

INTERNATIONAL QUALITY CONFERENCE



PHILIPPINE
SOCIETY FOR
QUALITY, INC



Hosted by the Philippine Society for Quality, Inc.
In Collaboration with Asia Pacific Quality Organization
And the Global Benchmarking Network

23rd Asia Pacific Quality Conference
29th PSQ National Quality Forum
11th International Benchmarking Conference

“Quality Transformation in the Digital World”

OCTOBER 22-25, 2017

It will be held at the newest, grandest and most exciting integrated resort destination
in Asia, which is set to become the **PHILIPPINES**' foremost iconic landmark



It's more fun in the
Philippines



This is not a campaign. It's the truth!



**ARE YOU
future
READY?**

Mabuhay Colleagues!

Buoyed by the various disruption in the way business leaders operate their organizations and fuelled by the pragmatic approaches in achieving strategic objectives, leading and managing across fast-changing and highly intelligent customers with divergent demands necessitates a more rapid, agile way in adapting to its environment than ever before. This pushes organizations across economies of the world to develop highly flexible business models that generate high impact results, challenging the traditional schools of thought.

Digitalization. Artificial intelligence (AI). Robotic process automation (RPA). Augmented reality. Internet of things (IoT). These are some of the buzzwords revolving around the quality realm that continuously post threats and opportunities. In the prediction released by Gartner in 2016, “by 2018, more than 3 million workers will be supervised by a ‘robo-boss’” and “45% of the fastest growing companies will have fewer employees than instances of smart machines.” How can organizations thrive in these constantly changing conditions? How can they foster quality and process transformation through digitalization, taking into account that most of the business problems are still solved through the traditional kaizen, lean, six sigma, and the like?

In response to this challenge, the Philippine Society for Quality, Inc. (PSQ), the Asia Pacific Quality Organization (APQO) and the Global Benchmarking Network (GBN) are presenting this year’s International Quality Conference, with its theme “Quality Transformation in the Digital World.” We are bringing with you sought-after Quality leaders and experts from around the globe, highlighting successful case studies, insightful application of the new methodologies and techniques, interactive discussion groups and topical workshops. These learning contents were strategically and properly selected so that delegates can gain more takeaways that can be clearly operationalized in their business landscape.

This is truly an opportunity you cannot miss if you want to take a leap into the future with your strategy and execution. We look forward to meeting you in this exciting event in October 2017!

Dr. Rey B. Fremista

Chairman, International Quality Conference
VP Internal, Philippine Society for Quality, Inc.

Corazon C. Tan

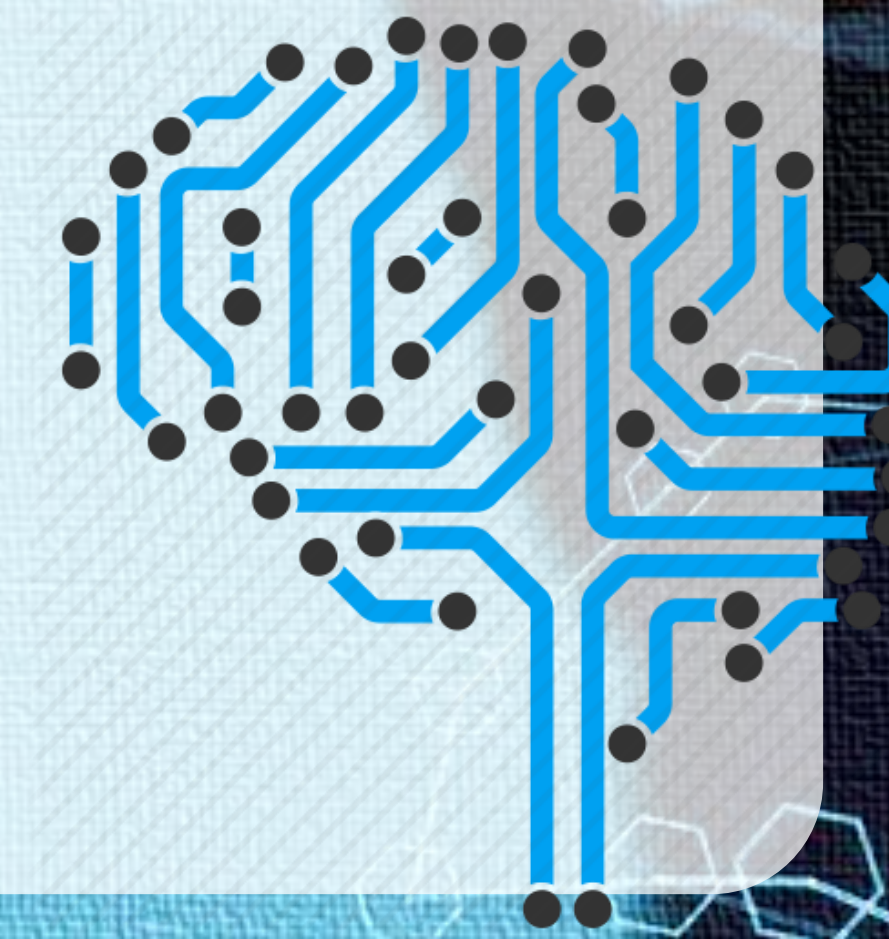
President, Philippine Society for Quality, Inc.
VP Finance, Asia Pacific Quality Organization

