



YMP National Conference

The Shape of Things to Come



Friday 23 – Sunday 25 February 2007
De Vere Royal Bath Hotel, Bournemouth



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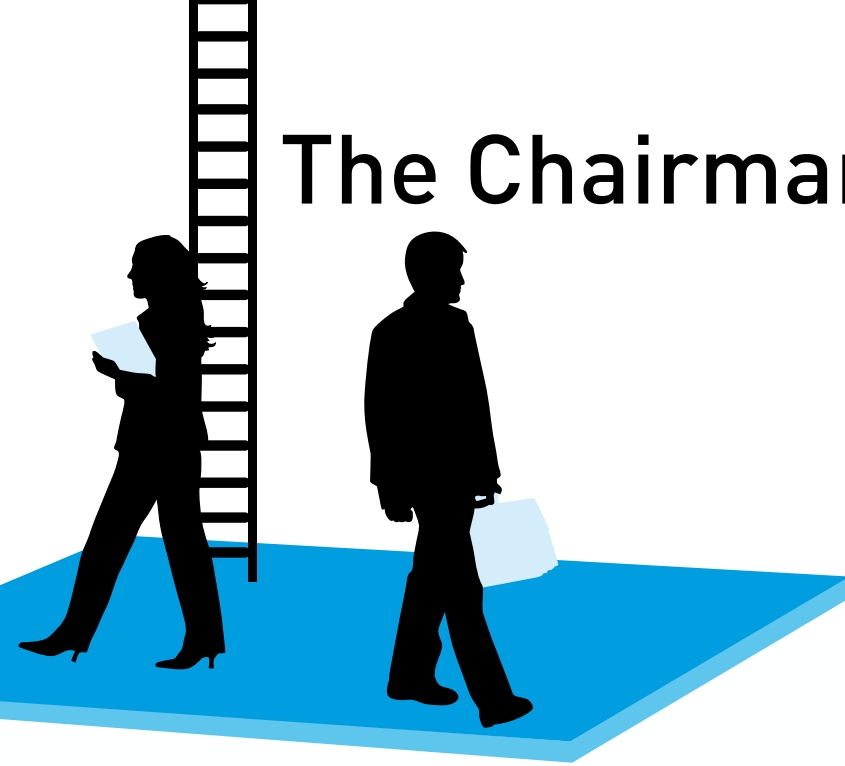
T + (0)1937 849000

F + (0)1937 849999

E sales@leejames.co.uk

www.leejames.co.uk

The Chairman's Introduction



It is with great pleasure that I invite you to the 2007 YMP National Conference which is to be held at the De Vere Royal Bath Hotel in Bournemouth between the 23 – 25 February 2007.

The National Conference is the main event in the YMP calendar and the 2007 conference will run with the theme “What does the future hold? – The shape of things to come”

Have you ever wished that someone could find the answer to crystal ball gazing and tell you what is going to happen in the printing industry in the distant and not so distant future, and how you will manage to still be around to get there? The answer may be found at the YMP National Conference

The Conference Training Programme will be facilitated by Tim Wilkinson, BPIF Business Associate. Customer Service is the focus, Tim will be refreshing your perception of customer service and giving you tools to plan how you can redress customer service issues in your organisation. The programme will be looking at: - Getting Buy in - getting organisational buy in and asking the question ‘why bother changing?’ Information and Data, Best Practice, Communication, Conflict Resolution and Action Planning.

Every delegate will go away with a strategy for improving CRM in their organisation and with the futuristic words of Peter Vincent, the BPIF’s Head of Technical Services, ringing in their ears, you could not hope for a better weekend!

The event also offers its attendees the opportunity to find out about the latest technologies, products and services from leading suppliers through the networking, mini showcase and partner presentations which sponsorship provides.

We are sure that you will all find something useful over the weekend, be it new friends, fresh ideas, new business opportunities, new contacts and even just good memories – can you really afford not to come?

We have a fabulous venue in the De Vere Royal Bath Hotel. A hotel which cannot fail to impress. Its graceful architecture and venerable reputation have made it a noted seafront landmark. Since 1838, the tranquil ambience of its rooms has won favour with distinguished guests. From the warm welcome of the Garden Restaurant to the culinary indulgence of Oscars, every meal is specially prepared and impeccably served. The leisure pavilion with heated pool, spa, solarium, sauna and beauty salon, offers the perfect opportunity to turn business into pleasure. We have a packed training programme so we have provided delegates with the option of an extra night’s accommodation for those who would like to make the most of their stay.

