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Supply Chain and Logistics Summit 2013 Attendees Learn About World-Class Customer Service from Ingersoll Rand

Dallas, Dec. 2, 2013 – Successful companies strive to make customer service a priority for every employee and function across the entire business enterprise and with good reason. In the book, *The PIMS Principle: Linking Strategy to Performance*, authors R. Buzzell and B. Gale, demonstrated that the higher the quality of customer service provided, the higher the return on investment will be at any market share level.

Greg Emmel, vice president of integrated supply chain for [Trane](#) and [Thermo King](#), brands of [Ingersoll Rand](#), will present a keynote address, Supply chain strategies that make customer satisfaction the top priority, at the [Supply Chain and Logistics Summit 2013](#), on Dec. 4, in Dallas, Texas.

Emmel will discuss how organizations can meet and exceed customer expectations by providing world-class customer service, as defined by the customer. He will demonstrate the value stream process and how the process makes the connection between what customers want and how they are served. He will also discuss how adhering to the process allows employees to work better with other colleagues.

Attendees will learn how to utilize the value stream in breaking down functional silos between customer expectation and experience and how to increase employee engagement and accountability by improving the value stream process.

Presentation Details

Keynote address: Supply chain strategies that make customer satisfaction the top priority

When: Wednesday, Dec. 4, 2:35 to 3:10 p.m.

Where: Reunion Ballroom EF, Hyatt Regency, Dallas, Texas

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About the Supply Chain and Logistics Summit 2013

The Supply Chain and Logistics Summit North America 2013 brings together senior professionals who are seeking the latest supply chain management practices. The program provides three streams tailored for executives involved in transportation and logistics, supply chain management, and material handling and green supply chain. There are interactive panel discussions addressing the major challenges facing the industry, such as delivering end-to-end supply chain visibility and managing growing complexity in the global supply chain.

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About Greg Emmel

Greg Emmel is vice president of integrated supply chain for Trane and Thermo King, brands of Ingersoll Rand. Prior to joining Ingersoll Rand, he served as general manager of Global ISC Fulfillment for General Electric – Consumer & Industrial (GE C&I), plant manager for GE C&I and materials, source and lean manager for GEIS in San Juan, Puerto Rico. He holds a Bachelor of Science degree in mechanical engineering.

About Ingersoll Rand

Ingersoll Rand (NYSE:IR) advances the quality of life by creating and sustaining safe, comfortable and efficient environments. Our people and our family of brands—including [Club Car®](#), [Ingersoll Rand®](#), [Schlage®](#), [Thermo King®](#) and [Trane®](#)—work together to enhance the quality and comfort of air in homes and buildings; transport and protect food and perishables; secure homes and commercial properties; and increase industrial productivity and efficiency. Trane solutions optimize indoor environments with a broad portfolio of energy efficient heating, ventilation and air conditioning systems, building and contracting services, parts support and advanced control. Thermo King manufactures transport temperature control systems for a variety of mobile applications, including trailers, truck bodies, buses, shipboard containers and railway cars. Ingersoll Rand is a \$14 billion global business committed to a world of sustainable progress and enduring results. For more information, visit [ingersollrand.com](#), [trane.com](#) or [thermoking.com](#).

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