



## National Customer Forum

22<sup>nd</sup> June 2017 - Ramada Hotel, Sutton Coldfield, Birmingham

8:00 – 9:00 Arrival & Registration

9:10 Welcoming & Opening Comments

9:25  **The Future of Work**  
Dr Catherine Howe, Capita Create Tomorrow

10:00  **Managing world-class productivity**  
Mark Leonard, Head of Operations Engineering, McLaren Automotive

10:30 – 10:45 Break

10:45  **The Regulatory Landscape for HR**  
Kate Meadowcroft, Director, DWF Law

11:30  **How Finance Thinks About Productivity**  
Paul McAninch, Finance Director, Mactaggart & Mickel Homes

12:15 – 13:30 Lunch


13:30  **Shifts, Rosters and Rota Masterclass**  
Steve Ainsley, Dnata

14:15  **Integrating Payroll and Time & Attendance**  
Andy Luff, Senior Developer, Capita WFM  
Chris Roberts, CFO, Fine Lady Bakeries

15:00 – 15:30 Break

15:30  **Capita Workforce Management Product Update**  
Jason Stokes, Sales Director, Capita WFM

16:00  **Customer Support**  
Stephanie Coward, Business Director, Capita WFM

16:30  **Q&A**  
Panel, featuring the conference speakers

16:50 Closing address, conference wrap-up

17:00 Close of Forum