I would like to thank my organising committee for all their hard work in making this a memorable event. A big thank you goes to Mark Barlow, Glynda and James Bartrup, Miranda Hayward, Rob Fleming, Ruth Exelby and Sammie Dell-Ashby.

I look forward to seeing you all at the conference

Kevin Stallwood
National Chairman 2007

Guest Speakers

The recent Leitch Report has some high ambitions for the prosperity of the UK economy based on developing World Class Skills, ambitions which I sincerely hope will be realised. The printing industry should also aim high in this regard: a skilled workforce is vital to underpinning the future profitability and competitiveness of our sector. Improving the profitability and competitiveness of the UK printing industry is the mission of the BPIF and our strategic plans embrace the issue of skills and we aim to provide the tools to support these plans.

During this weekend you will be utilising a number of these tools: The YMP itself is part of a portfolio of skills and networking initiatives within the BPIF designed to promote world class management in the sector, alongside such programmes as the Professional Certificate in print Management at Loughborough University and Team Leader Training run in conjunction with Vision in Print.

The focus on Customer Service has also been a highlight of the last year. Again working alongside Vision in Print's best practice study "What makes a good printer" the BPIF has published the Publicly Available Specification for Print Services and Production, PAS 75, and run a series of seminars across the country on this subject. The ViP study proved that good customer service leads to improved profitability: at the National Conference you will be given the opportunity to improve your company's customer service. I hope that you seize that opportunity and deliver a better bottom line to your business.

We must never forget that people are the key resource in any business. The Partnership at Work project and particularly its commitment to training can together help redefine the productivity of the UK workforce. The BPIF worked closely alongside Amicus to develop the Partnership at Work Agreement and we're keen to take it forward into the industry. These and many other tools are available to you, and the industry, to take printing forward. YMP participants have first hand access to these tools and I have no doubt that participants at the National Conference 2007 will be the future leaders of the industry.

I look forward to meeting you in Bournemouth.

Tony Burke is an Assistant General Secretary of Amicus. His prime role in Amicus is to head up one of the biggest sectors in the million strong union - the Graphical, Paper and Media Sector. Amicus is the biggest private sector union in the UK and represents workers and staff in manufacturing, finance, media, communications, energy, construction, aviation, health service professionals, IT etc. 2007 will see Amicus and TGWU members vote to merge creating one of the biggest unions in the world.

Within the GPM sector of Amicus, Tony is responsible for the strategic direction and day to day management of the sector along with the industrial, training and organising work in the graphical, paper and media industries. Tony leads for Amicus' in negotiations with the main employers' organisations in the sector, including the British Printing Industries Federation, the Scottish Print Employers' Federation and the Confederation of Papermaking Industries covering the major national agreements, as well as negotiating group and house agreements with the major national print and packaging companies. He led the discussions with the BPIF on the Partnership At Work Agreement, and was directly involved in initiating and negotiating a similar agreement with the the Confederation of Paper Industries.

He represents Amicus on an number of international union bodies including Union Network International and European Mining, Chemical and Energy Federation. Tony served his apprenticeship in Manchester and worked in commercial print, magazines and the newspaper industry. Throughout this time he was a senior union lay representative, before becoming a full-time official in the North of England. He was subsequently elected as Deputy General Secretary of the former Graphical, Paper & Media Union, which merged with Amicus in 2004. Until the merger with Amicus he was a member of the TUC General Council and a member of its Executive Committee. In this capacity Tony was the Chair of the TUC's New Unionism Task Group and he played a leading role in developing the TUC's Organising Academy which trains future union organisers and lay reps.

He will talk about the future of Industrial Relations in the printing industry and the impact of globalisation.

Michael Johnson

BPIF Chief Executive



Tony Burke

Assistant General Secretary of Amicus



Peter has spent his working life in and around the printing and publishing industries. Originally a compositor's apprentice in Unwin Brothers he moved to Billings, Blackwells and subsequently the Bath Press Group, working his way through every conceivable role including production, customer liaison, works management, sales and marketing, to managing director.

The foundations of technology always stayed with him and were put to good use when he was invited by Xerox Corporation to head their graphic arts marketing. He was instrumental in establishing and developing a graphic arts sector focus with a dedicated sales force and analysts. He was the driving force behind their first major presence at IPEX and DRUPA.

Along the way, Peter has been directly involved in setting up companies, takeovers, mergers and acquisitions, and has established a digital printing business for on-demand specialist printing.

