

Updated Event
Announcement



Logistics & Service Supply Chain Days

Organized by ISLA

September 9 – 10, 2026

Day 1: 3:00 pm – 9:00 pm

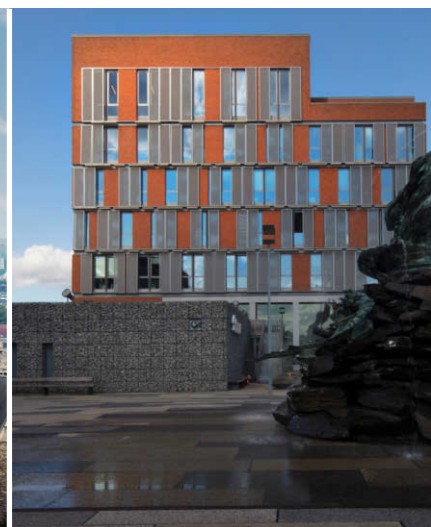
Day 2: 9:00 am – 4:30 pm

Antwerp, Belgium

Hosted by ISLA's member



KATOEN NATIE



An event featuring presentations, case studies, and insights from Katoen Natie, and other industry leaders, including



JUNGHEINRICH

Deloitte.



About the Event

In a volatile and highly competitive business environment, service supply chains and spare parts logistics have become critical levers for the success of manufacturing companies. With this event, ISLA brings together service and logistics experts from OEMs across diverse industries to explore current trends, key challenges, emerging opportunities, and promising solutions. We will discuss strategies, initiatives, and projects aimed at improving parts availability, ensuring service excellence, optimizing logistics processes, and managing costs effectively. Join us for an open exchange of insights, experiences, and ideas shaping the future of service SCM and logistics. As you can see from the program outline on the next two pages, the event will offer extensive networking opportunities, a series of insightful OEM case stud-

ies, two distinct warehouse tours, and an interactive session to explore selected topics in greater depth. The event is co-organized with and hosted by Katoen Natie at one of its major sites in the heart of the Port of Antwerp-Bruges. Privately owned, Katoen Natie is an international logistics service provider with an annual turnover of €3.2 billion. Within the aftermarket sector, the company has established itself as a global reference for warehousing and distribution of spare parts and components for OEMs, covering everything from small material handling to heavy duty and dangerous goods storage. The presentation session will feature contributions from Katoen Natie, BRP, Jungheinrich, and KSB. One additional OEM presentation will round out the program. The final agenda will be available in early August.

Speakers



Graham Truter
Director International Logistics & Distribution
BRP



Rainer Vogel
Vice President & Head of Parts Operations
KSB SupremeServ



Max Widegreen
Head of Business Development and Analytics
Customer Service
Jungheinrich UK



Nils Wilhem
Venture Architect
Uplift Ventures
by Jungheinrich



Ruben Coetsier
Head of Business Development Aftermarket and Automotive & Industry
Katoen Natie



Thibaut Van den Berghe
Head of Business Lines Aftermarket and Automotive & Industry
Katoen Natie

... as well as Deloitte's **Oliver Bendig**, who serves on the ISLA Executive Board, plus one additional **OEM speaker** who will confirm soon.

Confirmed Presentations

Additive Manufacturing in the Spare Parts Business: Opportunities, challenges, and how we put it into practice
Rainer Vogel // KSB

Right parts, first time — A pilot case study in the UK on how pre-diagnosis with agentic AI cuts repeat visits
Max Widegreen & Nils Wilhem // Jungheinrich UK & Uplift Ventures by Jungheinrich

We at ISLA believe that even the most experienced and talented professionals can learn from one another, and the sharing of ideas and views among peers helps define “best in class”, foster continuous improvement, and develop future-proof service operations—all the more if cross-industry. Therefore, we have invited senior managers from a wide range of sectors to put together a program that covers the diversity of manufacturing industries with their spare-parts-intensive businesses. The above presentations have already been confirmed, but more will be added, on topics like supply chain optimization, logistics outsourcing, and service level improvement.



**Motel One
Antwerpen**
Oever 10, 12–14
2000 Antwerp
€117.90 per night
incl. breakfast
(single occupancy)



Hotel O Cathedral
Handschoenmarkt 3/7
2000 Antwerp
€117.90 – 127.90
per night incl. breakfast
(single occupancy)

The Afternoon

15:00 – 15:30 Bus transfer from Steenplein, located just a short walk from the hotels, to the Havenhuis



Havenhuis
Port Authority Building
Zaha Hadidplein 1
2030 Antwerp

15:30 – 16:00 **Welcome to the Havenhuis and opportunity to experience this remarkable building**
The Port House has served as the headquarters of the Antwerp Port Authority since its opening in 2016. It was designed by the Iraqi-British architect Dame Zaha Hadid who was a key figure in the architecture of the late-20th and early-21st centuries.

16:00 – 17:00 **Coffee and presentation about the Port of Antwerp-Bruges**
Located at the upper end of the tidal estuary of the River Scheldt, the Port of Antwerp-Bruges is the largest European automotive port and petrochemical cluster.

