

4th Business Excellence Global Conference

*** 19 to 20 November 2012 ***

Resorts World Convention Centre, Compass Ballroom - West



About the....

Business Excellence Initiative

The Business Excellence (BE) initiative administered by SPRING Singapore was launched to help organisations strengthen their management systems and processes for high performance through adopting the business excellence framework. This framework is based on an internationally comparable model for managing an enterprise for excellence. It helps organisations know where they are on the excellence journey and what they need to do to achieve a higher level of performance. In Singapore, the framework is used by many organisations, from government agencies to home-grown small businesses.



Sustaining Productivity Breakthrough for Global Competitiveness

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Key Speakers include:

Mr. Richard (Rick) Norling,
Retired CEO, Premier, Inc, USA,
Malcom Baldrige Quality Award Winner

Dr Andreas Wendt
Managing Director,
BMW Plant in Regensburg (Germany),
EFQM Award Finalist

Mr Graham Giannini,
Director of Operations, Asia Pacific,
Computershare Limited,
Australian Business Excellence Award
Winner

Mr Naris Cheykin
Senior Executive Vice President & CFO,
Central Pattana Public Co. Ltd,
Thailand Quality Class Award Winner

Mr Takeo Shimazu
Managing Director,
Brother International Pte Ltd Singapore

Mr Sidat Senanayake
Market Development Director
General Electric (GE), Singapore

Mr Khoo Boon Hui,
Member of the SQA Governing Council
& Senior Deputy Secretary,
Ministry of Home Affairs

Mr Tan Siong Thye
Chief District Judge,
Subordinate Courts

Mr Brian Tan,
Director of Quality,
Fairmont Singapore &
Swissotel the Stamford

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 (BE).

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 500 nett for one day of conference and SGD 800 nett per participant for two days of conference.

Sign up by 8 Nov and enjoy the discounted rate of SGD 450 nett for one day of conference.

Fees include lunch and teabreaks.

For more information on Business Excellence

Please visit <http://www.spring.gov.sg/be>

For more information on this event, please call #65 6279 3729 or e-mail be@spring.gov.sg

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19 November 2012

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*Programme (Day 1)

Time	Activity	
8.15am	REGISTRATION	
	CONCURRENT TRACK A:	CONCURRENT TRACK B:
9.00 am	A1: What Lean Can Achieve - The Porsche Example Mr Gregor Grandl & Dr Heiko Rauscher Principal Porsche Consulting GmbH	B1 : Leadership Commitment & Renewal for Sustainable Growth Mr Sidat Senanayake Market Development Director General Electric (GE), Singapore
10.15 am	Tea Break	
10.45 am	A2 : Leading Across Cultures Mr Rajeev Peshawaria, Author of "Too Many Bosses, Too Few Leaders" (Simon & Schuster 2011)	B2 : Benchmarking for Business Success Mr Naris Cheyklin, Senior Executive Vice President & CFO, Central Pattana Public Co. Ltd (Retail Store) & Thailand Quality Class Award winner
12.00 nn	LUNCH	
1.30 pm	Commencement of Afternoon Programme	
1.45 pm	Address Professor Cham Tao Soon, Chairman, Singapore Quality Award (SQA) Governing Council	
2.00 pm	Recognition Ceremony for Business Excellence Certified Organisations (Plaques Presentation)	
2.30 pm	Global Practices of Corporate Social Responsibility Mr Richard A. Norling, Retired CEO of Premier, Inc, Malcom Baldrige National Quality Award Winner	
3.30 pm	TEA RECEPTION	
4.00 pm	Panel Discussion on "Driving Business Excellence for Higher Productivity and Desired Results" Panelists : <ul style="list-style-type: none"> • Mr Naris Cheyklin, Senior Executive Vice President & CFO, Central Pattana Public Co. Ltd (Retail Store) & Thailand Quality Class Award winner • Mr Richard A. Norling, Retired CEO of Premier, Inc, Malcom Baldrige National Quality Award Winner • Mr Khoo Boon Hui, Deputy Chairman of the SQA Governing Council & Senior Deputy Secretary, Ministry of Home Affairs • Mrs Teng Soon Lang, Executive Vice President and Group Head, Quality & Service Excellence Division, OCBC Bank 	
5.30 pm	END	

