



10-12 December, 2018

**THE GLOBAL ORGANISATIONAL
EXCELLENCE CONGRESS**

Abu Dhabi , United Arab Emirates

A roadmap for excellence in organisational performance & nation building

24th APQO International Conference 2018

Venue: Jumeirah at Etihad Towers, Abu Dhabi.

**Programme as at
– 1st December Version –**

10 th December	DAY 1 – CONGRESS OPENING, THE BIG PICTURE ON EXCELLENCE, LEARN FROM KEYNOTES/EXPERT PRESENTATIONS ON CUSTOMER FOCUS TO DIGITAL TRANSFORMATION, LISTEN TO GREAT PRESENTATIONS IN THE ACE TEAM COMPETITION AND BEST PRACTICE COMPETITION + JOIN THE ABU DHABI TOUR!	Length
8.00 – 9.00	Registrations	60
9.00 – 9.15	<p>Room – Main Auditorium (Chair – Master of Ceremonies, 2 mins intro) Co-organizers represented on stage: SKEA - Professor Hadi Eltigani, Chairman of the Conference, Coordinator General of the Sheikh Khalifa Excellence Award, UAE APQO - Harnek Singh, President, Asia Pacific Quality Organisation, Singapore GBN & IBPC - Dr Robin Mann, Chairman, Global Benchmarking Network & Founder, International Best Practice Competition, NZ</p> <p>Official Welcome Welcome from the Host - His Excellency Mohamed Helal Al Mheiri - Director General of the Abu Dhabi Chamber of Commerce & Industry, UAE - 5 minutes Congress Overview - Dr Robin Mann, Head of the Centre for Organisational Excellence Research, NZ – 5 minutes Recognition Award -</p>	15
9.15 – 10.15	<p>Room – Main Auditorium (Chair – Master of Ceremonies, 5 min intro, 5 min changeover time) The Context for the Global Organisational Excellence Congress – Why Staged in the UAE? Building Excellence in the UAE and the Middle East; a review and update, Professor Hadi Eltigani, Chairman of the Conference, Coordinator General of Sheikh Khalifa Excellence Award (SKEA) – 20 minutes 24th Cycle of the Asian Pacific Quality Organisation (APQO) an overview of the history, development and choice of the UAE and Abu Dhabi, Harnek Singh, President, Asia Pacific Quality Organisation, Singapore – 10 minutes Innovation Works for the UAE, Dr. James Harrington, Past Chairman of the ASQ, Chairman and CEO of the Harrington Institute, US – 10 minutes The UAE's excellence transformation and global implications of Quality 4.0 (Part 1), Professor Mohamed Zairi, Executive Chairman European Centre for Best Practice Management, UK – 10 minutes</p>	60
10.15 – 10.40	Break & Opening of Exhibition	25
10.40 - 12.00	<p>Room – Main Auditorium (Panel Moderator – Dr Robin Mann, Director, Centre for Organisational Excellence Research, New Zealand) (5 min intro, 5 min changeover time) Business Excellence Administrator's Panel Discussion – The Role of Excellence Models in Nation Building</p> <ul style="list-style-type: none"> • Europe – Russell Longmuir, CEO, EFQM – 8 minutes • Singapore - Patrick Lim, Director, Business & Service Excellence, Enterprise Singapore – 8 minutes • Australia – Ravi Fernando, CEO, Australian Organisational Excellence Foundation – 8 minutes • UAE - Abu Dhabi – Areej Al Hamiri, Manager Government Excellence Department, General Secretariat of the Executive Council – 8 minutes • UAE - Dubai – Dr Zeyad El Kahlout, Senior Consultant, Dubai Government Excellence Program – 8 minutes • UAE - Professor Hadi El Tigani, Coordinator General of the Sheikh Khalifa Excellence Award – 8 minutes <p>The following representatives from other countries will join the stage for the discussion: Dr. Ibrahim Alrawabdeh, CEO, King Abdallah Centre for Excellence, Jordan Dr. Zabin Althubaity, Coordinator General, King Abdalaziz Quality Award, Saudi Arabia Suresh Lulla, Chairman, IMC Ramkrishna Bajaj National Quality Award, India</p> <p>Discussion - 20 minutes</p>	90
12.10 – 12.35	Break & Move rooms	25