Peter's direct knowledge of publishing and printing has always come back to the foundation of technology and how it has, and continues to, impact on our lives in the printing industry. He is now Head of Technical Services at the BPIF and has established an online Technology Warehouse for the UK industry and is in the process of evolving further services for BPIF members. He also manages technology hotlines and technical consultancy, ranging from trouble-shooting to investment to assistance with business plans and print operation reviews for technology, as well as advice and information on all aspects of printing and publishing technology from offset to digital to anything else you throw at him! A current major project is the assessment and development of ISO12647 for colour management on press.

Peter Vincent

BPIF Head of Technical Services



Training

Tim Wilkinson

BPIF Business Associates

Tim comes to the YMP National Conference hot on the heels of running several highly successful customer service workshops for BPIF Business. He is the author of *Competitive Advantage through Customer Service Excellence* published by ViP and Print Yorkshire in 2005 and has supported over 30 projects for BPIF Business. Subjects have covered all aspects of marketing and business development as well as customer service training.

In addition to being a specialist in this field Tim's unique selling point of his own is that he is printing through and through and can apply the principles the delegates will need to understand the real life practical examples in the sector. Experiences gained from several senior director level posts with RR Donnelley's will suitably enhance the delivery. Delegates will feel inspired at the end of the weekend to take a new look at their own company's' approach to customer service. Tim will guide all delegates through the sessions and act as a "consultant" on the issues raised.

Entertainment

Sail the Seven Seas!

Friday night is compulsory fancy dress night ~ so come dressed to impress the judges, wearing anything associated to the sea. A prize is awarded for the best costume and the competition is always high, so remember "anything goes"! After the themed dinner we are delighted to present to you the "Best Blues Band on the Jurassic Coast". You will be dancing till the early hours to the sounds of the Renegade Blues band.



Saturday Night Entertainment

After a long day's training it's time to relax and enjoy the YMP Annual Gala Dinner. The evening starts with reception and photographs in the main lounge bar. The Formal black tie event includes the presentation of the W & G Baird Award, the Alden Management Challenge Bowl and the much-coveted Collins Quaich. The evening ends with a first class DJ providing entertainment for those who wish to let their hair down and boogie the night away!

Programme of Events

Friday 23 February

- 15.00 Check in, informal reception
- 19.00 New Comers Reception, Hardys Bar
- 19.30 All delegates meet and greet, Hardys Bar
- 20.00 Dinner in the Gladstone Suite, "Sail the Seven Seas" theme night, compulsory fancy dress, live music provided by Renegade Blues Band followed by disco.

Saturday 24 February

- 07.30 Breakfast in Garden Restaurant
- 09.00 Opening of Conference, Mezzanine Suite. Welcome by Michael Johnson, Chief Executive of the British Printing Industries Federation.
- 09.30 Tim Wilkinson BPIF Business Associate Refreshing your perception of customer service and giving you tools to plan how you can redress customer service issues in your organisation. Introduction via self assessment.
- 10.40 Morning refreshments
- 10.50 Getting Buy in – Why bother Changing ? continued Information & Data collection from customers – without the data and information, you are unable to assess the impact of any change you make to your organisation.
- 13.00 Lunch in the Garden Restaurant
- 14.00 Best Practice – The top four areas of Customer Service are examined in relation to what each company is doing in this area.
- 15.20 Afternoon refreshments
- 15.30 Conflict Resolution and Action Planning
- 16.30 Summary and Close
YMP Annual General Meeting
- 18.30 Photographs in the main lounge area
- 19.00 Chairman's Reception, by invitation, Hardys Bar
- 19.30 All delegates meet and greet, Hardys Bar
- 20.00 Gala Dinner in Gladstone Suite, black tie including Regional Toasts and Annual Awards. After Dinner Speaker Tony Burke, Amicus the Union.

Sunday 25 February

- 07.30 Breakfast in Garden Restaurant
- 09.30 Peter Vincent – What does the future hold?
- 10.40 Morning refreshments
- 10.50 Training / presentation and feedback
- 12.10 Presentation of awards for Best Team and Best Delegate.
- 12.30 Close of Conference
- 13.00 Lunch in Garden Restaurant

Following the official close of the conference delegates, partners and children are welcome to meet for an informal drink in The Main Lounge, enjoy a relaxing swim in the in-door pool, or make use of any of the other excellent guest facilities at the hotel.