Harnek Singh

President, Asia Pacific Quality Organization

Dr. Robin Mann

Chairman, Global Benchmarking Network



“by 2018, more than 3 million workers will be supervised by a ‘robo-boss.’”

Gartner in 2016



“45% of the fastest growing companies will have fewer employees than instances of smart machines.”

Gartner in 2016



PROGRAMME

**“Quality Transformation
in the Digital World”**

22

OCTOBER
SUNDAY

Pre-Conference

Golden Ballroom
Meeting Room 1

23

OCTOBER
MONDAY

Conference Day 1

Grand Ballroom

24

OCTOBER
TUESDAY

Conference Day 2


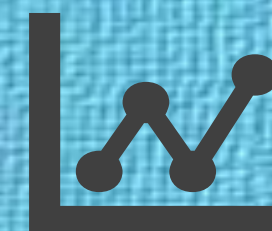


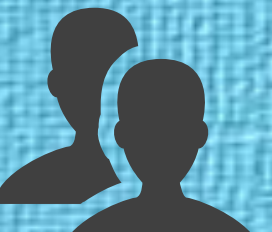
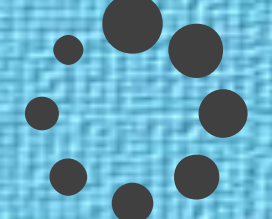
Golden Ballroom

25

OCTOBER
WEDNESDAY

Post-Conference

Golden Ballroom

-  **Quality: Then & Now**
-  **Global Benchmarking & Best Practices**
-  **The Age Big Data & Artificial Intelligence**
-  **The Rise of the Bots**
-  **Leadership Shift**
-  **Organizational Excellence in the Digital Transformation Age**

**“Quality Transformation
in the Digital World”**

2022

OCTOBER

SUNDAY

Pre-Conference

Golden Ballroom
Meeting Room 1

0700 - 1400

GBN Core Council Meeting

1400 - 1800

APQO Core Council Meeting

1930 - 2200

APQO-PSQ-GBN Core Council Dinner

0800 - 0900

Registration

0900 - 0910

Welcome Address

**Harnek Singh, President, Asia Pacific Quality Organization
Corazon C. Tan, President, Philippine Society for Quality, Inc.**

0910 - 0930

Keynote Speech

Senator Paolo Benigno 'Bam' Aquino IV

Senator, Philippine Senate

**Deputy Minority Leader and Chairman of the
Committee on Science and Technology of the 17th
Congress of the Philippines**

0930 - 0945

Morning Refreshment Break

ACE
Competition

23
OCTOBER
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Conference Day 1
Grand Ballroom

QUALITY: THEN & NOW

0945 - 1035

**Using Data to Sweat Your Assets:
Powerful Tools for Productivity Maintenance**
Ming Dong, Technical Training Specialist Minitab Pty Ltd

PANEL DISCUSSION

1035 - 1130

Quality Transformation through Generations
Moderator : Harnek Singh, President, Asia Pacific Quality
Organization

Panelists

Raymond Yulo, MBB, Process Excellence Manager, Google
Mary Anne A. Concio, MBB, Founder/CEO, Powerhouse
Development & Coaching Academy Inc.

