

- 9.00 – 9.15 Dr. Edgar Ernst: Introduction
- 9.15 – 10.00 Uwe R. Doerken: Global Excellence and Customer Value
- 10.00 – 10.30 John Mullen: Strategic focus on DHL Asia Pacific
- 10.30 – 11.00 Jerry Hsu: DHL's operations in China
- 11.00 – 11.30 *Q&A Session*
- 11.30 – 12.00 Coffee Break
- 12.00 – 12.30 John Fellows: DHL Americas – Strengthening the Americas
- 12.30 – 13.00 *Q&A Session*
- 13.00 – 14.00 Lunch Break
- 14.00 – 14.30 Dr. Frank Appel: DHL LOGISTICS – Building on Today's Strength
- 14.30 – 15.15 Thomas Nieszner: DHL Danzas Air & Ocean – ENZO Program
- 15.15 – 16.00 Rolf Habben-Jansen: DHL Solutions – Mastering Market Challenges
- 16.00 – 16.30 *Q&A Session*