berhad, Malaysia
- ◆ Petronas Penapisan Terengganu & Melaka, Malaysia
- ◆ Petronas Polyethylene, Malaysia
- ◆ Port of Tanjung Pelepas, Malaysia
- ◆ SIDERAR (8 Steel Mills-Argentina)
- ◆ Sime Darby Engineering Berhad, Malaysia
- ◆ STAR Publications, Malaysia
- ◆ Sony Malaysia
- ◆ Titan Chemicals, Malaysia
- ◆ Uni Asia General Insurance Berhad, Malaysia
- ◆ UMW Toyota Motor, Malaysia
- ◆ Wyeth (3 sites)
- ◆ Qatar Petroleum

**REGISTER TODAY! CALL : +603 9282 6399**

# REGISTER TODAY! CALL : +603 4143 1388

- FEES :**  USD 1110 EARLY BIRD PRICE—register by 20th September 2013  
 USD 1130  
 10% discount for 3rd and subsequent registration

*(All options inclusive of government service tax, course materials, luncheon and refreshment)*

**Event :** ADVANCED MAINTENANCE PRACTICES FOR RELIABILITY AND MAINTENANCE EXCELLENCE

**Date :** 12th, 13th & 14th NOVEMBER 2013

**Venue :** ISTANA HOTEL, KUALA LUMPUR, MALAYSIA

**Hotel Accommodation**—Please contact ETELS and enjoy privileged room rates.

Note: Should for any reason beyond the control of ETELS, the venue or speakers change, or the event cancelled due to an act of terrorism, extreme weather conditions or industrial action, ETELS shall endeavour to reschedule and inform participants of the change.

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**\* IMPORTANT—This booking is invalid without a signature.**

## HRDF CLAIMABLE WORKSHOP

### PAYMENT METHOD

Payment is required within 14 working days on receipt of invoice

Crossed cheque / bank draft to be made payable and couriered to

**“ ETELS TRAINING NETWORKS SDN BHD ”**

No. 21-1, Jalan Wangsa Delima 12, Wangsa Link,  
Wangsa Maju, 53300 Kuala Lumpur, Malaysia

### TERMS AND CONDITIONS

**ETELS DOES NOT PROVIDE REFUNDS FOR CANCELLATIONS.**

Due to contractual obligations, cancellation charges are as follow based upon business working days:

20 to 10 working days notice : 50% of the workshop fee

9 to 3 working days notice : 70% of the workshop fee

2 working days or less notice : 100% of the workshop fee

However, complete sets of documentation will be sent to you. Substitutions are welcomed at any time. All cancellations of registration must be made in writing.

Note: It may be necessary for reasons beyond control, to change the content and timing of the event, speaker (s) or venue, every effort will be made to inform the participants of the change.

ETELS is not responsible for any lost or damage as a result of a substitution, alteration, cancellation or postponement of an event. Nor will any liability attach to ETELS if this event is altered, rescheduled, postponed or cancelled due to unforeseen occurrences. Please note that speakers and topics were confirmed at the time of publishing, however, circumstances beyond the control of the organiser may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, ETELS reserves the right to alter or modify the advertised speakers and/or topic if necessary.