Panelist 3 – Invited

1130 - 1220

Rising Economic Power of Quality
Dr. Patricia C. La Londe, ASQ Past Chair, Board of Directors

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OCTOBER
MONDAY
Conference Day 1
Grand Ballroom

1120 - 1330
Networking & Lunch

GLOBAL BENCHMARKING & BEST PRACTICES

1320 - 1330

Introducing the Global Benchmarking Network
Jan-Patrick Cap, GBN Secretariat, IPK Fraunhofer,
Germany

1330 - 1405

Evolution of Benchmarking – From Craftsman to Digital Customer
Suresh Lulla, Membership Retention and Engagement, GBN and Founder, QIMPRO Consultants Pvt. Ltd India
Benchmarking is not new. Centuries back, it had been the basis for creative thinking for the craftsman who built the Pyramids in Egypt and the Taj Mahal in India. Currently, benchmarking is the basis for innovative designs and solutions in organizations that have adopted Business Excellence models. Even this will pass, as we enter the age of the Digital Customer.

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1405 - 1440

Future Manufacturing in a Digital World

Prof. Dr. Holger Kohl, Board Advisor, GBN, and Director Corporate Management, Fraunhofer IPK, Germany

Three small adjectives – safe, flexible, intuitive – that sum up what companies are looking for in the production of the future: customized production right down. As connectivity spreads to the way we manufacture, consume, work, communicate and even act, digital solutions are pervading every sector – all the way from manufacturing to energy supply. This is affecting existing business models, transforming established market structures and shifting the balance of the global market. There is no doubt that companies must confront these new challenges posed by Industrie 4.0.

1445 - 1520

Leading and Managing our Government Today: Which is Most Vital - Being on The Cutting Edge of our Digital World or Active Citizen Engagement?

Dale Weeks, Director, Global Leadership and Benchmarking Associates, USA

The strategic question for this conversation is: What is your major priority in managing government (or a business)? Does leading edge technology come first (e.g. Smart Cities, Smart Regions, Smart Nations, Smart Businesses) from an inside-out, technology push perspective OR does an outside-in, citizen service excellence direction take top priority, where evidence based citizen needs are the driving force for change? This discussion will highlight proven global government leadership and management success stories across the broad technology digital transformation arena.

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Competition

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1520 - 1540

Afternoon Refreshment Break

1540 - 1615

Benchmarking to drive Sustainability: measuring and developing the triple bottom line?

Mark Modena, Director Marketing, GBN and Products Director, Winning Moves, United Kingdom

1615 - 1715

Finals of the GBN's Global Benchmarking Award

The finalists of the GBN's Global Benchmarking Award each give a 15 minute presentation on their benchmarking approach. The Finalists to be announced. (Their presentations will be judged by the GBN's Jury on leadership commitment to benchmarking, pervasiveness of benchmarking, formality of benchmarking and results achieved)

1710 - 1715

Closing Remarks

Warren Enteria, Vice-Chairman, 2017 Internat'l Conference

1900 - 2200

GPEA, APQO, PSQ, ACE Team & 6th Global Benchmarking Awards

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Competition

23
OCTOBER
MONDAY
Conference Day 1
Grand Ballroom

PANEL DISCUSSION & Q&A

1535 - 1420

Innovation for Sustainability through Benchmarking and Best Practices

Panel Participants: GBN Board of Directors plus previous speakers
Panel Moderator: **Dawn Ringrose, Principal of Organizational Excellence Specialists, Director with the Global Benchmarking Network (GBN)**

1420 - 1710

Leading and Managing Government Today: Which is The Most Vital - Being on the Cutting Edge of our Digital World or Active Citizen Engagement and Service Excellence?

