



2009 Business Excellence Global Conference

* 2 to 5 November 2009 *

* Shangri-La Hotel, Singapore *

Key Speakers include:

Dr H James Harrington
Chairman, Harrington Institute, USA

Mr Tan Pheng Hock
President & CEO, ST Engineering Ltd, Singapore

Mr Khoo Boon Hui,
Commissioner,
Singapore Police Force

Mr Chad Kymal
Chairman, Omnex Inc., USA

Mr Davaadash Chultem
CEO, Newtel LLC, Mongolia

Mr Nick Heath
General Manager, Hobart City Council,
Australia

Mr Lars Aagaard
Group Executive Vice President, Grundfos
Management A/S, Denmark

Mr Rituraj Shah,
Vice President (TQM/HR)
Thai Acrylic Fibre, Thailand

Mr NK Sharan
General Manager,
Tata Quality Management Services
Tata Group, India

Prof Mak Yuen Teen
National University of Singapore
Business School, Singapore

Mr Jorge Roman
Business Project Director,
IEDE Business School, Chile

Mr Ronald Dalderup
Innovation Catalyst, NBDA Asia, Singapore

Ms Esther An
Deputy General Manager (Corporate Affairs)
& Head CSR, City Developments Ltd, Singapore

Dr. Robin Mann
Director, Centre for Organisational Excellence,
Massey University, New Zealand

Learn Best Practices from the global experts in Business Excellence

Why Attend

The conference provides you with a unique opportunity for a global perspective on best practices in Business Excellence.

Providing this perspective are leaders from premier business excellence initiatives, award winners from around the globe and subject experts.

They will share insights that will help organisations grow in a challenging environment.

Who should attend

- . CEOs & Senior Management
- . Business Excellence Practitioners
- . Business Excellence Consultants

How much does it cost

SGD 800 nett per participant for the two day conference.

SGD 90 nett per participant for the Learning Journeys to Singapore Business Excellence Award Winners.

Sign up by 30 Sept 09 and save \$100 ! Pay only \$700 nett per participant for the two day conference.

For more information

Please visit <http://www.beconference.com.sg>

When to sign up

Register by 15 October 09 at <http://www.beconference.com.sg> as places are limited.

For more information on this event, please call +65 6279 3811 or e-mail beevent@spring.gov.sg

Business Excellence Global Conference

Tentative Programme*

2 November 2009			
4.00 pm – 6.00 pm	Registration for International Participants		
3 November 2009			
8.00 am – 9.00 am	Registration and Light Refreshments		
9.00 am – 9.15 am	Address by Guest of Honour		
9.15 am -10.30 am	<p>“Total Improvement Management: The Next Breakthrough Technology”</p> <p>Dr H James Harrington, Chairman, Harrington Institute, USA</p>		
10.30 am – 11.00 am	Tea Break		
11.00 am – 12.30 pm	Panel Discussion on “ Business Excellence - The Asian Perspective ”, involving leaders of national or regional Business Excellence initiatives from Japan, India, Singapore, Thailand and Asian Productivity Organisation		
12.30 pm – 2.00 pm	Lunch		
	Concurrent Tracks		
	Track A	Track B	Track C
2.00 pm – 3.00pm	Presentation by Singapore Quality Award Winner	<p>“Success & Sustainability”</p> <p>Mr Nick Heath, General Manager, Hobart City Council, Australia 2008 Australian Business Excellence Award Winner</p>	Presentation by Japan Quality Award Winner
3.00 pm – 4.00 pm	<p>“International Trends in Corporate Governance and the Impact of Globalisation”</p> <p>A/P Mak Yuen Teen, National University of Singapore Business School</p>	<p>“Profiting from a Downturn Using Operational Excellence and Enterprise Quality”</p> <p>Mr Chad Kymal, Chairman Omnex Inc, USA</p>	<p>“Benchmarking – THE EASY WAY”</p> <p>Dr. Robin Mann, Director Centre for Organisational Excellence, Massey University, New Zealand</p>

4.00 pm – 4.45 pm	Tea Break
4.45 pm – 6.15 pm	<p>Panel Discussion on “Leveraging on the Business Excellence Model for Organisational Success”</p> <p>Panelists:</p> <ul style="list-style-type: none"> • Mr Lars Aagaard, Group Executive Vice President, Grundfos Management A/S, Denmark, <i>EFQM Excellence Award Winner</i> • Mr NK Sharan, General Manger, Tata Quality Management Systems, Tata Group, India, <i>CII-Exim Bank Award for Business Excellence Winner</i> • <i>Malcolm Baldrige Award Winner from United States</i>
6.15 pm - 6.45pm	Networking

4 November 2009			
8.30 am – 9.00 am	Light Refreshments		
9.00 am- 10.30 am	Panel Discussion on “Addressing the Opportunities & Challenges in Business Excellence” involving leaders of national or regional Business Excellence initiatives from US, Europe, Australia and South America		
10.30 am – 11.00 am	Tea Break		
11.00 am – 1230 am	<p>Panel Discussion on “Achieving and Sustaining World-Class Excellence - Leadership in Action” involving CEOs from Singapore Quality Award with Special Commendation Winners</p> <p>Panelist:</p> <ul style="list-style-type: none"> • Mr. Tan Pheng Hock, President & CEO, ST Engineering Ltd • Mr. Khoo Boon Hui, Commissioner, Singapore Police Force 		
12.30 pm – 2.00 pm	Lunch		
2.00 pm - 3.00 pm	Concurrent Tracks		
	Track D	Track E	Track F
	<p>Presentation by Thailand Quality Award Winner</p> <p>Mr Rituraj Shah, Vice President (TQM/HR) Thai Acrylic Fibre, Thailand <i>1st Thailand Quality Award Winner</i></p>	<p>“Organisation Excellence in Chile”</p> <p>Mr Jorge Roman, Business Project Director IEDE Business School Santiago-Chile</p>	<p>“Translating Service Vision into Action – NTC Experience”</p> <p>Mr Davaadash Chultem, Chief Executive Officer, Newtel LLC, Mongolia <i>2008 Japan CRM Association Best Practice Award winner</i></p>

3.00 pm – 4.15 pm	<i>“The Impossible Dream”</i>	<i>“Embracing CSR for Business Excellence”</i>	Presentation on Service Innovation
	Dr H James Harrington, Chairman, Harrington Institute, USA	Ms Esther An, Deputy General Manager (Corporate Affairs) & Head, CSR City Developments Ltd, Singapore	Mr Ronald Dalderup, Co-founder and Innovation Catalyst, NBDA Asia, Singapore

5 November 2009	
9.00 am – 2.00 pm	Learning Journeys to Singapore Business Excellence Award Winners

*Subject to change.

Learning Journeys to Singapore Business Excellence Award Winners

Tentative Programme*

Time	Activity
9.00 am - 9.30 am	Overview on Business Excellence Initiative in Singapore and Learning Journeys by SPRING Singapore at Shangri-La Hotel
9.30 am	Depart for Host Organisation
10.00 am - 11.00 am	Introduction and Presentation on Business Excellence Journey by Host Organisation (including Q & A)
11.00 am - 11.15 am	Refreshment Break
11.15 am - 12.00 noon	Presentation by Invited Speaker from another Business Excellence Award Winner in Singapore (including Q & A)
12.00 noon - 12.40 pm	Site Tour
12.40pm	Depart for Lunch (by SPRING Singapore)
1.00 pm – 2.00 pm	Lunch & End of Programme

*Subject to change.