

## 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. 11<sup>th</sup>** E-mail [SAEMidMichSec@cs.com](mailto:SAEMidMichSec@cs.com) Online [midmichigansae.com](http://midmichigansae.com)



## “GM Customer Care & Aftersales”

**Speaker: Charlie Hyndman**

Vice President Global Aftersales, Supply Chain, Warehousing and Logistics, 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, ACDelco 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 & ACDelco 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.

ACDelco 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 has over 37 years of experience with General Motors. He joined GM as an hourly employee in GM of Canada. He progressed to many key manufacturing salaried positions in Canada and in the US, before moving to Customer Care and Aftersales. He is now the Vice President of Global Aftersales, Supply Chain, Warehousing and Logistics. He leads an organization to improve Safety, Quality, Cost and Customer Service around the globe. He has responsibility for 74 warehouses in 32 countries where his team continues to deliver benchmark levels of customer service.

## 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>



## “GM Customer Care & Aftersales”

**Speaker: Charlie Hyndman**

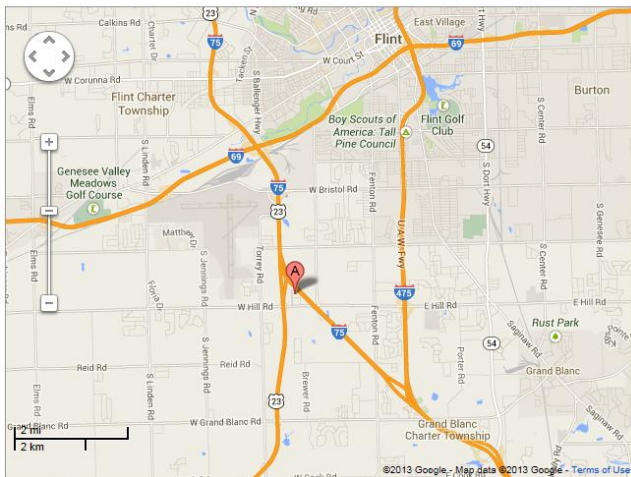
Vice President Global Aftersales, Supply Chain, Warehousing and Logistics, General Motors



## 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. 11<sup>th</sup>, 2014**

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

Contact: Bernard Santavy at:  
[SAEMidMichSec@cs.com](mailto: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](http://www.midmichigansae.com)