

Calling all professionals - up your business ante in Queenstown!

[NZOQ learn share grow Conference 2008](#), Queenstown, 22-24 October

Press release, New Zealand Organisation for Quality, 13-Aug-08:
Business managers keen to accelerate performance and sharpen their competitive edge have a crash-course opportunity to learn from the world's best. Preceding the NZOQ learn-share-grow Quality conference in Queenstown will be an intensive two-day workshop on competitive benchmarking. Early bird [registrations](#) for both the workshop and conference close 25 August.

The special workshop entitled 'How to Implement Benchmarking Well for Competitive Advantage and Excellent Customer Service' will run 20-21 October in association with the NZ Organisation for Quality (NZOQ) and learn-share-grow 2008 which runs 22-24 October.

"Benchmarking is not just about comparing performance results - it is about closing performance gaps," says NZOQ Development Director Michael Voss. "This workshop will attract professionals keen to ramp up their organisation's practices, enhance customer service and improve competitive advantage. Participants will learn what to do and what not to do via real-life case studies and interactive simulations."

With the conference speaker programme now confirmed and on the [NZOQ website](#), interest is heating up with a number of registrations coming in from delegates in the Asia Pacific region and beyond.

"The combined workshop and conference is a high-value opportunity for people to learn how they can maximise business performance while networking with likeminded others," says Voss.

As a CarboNZero certified event, organisers and delegates of the NZOQ learn share grow Conference will be encouraged to minimise their carbon footprint by reducing, reusing and recycling as much as possible. For example, USB's donated by Resene will be provided to delegates with conference data pre-installed to save on printed material. Presentations, communications and other documentation will be emailed or accessible online instead of being printed and posted. Other programme documentation will be printed on recycled paper, and so on. To find out how to minimise your carbon footprint see this [GreenChecklist](#).

About the NZ Organisation for Quality (NZOQ)

NZOQ is a non-profit, professional society dedicated to providing leadership in the adoption of the principles of quality management and best practice in New Zealand. Since 1977, NZOQ has provided leadership in the advancement of quality management and best



NZIM
NZ INSTITUTE OF MANAGEMENT



business practices. NZOQ's strength is in the diversity of its members, whose skills and experience span the spectrum of New Zealand industry sectors. NZOQ supports its members through networking, information sharing and training initiatives. To register online for the workshop and learn-share-grow 2008, visit www.nzooq.org.nz

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NZOQ learn-share-grow 2008 Speaker Programme



Keynote speakers

Last name	First name	Company	Paper title
Benjamin	Sarah	Sensei, Vanguard Consulting Ltd, UK	Systems Thinking for Service Organisations
Hemburrow	Paul	New Zealand Aluminium Smelters	
Jahnke	Roland K	Deutsche Post World Net. Germany	Sustainability - Facing the challenges of global logistics.
MacPherson	Malcolm	Central Otago District Council	Case study of Lean-intervention in a New Zealand Local government
O'Reilly	Phil	Business NZ	
Woodhead	Karl	Commander, RNZN Director Naval Excellence	In Pursuit of Excellence



Concurrent speakers

Abraham	Brett		New Greenhouse Gas Scheme - based on ISO 14064 and ISO 14065
Absalom	Graeme	G Absalom & Assoc Ltd	Set up time Reduction
Benc	Anton	Managing Partner, Benchmarking Partnerships, Australia	An International Best Practice Benchmarking
Campbell-Allen	Nicola	School of Engineering & Advanced Technology	Undergraduates in the real world: from theory to practice.
Cheng	Bernie	Auckland University of Technology	Sustainability Management Systems - a companion to or a superset of the Quality Systems?
Galloway	James		Inside JAS-ANZ
Grigg	Nigel	Senior Lecturer in Quality & Industrial Statistics, Massey University	Is Six Sigma appropriate to NZ organisations?
Hopper	Megan	Director, Vector Consulting	Business Continuity Management in the Health Sector
Guthrie	Kevin	Quality Manager, The Honey Company	A quality guide to Total Mismanagement - a quality adherents nightmare
Harris	Mike	Quality Manager, Maunsell Australia New Zealand Asia Middle East	Implementing a Project Management System
Hayes	Colin	Chief executive Officer, FRAMEWORK NZ	Quality Challenges in the Not for Profit Sector
Hercocck	Peter	Director, Monaco Business Services	How to avoid assumptions that make an "ass-out-of-u-and-me".



Jennings	John	Director, new Zealand Universities Academic Audit Unit	How can repeated external audit continue to add value?
Jochem	Ing Roland	Chair, Quality Management University of Kassel	Quality Management Benchmarking - FDA Compliance in Pharmaceutical Industry - A case study
Klenner	Paul	Manager, Technical Projects, Quality Methanex NZ Ltd	Document Awareness - A strategy that works for all staff
Lewis	Nick	Celsius Ltd	How real people are taking direct action against global warming...even your own employees!
Mann	Robin	COER	Best practice benchmarking
Olan	Ian	Kaizen Implementation Partner, Bank of New Zealand	Kaizen implementation in financial processes within the banking industry
Parr	John	Business Flow	Critical Chan Management (Theory of Constraints Application)
Pennisi	Mario	AOQ Queensland Australia	Can Lean Six Sigma improve productivity in NZ organisations?
Reed	Chris	CI Manager, Technical Operations Air New Zealand	Achieving engagement when deploying a continuous improvement programme
Roodt	Jan	Quality & Academic Unit, Waikato Instit	WinQual: Our Excellence Framework
Smith	Ann	carboNZero Programme, Landcare	The carboNZero Programme: a new business climate
Sperath	Ceillhe	Business Co-ordinates	Practical Approach to Implementing an Integrated Business Framework and Intranet Upgrade at the Coalface
Stratford	Narelle	Director, Live Life 2 the Max!	Be an Attractive Leader or Manager

