



NATIONAL MINORITY ENTERPRISE DEVELOPMENT WEEK

SEPTEMBER 3-5, 2008
OMNI SHOREHAM HOTEL • WASHINGTON, D.C.

"THE POWER OF STRATEGIC ALLIANCES IN THE GLOBAL ECONOMY"



Customer Relationship Management Initiative

Calvert Room (near the main lobby)

Thursday, September 4th

3:00 – 4:00 pm

Topic

CRMI Overview, Progress and Next Steps

The CRM Business Process Reengineering
Overview

Questions and Answers and Wrap Up

Speaker

Yolanda Whitley, CIO, MBDA

Anne Kelly
Federal Consulting Group

Yolanda Whitley

U.S. DEPARTMENT OF COMMERCE



MINORITY BUSINESS DEVELOPMENT AGENCY