

# SHIPPER PANEL

*Who better than the customer to talk about what they expect and then the follow up so we can understand "their reality" and know what needs to be done from their perspective.*

**Moderated by:**



**Bob Voltmann**  
President & CEO  
Transportation Intermediaries Association

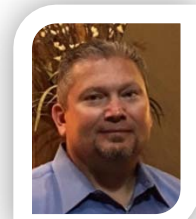
**Panelists:**



**Michael Durkin**  
Dir. Of Transportation & Warehouse  
Bay Valley Foods



**Sandra Kempf**  
Logistics Manager  
Crane Composites



**Brian Kielbasa**  
Warehouse & Logistics Manager  
Peerless-AV



**Jeff LeClair**  
VP of Manufacturing & Supply  
Chain  
Basin Industries, LLC



**Mike Smoczynski**  
Transportation Manager  
Freudenberg Household  
Products



**Todd Lepien**  
Transportation Manager  
Nestle

## **Collaboration not Confrontation is the motivation behind this panel.**

Customers are the life blood of enterprise. They have expectations for the services that they purchase. Question is, do we deliver "a reality" that aligns with their expectations and when we do not...what happens? How do we work through disruptions when the system is not perfect or worse yet when the situation becomes untenable?

When do we come together to work things out or when do we walk away? This panel of professionals will dig down deep into time tested relationships to uncover the ingredients that are required to "make it work" even when we are frustrated and feel like things are never going to come together or get much better. Expectation - vs- Reality: What must be done to get past day to day shipper/carrier/3pl issues and deliver on the promise.