Partner Programme

Friday 23 February

As delegates programme

Saturday 24 February

- 07.30 - Breakfast in Garden Restaurant
- 09.00 - Leisure time in hotel or trip to Studland Beach and Corfe Castle*
- 13.00 - Lunch in the Garden Restaurant
- 14.00 - Leisure time in hotel / Shopping in Bournemouth
- 18.30 - As delegates Programme

Sunday 25 February

- 07.30 - Breakfast in Garden Restaurant
- 09.30 - Leisure time in hotel
- 13.00 - Lunch in Garden Restaurant

* There is much to do in and around Bournemouth. Please let us know if you have any particular interests.



Children's Programme

Friday 23 February

17.30 Children's games and arts and crafts in Terrace Suite, followed by dinner

Saturday 24 February

07.30 Breakfast in Garden Restaurant

09.00 Nature Trail, Studland Beach and trip to Corfe Castle.

13.00 Lunch in Garden Restaurant / packed lunch for day trip

14.00 Leisure time in hotel

17.30 Dinner

Sunday 25 February

07.30 Breakfast in Garden Restaurant

09.30 Bournemouth Oceanarium

13.00 Lunch in Garden Restaurant

Partners and Children (of the appropriate age) are welcome to join delegates in the business sessions but please notify us in advance.

Previous Winners

Collins Quaich

Presented to the YMP's by James W.H. Collins, Chairman of the YMP National Committee 1979-80. It is awarded by the National Chairman to an individual YMP who has made a major contribution to the YMP organisation during the previous year, or consistently over a period of years.

1987 Michael Angless
1988 David Mortimer
1989 Robert Hay
1990 Steve Dennis
1991 Stuart Dobbs
1992 Stephen Lee
1993 Bob Loach
1994 Paul O'Sullivan
1995 Timon Colegrove
1996 Robert Black
1997 Steve Ray
1998 Steve Greener
1999 Pippa Musgrove
2000 Michael Waterfall
2001 Andrew Denny
2002 Steve Young
2003 Andrew Tait
2004 Ann Drayton
2005 Tony Acton
2006 Daniel Lincoln

Alden Management Challenge Bowl

Presented to the YMP's by Robert O'Shea, Chairman of the YMP National Committee 1981-82. It is awarded annually by the National Chairman to the regional YMP group that has shown most endeavour in pursuing management development.

1987 Eastern Region
1988 South Eastern Region
1989 South Western Region
1990 North Western Region
1991 South Eastern Region
1992 North Eastern Region
1993 South Eastern Region
1994 Midland Region
1995 Eastern Region
1996 South Eastern Region
1997 South Eastern Region
1998 North Eastern Region
1999 North Eastern Region
2000 Eastern Region
2001 Eastern Region
2002 Eastern Region
2003 North Eastern Region

2004 Midland Region
2005 South Western Region
2006 Midland Region

W & G Baird Award

Presented to the YMP's by Robert J Black, Chairman of the YMP National Committee 1993-94. It is awarded by the National Chairman to the regional YMP group who have enrolled the highest number of new members in the previous year.

1994 Eastern Region
1995 South Western Region
1996 South Eastern Region
1997 South Eastern Region
1998 South Eastern Region
1999 North Eastern Region
2000 Eastern Region
2001 South Eastern Region
2002 South Eastern Region
2003 Midland Region
2004 North Eastern Region
2005 Midland Region
2006 Eastern Region

YMP Organisation Past National Chairmen

1929-1930 Eric Annandale
1930-1931 Rolf Unwin
1931-1932 Edmund Arnold
1932-1933 Edmund Arnold
1933-1934 P J W Kilpatrick
1934-1935 J H C Hubner
1935-1936 Maurice Brown
1936-1937 Jack Aspinall
1937-1938 Stuart Barrell
1938-1939 Eric Annandale
1946-1947 Alan Beaumont
1947-1948 J W Forsaith
1948-1949 P J Wright
1949-1950 Henry D Davy
1950-1951 M D Maclehose
1951-1952 S G G Clarke
1952-1953 Laurence Viney
1953-1954 A W Brown
1954-1955 J R Duncan
1955-1956 R Phillips
1956-1957 W F Cairns Smith
1957-1958 Jack Baylis
1958-1959 M G R Unwin
1959-1960 Peter Stephenson
1960-1961 J Michael Sheard
1961-1962 Arthur Fosh
1962-1963 David Hale

