



# GROUP DISCOUNT REGISTRATION FORM

**Call:** (+1) 408-493-5172  
(weekdays, 9:00am – 5:30pm PST)

**Fax to:** (+1) 408-493-5173

**Mail to:** ALG Associates  
12155 Mount Hamilton Road, Mount Hamilton, CA 95140. USA

<b>GROUP DISCOUNTED CONFERENCE REGISTRATION FEE</b> (Register FOUR people and SAVE 15% )	<b>On or Before 1/15/2010: \$3,723.00</b> <b>From 1/16/2010: \$4,403.00</b>
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**Registrant #1:**  
 NAME: Mr./Mrs./Ms. \_\_\_\_\_  
 TITLE: \_\_\_\_\_  
 COMPANY: \_\_\_\_\_  
 DIVISION/DEPT: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 CITY/STATE/ZIP: \_\_\_\_\_ COUNTRY: \_\_\_\_\_  
 PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_  
 E-MAIL: \_\_\_\_\_

**Please Check All Appropriate Boxes**

*PRE-CONFERENCE WORKSHOPS: March 2<sup>nd</sup> 2010*  
**Register For 2 Workshops And Receive 25% Discount!! (Applies to Workshops Only.)**

- 9:00am – 12:00pm:*
- |  |       |                          |
|--|-------|--------------------------|
| <b>COLLECTION AND ANALYSIS OF WARRANTY DATA</b>        | \$375 | <input type="checkbox"/> |
| <b>DESIGNING A SUCCESSFUL SERVICE CONTRACT PROGRAM</b> | \$375 | <input type="checkbox"/> |
- 1:00pm – 4:00pm:*
- |   |       |                          |
|---|-------|--------------------------|
| <b>FRAUD DETECTION &amp; QUALITY ENHANCEMENT VIA TEXT &amp; DATA MINING</b>   | \$375 | <input type="checkbox"/> |
| <b>FROM STUMBLING BLOCK TO STEPPING STONE: ACCELERATED WARRANTY TRANSFORMATION UTILIZING WARRANTY VALUE ENGINEERING</b> | \$375 | <input type="checkbox"/> |

**Networking Opportunities:**  
 Will you attend the Welcome Reception Drinks on the evening of Tuesday, March 2<sup>nd</sup> 2010 and the Networking Cocktail Evening on the evening of Wednesday, March 3<sup>rd</sup> 2010?

YES  NO

**Contact:**

ALG Associates LLC is committed to protecting your personal information. Sponsors may wish to contact you with details of promotional offers. Please indicate whether you agree for your contact details to be released to Sponsors exclusively, and how you wish to be contacted:

YES  NO  BY MAIL  BY e-MAIL  BY TELEPHONE

**Registrant #2:**

NAME: **Mr./Mrs./Ms.** \_\_\_\_\_

TITLE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

DIVISION/DEPT: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

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*9:00am – 12:00pm:*

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**DESIGNING A SUCCESSFUL SERVICE CONTRACT PROGRAM** \$375

*1:00pm – 4:00pm:*

**FRAUD DETECTION & QUALITY ENHANCEMENT VIA TEXT & DATA MINING** \$375

**FROM STUMBLING BLOCK TO STEPPING STONE: ACCELERATED WARRANTY TRANSFORMATION UTILIZING WARRANTY VALUE ENGINEERING** \$375

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**Registrant #3:**NAME: **Mr./Mrs./Ms.** \_\_\_\_\_

TITLE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

DIVISION/DEPT: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

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YES  NO BY MAIL BY e-MAIL BY TELEPHONE **Registrant #4:**NAME: **Mr./Mrs./Ms.** \_\_\_\_\_

TITLE: \_\_\_\_\_

COMPANY: \_\_\_\_\_

DIVISION/DEPT: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/STATE/ZIP: \_\_\_\_\_ COUNTRY: \_\_\_\_\_

PHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

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YES  NO  BY MAIL  BY e-MAIL  BY TELEPHONE

**Payment Information:**

Check enclosed, payable to ALG Associates, LLC.  
Mail to: 12155 Mount Hamilton Road, Mount Hamilton, CA 95140. USA  
 Please bill my company. Purchase Order No: \_\_\_\_\_  
 Please bill my  VISA  MasterCard  AMEX

CARD NO: \_\_\_\_\_  
EXP. DATE: \_\_\_\_\_ CARD VERIFICATION NUMBER \*: \_\_\_\_\_  
NAME AS IT APPEARS ON CARD: \_\_\_\_\_  
BILLING ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

\* CARD VERIFICATION NUMBER – additional 3 digits printed on the back of Visa & Mastercard or 4 digits printed on front of American Express cards.

Payment Policy:

Registration is not complete until full payment has been received. Payments not received by March 2<sup>nd</sup> 2010 will result in no admittance of the person(s) to the conference and workshops. Payment may be made by Check, Visa, MasterCard or American Express with the submission of a completed registration form. A processing fee of \$25 will be charged for returned checks and the registration will be cancelled automatically. Substitutions for registered attendees may be made at any time by contacting the WCM Registrar at [registration@algassociates.com](mailto:registration@algassociates.com).

Refund Policy:

A processing fee of \$100 will be charged for cancellations made on or before 31<sup>st</sup> January 2010. There will be no refunds for cancellations from 1<sup>st</sup> February 2010, although substitutions will be permitted. Refunds will not be provided for registrants who do not attend the conference. Notice of cancellation must be made via e-mail to [cancellations@algassociates.com](mailto:cancellations@algassociates.com). A cancellation acknowledgement will be sent within 3 working days and fees refunded within 10 working days.

\* Please note that circumstances beyond the control of the conference organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. Therefore, ALG Associates reserves the right to alter or modify the advertised speakers and/or topics if necessary. Any substitutions or alterations will be updated on the conference website as soon as possible.

I have read, understand and hereby agree to the terms of registration.

NAME: \_\_\_\_\_

CARDHOLDER'S SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

Where did you hear about the Conference?

- Warranty Week       Email from ALG Associates       Web Search
- Referral from another organization (please specify) .....
- Word-of-Mouth (please specify) .....
- Other (please specify) .....

**Questions for Panel Discussions:**

This year, THREE panels of distinguished Warranty Professionals and Business Executives will discuss a variety of issues including leveraging warranty to improve sales and customer satisfaction; competitive advantage and revenue benefits of customer self-repair, design for self-repair and warranty management operations; and warranty management in a changing global economic environment. If you have a question or comment which you would like the Panels to address, please provide us with those details in the relevant sections below. (Please note: Due to timing constraints, we cannot guarantee that your question or comment will be addressed by the Panels.)

**DISCUSSION 1: WARRANTY MARKETING – LEVERAGING WARRANTY TO IMPROVE SALES AND CUSTOMER SATISFACTION**

**QUESTION / COMMENT:**

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**DISCUSSION 2: COMPETITIVE ADVANTAGE AND REVENUE BENEFITS OF CUSTOMER SELF-REPAIR, DESIGN FOR SELF-REPAIR AND WARRANTY MANAGEMENT OPERATIONS**

**QUESTION / COMMENT:**

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**DISCUSSION 3: WARRANTY MANAGEMENT IN A CHANGING GLOBAL ECONOMIC ENVIRONMENT**

**QUESTION / COMMENT:**

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