Dale F. Weeks, President and CEO, Global Leadership and Benchmarking Associates

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Grand Ballroom

24

OCTOBER
TUESDAY
Conference Day 2
Grand Ballroom

0800 - 0900

Registration & Breakfast

0900 - 0910

Opening Remarks

Dr. Robin Mann, Chairman, Global Benchmarking Network
Abraham Fenn, APQO President-Elect

THE AGE OF BIG DATA & ARTIFICIAL INTELLIGENCE

0925 - 1005

Making Better Decisions with Data Storytelling

Alistair Tan, SEA Analytics & Insight Solution Executive, SAP Singapore Pte Ltd

1005 - 1020

Morning Refreshment Break

1020 - 1100

Make Champions for 21st Century, Powered by AI

Praveen Kumar, Director/Co-Founder, Contechie

24
OCTOBER
TUESDAY
Conference Day 2
Grand Ballroom

THE RISE OF THE BOTS

1100 - 1140

Process Selection for Successful Robotic Process Automation (RPA) Integration

Dr. Joel Lonzanida, MBB, Business Excellence Lead, Accenture

1140 - 1230

Intelligent Automation Application in the Healthcare Industry

Speaker: Invited

1230 - 1340

Networking & Lunch

24

OCTOBER TUESDAY

Conference Day 2

Grand Ballroom

LEADERSHIP SHIFT

1340 - 1420

Accelerating Digital Applications through Culture-based SUGOD
Cesar Dumayag, President & CEO, People 360 Consulting Corporation

1420 - 1500

Global Quality & Digital Transformation

Shady Baher El-Shafy, MBB, Regional Quality Manager of General Motors North Africa and Executive Director for Middle East America Society for Quality (ASQ)

1500 - 1515

Afternoon Refreshment Break

ORGANIZATIONAL EXCELLENCE IN THE DIGITAL TRANSFORMATION AGE

PANEL DISCUSSION

1515 - 1605

Success Stories in Different Industries (Case Studies) – LSS, ISO, MBNQA, & Other Quality Improvement Frameworks

Moderator : Dr. Chuck Aubrey, Chairman, Asia Pacific Quality Organization

Panelists

Panelist 1 – APQO Panelist

Panelist 2 – APQO Panelist

24

OCTOBER
TUESDAY
Conference Day 2
Grand Ballroom

1605 - 1645

Fostering Digital Habits in Customers to Increase Digital and Self-Service Uptake

Arvie Mercado, Sr. Director-Global Service Desk, Carlson Wagonlit Travel

Jay Bray Cabana, Head of Technology & Operations, Ayala Rewards Circle

1645 - 1655

APQO Flag Handing Over Ceremony

1655 - 1700

Closing Remarks

Dr. Rey B. Fremista, MBB, FRIBA, Chairman, 2017 International Quality Conference

Vice-President Internal, Philippine Society for Quality

1800 - 1830

Okada Manila's Fountain Show

The Fountain is the largest dancing fountain in the Philippines and the 2nd in the world next to the Dubai Fountain in Burj Khalifa lake!

0700 - 0800

Registration & Breakfast

0800 - 1400

Minitab 18 Workshop

Ming Dong, Technical Training Specialist, Minitab Pty Ltd

The workshop will cover: (1) Using Pareto charts and other graphical analysis tools for data-driven decision making; (2) Carrying out a capability analysis to demonstrate how well your process meets customer requirements; and (3) Conducting design of experiments (DOEs) to understand and optimize the factors that can improve the quality of your products.

TOUR
Half-Day – AM or PM
(Optional)

25
OCTOBER
WEDNESDAY
Post Conference
Glass Ballroom

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For more details, visit the Conference Website at
<http://www.iqualityconference.com/>
Email : info@iqualityconference.com