*Programme subject to change

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*Programme (Day 2)

Time	Activity
8.15am	REGISTRATION
	CONCURRENT TRACK C:
	CONCURRENT TRACK D:
9.00 am	C1. Knowledge Management in a Business Excellence Journey Mr Graham Giannini, Director of Operations, Asia Pacific, Computershare Limited & Australian Business Excellence Award Winner
	D1. Service Productivity Mr Brian Tan, Director of Quality, Fairmont Singapore & Swissotel the Stamford
10.00 am	TEA RECEPTION
10.30 am	C2. Coaching for Higher Performance Dr Lee Tsao Yuan, Coach Practice Leader, Capelle Consulting
	D2. Customer Experience Radar Mr Michiel van Selm, Director, Financial Services Industry Practice, PricewaterhouseCoopers LLP
11.45 am	LUNCH
1.30 pm	Productivity through Innovation & Co-creation with Customers Ms Janet Ang, Managing Director, IBM Singapore
2.15 pm	Sustainable economic success through people - a holistic approach based on the EFQM Model Dr Andreas Wendt, Managing Director, BMW plant in Regensburg (Germany) & EFQM Award Finalist
3.00 pm	TEA RECEPTION
3.30 pm	Panel Discussion on “Co-creation for Higher Productivity” Panellists: <ul style="list-style-type: none">Mr Graham Giannini, Director of Operations, Asia Pacific, Computershare Limited & Australian Business Excellence Award winnerDr Andreas Wendt, Managing Director, BMW plant in Regensburg (Germany) & EFQM Award FinalistMr Takeo Shimazu, Managing Director, Brother International Singapore Pte LtdMr Tan Siong Thye, Chief District Judge, Subordinate Courts
4.30 pm	End of Day

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8.30a.m. – 5.30p.m.

REGISTRATION FORM

To: The Business Excellence Secretariat (Fax: 6659 0642 or 6659 0645)

Name of Staff	Designation	Email Address	Dates (Please Tick One Day or Both Days)		Meal Preference (Please tick)		
			19 Nov	20 Nov	International	Vegetarian	Muslim
1.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Please attach additional sheets of paper if you are registering more than 6 staff.

Organisation Details

Name of Organisation:	
Address:	
Contact Person:	Designation:
[For Public Sector Organisation Only] Sub-BU Code*	
Tel:	Email:
Fax:	

*Please check with your Finance Department on the Sub-BU(Business Unit) Code.

Conference Fees

Package	1 Day Conference	2 Days Conference
Standard Price	SGD \$ 500 nett	SGD \$ 1000 nett
Discounted Price for :		
a) Attending both days		SGD \$800 nett
b) Early discount booking before 8 Nov		
c) With 6 to 9 staff attending	SGD \$450 nett	SGD \$800 nett
d) With 10 and more staff attending	SGD \$350 nett	SGD \$700 nett

Payment Details

Payment must be made prior to commencement. Please do not send cash by post. Registration is accepted and confirmed only upon receipt of the registration form and payment. In the event that a withdrawal is made after registration, no refund will be granted. However, a replacement is allowed.

<p>All cheques should be crossed and made payable to the "SPRING Singapore". No invoice will be issued. A tax receipt will be issued upon clearance of cheque.</p> <p>Please indicate that payment is for the '4th Business Excellence Global Conference' at the back of the cheque. The registration form, together with the payment, is to be sent to:</p> <p>Business Excellence Secretariat SPRING Singapore, 1 Fusionopolis Walk #01-02 South Tower, Solaris Singapore 138628</p>	<p>All GIRO payment to be made to:</p> <p>Bank: The Development Bank of Singapore (DBS)</p> <p>Bank Address : DBS (Great World City Branch) 1 Kim Seng Promenade #02-32 Singapore 237994</p> <p>Account No. : 032-001110-1</p> <p>Bank Code : 7171</p> <p>Branch No. : 032</p> <p>GST Reg No. : MB-8100440-9</p>
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