

**ARMA Swiss Chapter  
General Assembly & Annual Conference  
9th November 2012  
Baden**

**Business Value & Key Performance Indicators for  
Records Management Programs**

Location: Baden, Spedition (Restaurant & Seminars), 1st floor  
Address: Bruggerstr. 37 , Im Merkker Areal (site map attached)  
5400 Baden  
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**Agenda:**

**Morning (statutory part)**

**10.30 – 12.00 General Assembly of the Swiss Chapter of ARMA**

- Agenda according to invitation

**12.00 - 13.00 Lunch (groundfloor) sponsored by RSD**

## Conference Program Afternoon (public)

The Conference is sponsored by InfoCentric

- 13.30**            **Welcome & Introduction**  
                      – *Jürg Hagmann (President of ARMA Swiss Chapter)*
- 13.40**            **Business value of the future workplace - Context and content**  
                      – *Stephan Schillerwein (InfoCentric Baden)*
- 14.30**            **Measuring RIM program success based on GARP®**  
                      – *Joseph Elliott (Oyster Consulting UK)*
- 15.15**            **Break coffee**
- 15.45**            **Metrics for RIM Operations (Use Case Baloise)**  
                      – *Patrick Jermann (Baloise Insurance, Basel)*
- 16.30**            **Wrap-up and closing**
- 17.00**            **Apero**

**Registration:** go to this link: : <http://arma.proxymit.net>

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