

Mid-Michigan SAE Dinner and Program

Tuesday, November 18, 2014

6:00 PM Social Hour, 7:00 Dinner, 8:00 Program

Holiday Inn Flint

5353 Gateway Center, Flint Township, Michigan

Students \$20, Retirees/Spouse \$25, Member/Spouse \$30, non-members, \$35

The Mid-Michigan Section of



<http://www.midmichigansae.org>

Reservations req'd by Nov. 11th E-mail SAEMidMichSec@cs.com Online midmichigansae.com



“GM Customer Care & Aftersales”

Speaker: Charlie Hyndman

Vice President GM Customer Care & Aftersales Global
Aftersales, Supply Chain, Warehousing & Distribution,
General Motors



Customer Care and Aftersales

GM Customer Care and Aftersales (CCA) markets automotive replacement parts worldwide for GM and non-GM vehicles through four distinct distribution channels, which include GM dealers, wholesale distributors, AC Delco warehouse distributors, and consumer-related outlets such as auto parts and general discount stores. CCA manages over 350,000 parts delivering to over 5,100 dealers, 168 DDG locations & 78 export countries. GM's Customer Care & Aftersales is the only business unit that supports the vehicle from cradle to grave.

Approximately 4,800 hourly and salaried employees work within GM North America CCA including 25 warehouse facilities, Central Office, Engineering and Technical Centers, and field sales regions within the United States, Canada and Mexico. CCA's headquarters is in Grand Blanc, Mich.

GM Retail channel provides GM & AC Delco parts and service retailing consulting to GM car and truck dealerships across North America.

GM Wholesale channel is a subset of GM Dealers that sell into the wholesale market with emphasis on collision and powertrain.

AC Delco channel sells and markets primarily to the independent aftermarket sales including all makes, with a broad base of service parts commonly replaced during the lifetime of a vehicle.

CCA's Service Operations is the organization responsible for supporting GM's NA dealer service business with training, service information and warranty assistance.

CCA's Global Service Engineering has responsibility for the service launch readiness of every GM vehicle launch globally.



Hyndman joined GM in 1977 and held several positions in plants across Canada and the US. In 2001, he was promoted to director, North American Warehousing & Distribution, with operations responsibility for 25 warehousing and distribution facilities in North America. He was then appointed executive director, Global Warehousing and Distribution in 2005. He also has operations responsibility for all CCA warehousing and distribution facilities, as well as global supply chain responsibilities to support 73 warehouses in 29 countries.

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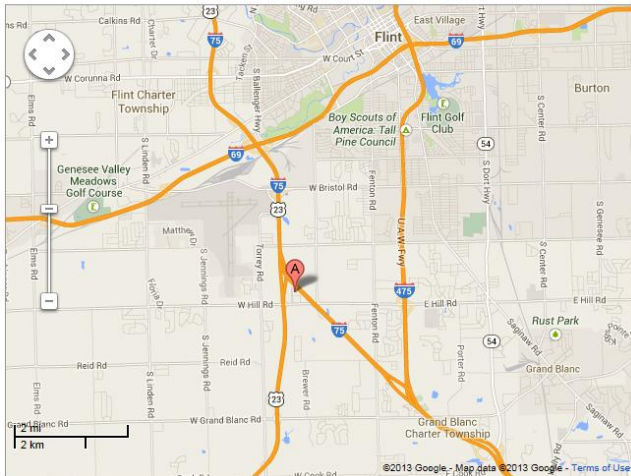
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Customer Care and Aftersales

A. **Holiday Inn Flint**
5353 Gateway Center, Flint Township, MI
(810) 232-5300
2.8 ★★★★★ 8 reviews



Reservations required by
Noon Tue., Nov. 11th, 2014

Purchase Tickets online at:
<http://www.midmichigansae.org>

Contact: Bernard Santavy at:
SAEMidMichSec@cs.com
or (810)-635-7948

Next Event Technical **Program** on Thursday, Feb. 19, 2015

“National Engineers Week Annual Banquet”
Speaker: Collegiate Team Members of SAE

Our collegiate members will present their FormulaSAE, Baja, and Clean Snowmobile projects.
Ticket sales www.midmichigansae.com