1963-1964 Michael Passmore
1964-1965 Stephen Easton
1965-1966 David Wilmer
1966-1967 Roy Bouch
1967-1968 John Robinson
1968-1969 Roderick Boyd
1969-1970 Anthony Fisher
1970-1971 Robert Black
1971-1972 Chris Hind
1972-1973 Sir Collin Harrison
1973-1974 Alexander Shand
1974-1975 Patrick Howitt
1975-1976 Nicholas Hutton
1976-1977 Simon Tennont
1977-1978 Nigel Wass
1978-1979 James Dawson
1979-1980 James Collins
1980-1981 Guthrie Pickering
1981-1982 Robert O'Shea
1982-1983 Paul Taylor
1983-1984 Richard Butler
1984-1985 Nigel Passmore
1985-1986 Peter Moss
1986-1987 Alan Colley
1987-1988 Robert Wilson
1988-1989 Stewart Mann
1989-1990 Bob Loach
1990-1991 Robert Hay
1991-1992 Paul O'Sullivan
1992-1993 Graham Hooper
1993-1994 Robert Black
1994-1995 Pippa Mustoe
1995-1996 Tim Matcham
1996-1997 Michael Waterfall
1997-1998 Brian Jelf
1998-1999 Ian Short
1999-2000 Andrew Harrison
2000-2001 Helen Baker
2001-2002 Simon O'Connor
2002-2003 Nick Turner
2003-2004 Peter Handcock
2004-2005 Andrew Denny
2005-2006 Andrew Denny



Venue

De Vere Royal Bath Hotel, Bournemouth



From the South:

From the M25, take junction 12 for M3 to Junction 13 following signs for the M27. Continue onto the A31, then follow A338 towards Bournemouth. At the first roundabout (you will see Asda and Bournemouth Train Station), turn left. This is a filter lane and will be signposted to the BEACHFRONT and PIER, continue and you will approach a second roundabout. Take the last exit right and you will come to a third roundabout. Take the third exit right heading towards the sea, continue to the end of the road where you will approach a fourth and final roundabout. Keep in the left lane marked with a sandcastle and follow this until you start going down Bath Hill. Follow the road to the bottom and The Royal Bath Hotel is on your left-hand side. Please drive up to the front door where the porters will greet you.

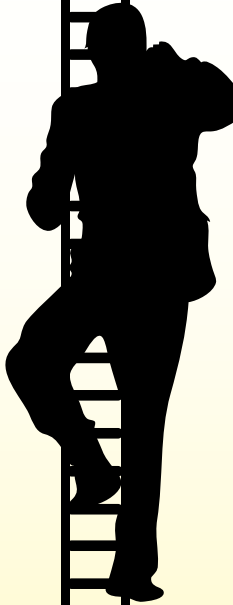
From the North:

From the M6 Southbound, then onto M42, join M40 Southbound until Junction 9 onto the A34. Follow the A34 until Junction 9 onto M3, then M27 and then continue into Bournemouth as above.



De Vere Royal Bath Hotel, Bath Road, Bournemouth, BH1 2EW
Telephone: 01202 555555 Fax: 01202 554158 Email: royal.bath@devere-hotels.com

www.royalbathhotel.com



YMP Annual Conference 2007



Friday 23rd – Sunday 25th February 2007

De Vere Royal Bath Hotel, Bournemouth

Fax Back Booking Form

I wish to book..... delegates (own rooms) for two nights @ £299

I wish to book..... delegates (sharing) for two nights @ £249

I wish to book..... partner places for two nights @ £190

I wish to book..... places for Sunday night bed & breakfast @ £65 single, £80 Double/Twin (+ Parking)

All prices are subject to VAT at 17.5%

I am not ready to book but please send further details to;

Your details:

