



# STEM CUSTOMER GATHERING 2014

Likeable Company : How to Become One?

STEM CUSTOMER GATHERING 2014  
26 November 2014,  
Likeable Company : How to Become One?

In appreciation of your continuous support, we cordially invite you to attend **STEM Customer Gathering 2014**. This year event features key speaker Djoko Kurniawan who will share his insights on Customer Experience Management. Mr. Kurniawan is a Senior Consultant of Business, Franchise & Service Quality in Lifestyle and Retail industry.

In line with this year theme, we will also present another interesting topic on how to harvest your ERP investment, ie do companies gain competitive advantage post ERP implementation.

We do hope this event provides valuable information to help you anticipate changing business climates as well as customers' expectation.

We look forward to meeting you in this event. Thank you.

Warm Regards,  
Founders

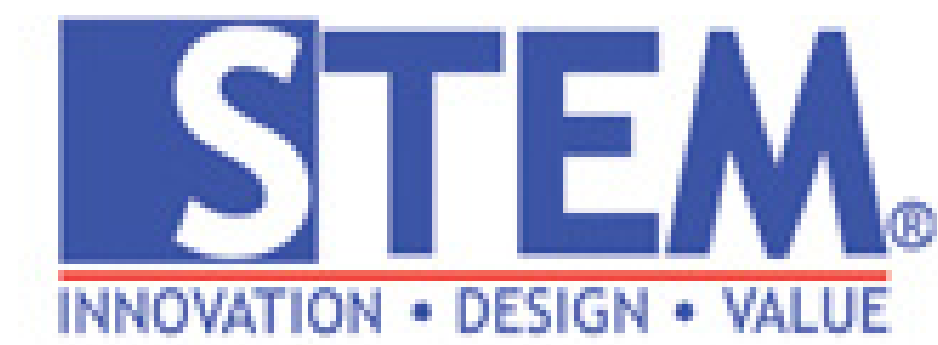


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# STEM CUSTOMER GATHERING 2014

## Likeable Company : How to Become One?



| Time          | Agenda  | Speaker   |
|---------------|---|---|
| 08:30 - 09:15 | Registration  | STEM  |
| 09:15 - 09:30 | Welcome   | STEM  |
| 09:30 - 10:30 | Customer Experience Management                          | <b>Djoko Kurniawan</b><br><i>(Senior Consultant of Business, Franchise &amp; Service Quality in Lifestyle and Ritel Industry)</i> |
| 10:30 - 11:30 | ERP Under Fire :<br>The Dawn of Competitive Advantage ? | <b>Hendry Wijaya</b><br><i>(Senior Consultant - STEM)</i>   |
| 11:30 - 12:00 | STEM Innovation   | <b>Esaf Aristides</b><br><i>(Senior Consultant - STEM)</i>  |
| 12:00 - 13:00 | Lunch   |   |

### By Invitation Only

Date : November 26, 2014  
Time : 08:30 WIB - 13.00 WIB  
Venue : Pullman Jakarta Central Park Hotel  
Ruang Warhol 1 & 2, L Floor  
Podomoro City  
Jl. Let. Jend. S. Parman Kav. 28  
Jakarta 11470

Seats are limited !  
Please RSVP latest

**TO REGISTER, COMPLETE THE ATTACHED SLIP TO :**

Contact : Sisilia  
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**PT STERLING TULUS CEMERLANG**  
[www.sterling-team.com](http://www.sterling-team.com)



**Pembicara Utama**  
**DJOKO KURNIAWAN**

Senior Consultant of Business  
Franchise & Service Quality in Lifestyle  
Retail Industry

**Topic: Customer Experience Management**







**STEM Consultant**  
**HENDRY WIJAYA**

Senior Consultant - STEM

**Topic: ERP Under Fire : The Dawn of Competitive Advantage ?**





**STEM Consultant**  
**ESAF ARISTIDES**

Senior Consultant - STEM

**Topic: STEM Innovation**

