

**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  
+41-56-2826000  
info@spedition-baden.ch

**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

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|--------------|---|
| <b>13.30</b> | <b>Welcome &amp; Introduction</b><br>– <i>Jürg Hagmann (President of ARMA Swiss Chapter)</i>                      |
| <b>13.35</b> | <b>Slots of the sponsors</b><br>– <i>P. van Beneden (RSD)</i><br>– <i>M.Maret (infocentricresearch)</i>           |
| <b>13.55</b> | <b>Business value of the future workplace - Context and content</b><br>– <i>Armand Martin (InfoCentric Baden)</i> |
| <b>14.40</b> | <b>Measuring RIM program success based on GARP®</b><br>– <i>Joseph Elliott (Oyster Consulting UK)</i>             |
| <b>15.20</b> | <b>Break coffee</b>   |
| <b>15.50</b> | <b>Metrics for RIM Operations (Use Case Baloise)</b><br>– <i>Patrick Jermann (Baloise Insurance, Basel)</i>       |
| <b>16.30</b> | <b>Wrap-up and closing</b>  |
| <b>17.00</b> | <b>Apero</b>  |

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

Contact J.Hagmann: +41-78-7897256

## How to find the venue

**Way from Main station Baden to Spedition:**

Exit Station Baden West  
Follow the line;  
there is a subway below Bruggerstr.

5 Min. walk