17:00 – 17:45 Bus transfer from Port House to the jetty in Lillo



**Port of
Antwerp
Bruges**



The Evening

17:45 – 20:45 **Boat tour through the Port of Antwerp-Bruges with dinner on board**, offering a magnificent view of the harbour installations in full activity, including Europe's largest container terminal which accommodates the world's largest container ships of up to 400 meters in length

20:45 **Docking at Steenplein**
Steenplein is a vibrant destination in Antwerp, known for its waterfront views, historic landmarks, and a lively promenade atmosphere.



Katoen Natie
Burcht Singelberg
 Ketenislaan 1
 9130 Kallo
 Belgium

For travel from downtown Antwerp to the event venue in Kallo, participants are advised to use the public waterbus service (De Waterbus) which connects Antwerp Steenplein with Kallo/Kallosluis in 36 minutes (departure at 8:00). Traveling by car is possible, though rush-hour traffic and congestion on the roads crossing the Scheldt may cause delays.

The Morning

9:00 – 9:30	Registration and morning coffee	
9:30 – 9:45	Opening remarks and introductory presentation	Thibaut van den Berghe, Head of Business Lines Aftermarket and Automotive & Industry, and Ruben Coetsier, Head of Business Development Aftermarket, and Automotive & Industry at Katoen Natie
9:45 – 12:00	Session with presentations and case studies, incl. contributions from BRP, Jungheinrich, and KSB as well as one other OEM, each followed by Q&A and discussion with the audience	
12:00 – 13:00	Lunch	

The Afternoon

13:00 – 14:30	Guided tour of Katoen Natie's aftermarket operations for Polaris , a U.S.-based OEM in the power-sports and specialty vehicle sector, and of the highly automated warehouse serving Intergamma , a leading DIY retail group with almost 400 stores in the Netherlands and Belgium.	
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14:30 – 15:00	Coffee Break	
15:00 – 16:00	Workshop session facilitated by Deloitte on current topics in service supply chain operations	
16:00 – 16:30	Wrap-up of the day and end of the event	

Event Organizer

The Logistics & Service Supply Chain Days are organized by ISLA. Our association is a network of professionals dedicated to Customer Care, Lifecycle Solutions, and Service Logistics in the digital age. It is based in Munich where it was founded in 2003. Since ISLA is not commercially driven, it depends on the support of its corporate members. Some 60 companies from Europe and North America have joined the association, with a strong representation from the manufacturing sector.

New members, first and foremost OEMs running spare-parts and service-intensive businesses, are welcome. For more information, please visit www.serviceleaders.org or contact us: ISLA International Service Logistics Association e.V. Rosenheimer Platz 4, 81669 Munich, Germany +49-(0)89-510 76 431 and isla@servicelogistics.info
Executive Board: Oliver Bendig, Mathias Lentfer, Alisha McCartney, Peter Rudzio, and Falk Seidenfaden

ISLA Members

Leading companies from across industries support ISLA actively in its effort to provide the best forum for the exchange among senior managers in Customer Service, Lifecycle Solutions, and Spare Parts Logistics. Our membership base is primarily made of Original Equipment Manufacturers (OEMs). We are proud that, among others, the below companies are corporate members of ISLA:



Registration

To register for the Logistics & Service Supply Chain Days in Antwerp & Kallo, Belgium, on September 9–10, 2026, please complete the below form. **The fee for attending the event is €349.** A reduced participation fee of **€249 applies to members of ISLA and the Service Logistics Forum (SLF).** A special discount for academic researchers and students is offered upon request. Upon receipt of your registration, an attendance-fee invoice will be sent.

Please register online at www.serviceleaders.org/e/antwerp26, or return the completed form via e-mail to isla@servicelogistics.info.

Registration for the Logistics & Service Supply Chain Days includes access to the meeting and all related activities, as well as all meals, snacks and beverages. A meeting handout and an event documentation (as pdf download) are included as well. Attendees are responsible for their own travel expenses. ISLA reserves the right to make changes to the program as stated in this document. Cancellations received up to 10 days prior to the event are free of charge. However, you may delegate a substitute at any time by contacting us. ISLA may cancel the event due to force majeure, or an incident beyond its control that makes it impossible to hold the event. Registration fees will be refunded. No further liability is accepted.

☐ Mr. ☐ Mrs. ☐ Ms. Title, first and last name _____

Company / Institution _____

Department _____

Position / Job Title _____

Address _____

Postal Code _____ City _____ Country _____

Tel _____ Mobile _____ E-Mail _____

☐ **Accommodation**
Please indicate here if you would like to book a room for the night of September 9–10, 2026, at one of the following hotels: Motel One Antwerpen (€117.90) or Hotel O Kathedral (€117.90–127.90). Rates are per night, incl. breakfast, for single occupancy. A city tax of €3.60 per person per night applies. We will send you the details you need to book your room directly with the hotel at the special rate.

☐ **Pre-event program on Day 1**
Please check here if you would like to join us for the activities scheduled for the afternoon and evening of September 9, namely the visit of the Antwerp Port House and the boat tour through the Port of Antwerp-Bruges (with dinner).

☐ **I consent to ISLA keeping my contact details** given above for the following purpose: Registration to the Logistics & Service Supply Chain Days and providing information on future events. According to the EU's General Data Protection Regulation (GDPR), we are required to obtain your permission ("consent") to keep and process your personal data. You have the right to withdraw your consent at any time.

Date, Signature _____