Name / Company _____

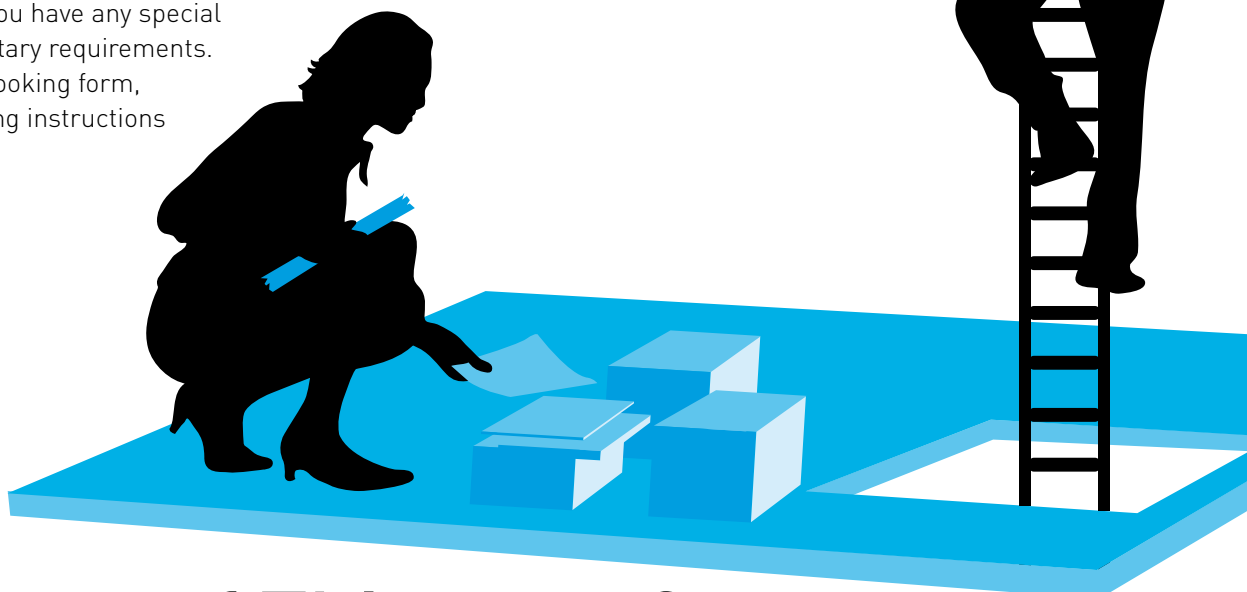
Address _____

Phone _____

E-mail _____

Fax back to 01676 526 034

Please let us know if you have any special accommodation or dietary requirements. Upon receipt of your booking form, confirmation and joining instructions will be sent to you.



The Shape of Things to Come

For further information please contact

Sammie Dell Ashby

British Printing Industries Federation, 2 Villier's Court, Meriden Business Park, Copse Drive, Coventry CV5 9RN, Tel : 01676 526040, E-mail: samantha.dell-ashby@bpif.org.uk

The YMP Organisation would like to thank all companies who have already pledged their support to the Printing Industry by becoming sponsors of this event.

Why is the 2007 Conference focused on Customer Service?

If you are reading this brochure and contemplating either sending someone on this weekend or attending yourself then you have found the first cure to resolving your customer service issues. Why? Because it means that you have started to recognise that maybe this is an area that has been undervalued in your organisation, however, you have never had the information to convince the finance manager that it is worth doing something about.

The DTI Competitiveness Study for the UK Print Industry, Print21, published in 2000 identified amongst other things that the sector needed to improve customer service standards and focus on added value services to reduce competitive dependence on print as a commodity product.

It is one thing to be told by a study that this is what the industry needs to do but quite another to have evidence from a comparative study of organisations to show the impact of customer service, benchmark these organisations and identify best practice. Let's face it; this is normally the question that is asked – what's in it for us?

Vision in Print and Print Yorkshire came together to conduct such a study and published their findings in 2006. The significant findings support the view that customer service is not a topic to be ignored and more specifically:

- The study identified seven distinct print sectors to compare, and each has its own Customer Service Excellence Profile
- There is evidence of a relationship between company size and profitability
- There is a direct correlation between customer service scores and profitability in every sector
- There is strong evidence to show that higher scores in Understanding Clients Requirements in all its guises lead to a better utilisation and thereby profitability
- Understanding Client Requirements, Building Relationships and Client Transaction Technology Infrastructure are the three key customer services attributes used by the industry to win market share and achieve a better level of profitability
- Companies with demanding clients have better customer service scores

With 4 out of the 6 key findings including the word profitability, now is the time to pick up the booking form and visit the finance manager. What is in it for you is the opportunity to gain first hand the tools, strategies and techniques to critically assess your companies approach to customer service and deliver the added value your company deserves the recognition for.

Supporting the YMP Organisation

The logo for Flint Group, featuring the word "Flint" in a bold, red, sans-serif font, followed by the word "Group" in a lighter, grey, sans-serif font.

Flint Group's printing ink business offers a wide range of inks for conventional and UV printing on a global basis. Regional operations provide local service throughout Europe, North America, Latin America, Asia, and India/Pacific. Our products span most market segments and applications. Our customers vary greatly in size and are located throughout the world. We offer narrow web inks through XSYS Print Solutions and digital products through Jetrion, LLC. Learn more about Flint Group printing inks in Asia, Europe, India/Pacific, Latin America, and North America.

Visit the website

www.flintgrp.com



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