12.35 - 2.15	<p>Room - Main Auditorium Chair - Jorge Roman, ASQ Country Counselor, Chile (5 min intro, 5 min changeover time) Organisational Excellence</p> <p>.....</p> <p>Keynote Presentation The UAE's excellence transformation and global implications of Quality 4.0 (Part 2), Professor Mohamed Zairi, Executive Chairman European Centre for Best Practice Management, UK – 35 minutes</p> <p>.....</p> <p>Quality and Business Excellence as a key enabler for achieving Saudi Arabia Vision 2030 Dr. Ayed T. Al-Amri, President – Saudi Quality Council, Kingdom of Saudi Arabia - 20 minutes First Global Assessment on the current state of Organisational Excellence, Dawn Ringrose, Principal Organisational Excellence Specialists, Canada – 20 minutes Comparison of National Strategies for Business Excellence, Saad Ghafoor, PhD Researcher, Centre for Organisational Excellence Research, NZ - 15 minutes.</p>	<p>Room – A Chair - Dr Kamran Moosa, Chief Executive, PIQC Institute of Quality, Pakistan) (5 min intro, 5 min changeover time) Customer Focus/Service Orientation</p> <p>.....</p> <p>Keynote Presentation What do citizens want from a public service? Insights from Canada's Citizens First. Dan Batista, Executive Director, Institute for Citizen-Centered Services, Canada – 35 minutes</p> <p>.....</p> <p>Strategy SEHA Future Foresight. Partnerships toward the future, Shamsa Ateeq Al Mheiri, Corporate Excellence & Innovation Manager, Abu Dhabi Healthcare Services (SEHA), UAE – 25 minutes Leadership/Governance Quality Prevents Corruption, Jose Gonzales Prado, VP & former President & GPEA Chair, Mexico – 25 minutes</p>	<p>Room - B International Best Practice Competition Overview of the 6th International Best Practice Competition – Dr Robin Mann, Founder IBPC, NZ (5 minutes) Session 1 - Qualifying Round 7x8 minute best practice presentations (56 minutes), Changeover time between presentations (10 minutes), Judges questions and responses (28 minutes) Quality Management & Process Improvement</p> <ul style="list-style-type: none"> - Re-engineering and Re-designing Maternal Assessment: A Strategic Quality Improvement Initiative, Tawam Hospital, UAE - Productivity and Vehicle Availability within Vehicle Fleet Maintenance, Eng. Omar Alkhaja, Head of Section, Eng. Mohamed Zainal, Head of Section, Dubai Police, UAE - John Crane Enterprise Excellence Assessment process, Ville Niemi, QEHS Manager and Chandan Dey Kumar, Continuous Improvement Manager EMEA, John Crane Safematic Oy, Finland - Driver Management, Arundhan Alphones, Assistant General Manager, Tristar Transport LLC, Dubai, UAE - Asset Integrity Management System Initiatives, Yasser Almowalad, Asset Integrity Management System Coordinator, Saudi Aramco/ Yanbu NGLF Dep, Saudi Aramco, Saudi Arabia. - Advanced Pharmacy Practice Initiative: Unit Based Pharmacist, Al Ain Hospital, UAE <p>Supplier Relationships & Partnerships</p> <ul style="list-style-type: none"> - Independent Power Producer Business Model, DEWA, UAE <p>Judges:</p> <ul style="list-style-type: none"> • Ravi Fernando, CEO, Business Excellence Australia • Shouqi Al Yousuf, Senior Business Excellence Consultant, Abu Dhabi Chamber of Commerce and Industry, UAE • Dr. Zeyad El Kahlout, Senior Quality and Excellence Advisor, Dubai Government Excellence Program (DGEP) <p>Certificates Awarded (5 mins)</p>	<p>Room – C & D ACE Teams Award Competition</p> <p>Presentations will be assessed by an Assessor Panel of 2 or more according to ACE Team Competition Criteria. Presentations by teams within 12 minutes of talk time will be followed by 5 minutes for Assessors to seek clarifications.</p> <p>Teams will be awarded the APQO Team Excellence Awards of either 1 Star, 2 Stars, 3 Stars. Based on presentations the APQO International ACE Award for Best of Best in the following areas will be considered.</p> <ul style="list-style-type: none"> - Overall Best - Best Impact on Productivity - Best Impact on Innovation - Best for Leveraging Technology - Best for Impact on Transformation 	100
2.15 – 3.15	Lunch – Room X			60	

3.15 – 5.10	<p>Room - Main Auditorium Chair – Tonnis van Dam, Director, Compare 2 Compete, Netherlands (5 min intro, 5 min changeover time)</p> <p>Digital Transformation</p> <p>.....</p> <p>Keynote Presentation Industry 4.0 – Status, Implementation, Outlook, Prof. Dr.-Ing. Holger Kohl, Professor for Sustainable Corporate Development at the Technical University of Berlin and Director of the Division Corporate Management at Fraunhofer IPK, Berlin/Germany – 30 minutes</p> <p>.....</p> <p>Business excellence approach in the leadership area to deal with rapid disruptive technological changes Agus Tato, Senior Advisor to Chief of Human Capital Officer, PT. Telekomunikasi Indonesia – 20 minutes</p> <p>Quality and Innovation in the Digital Era, Professor Pal Molnar, Chair, International Academy for Quality, Hungary – 20 minutes</p> <p>Abu Dhabi Police’s AI Roadmap, Strategy and Experience, Major Dr. Nasser Al Saadi, AI Consultant, Head of Development and Change, Abu Dhabi Police – 20 minutes</p>	<p>Room - A Chair – Professor Mohamed Zairi, Executive Chairman European Centre for Best Practice Management, UK (5 min intro, 5 min changeover time)</p> <p>Organisational Excellence</p> <p>.....</p> <p>Keynote Presentation Quality, Improvement, Benchmarking and Innovation in the context of Performance Excellence Suresh Lulla, Director Membership Retention GBN & Director BestPrax Club, India – 30 minutes</p> <p>.....</p> <p>Building a culture of excellence, Jorge Roman, ASQ Country Counselor, Chile – 25 minutes</p> <p>Business Excellence in the transformation of Tata Power Solar - Global Performance Excellence Award Winner 2018, Ashish Khanna, Managing Director & CEO, Tata Power Solar – India – 25 minutes</p> <p>Quality Management & Process Improvement Changing Competencies For Quality Professionals – Are we Ready? Patricia La Londe Principal, P. La Londe Consulting, USA – 20 minutes</p>	<p>Room – B International Best Practice Competition Session 2 - Qualifying Round Introduction, Dr Robin Mann, Director, COR (5 minutes), 8x8 minute best practice presentations (64 minutes), Changeover time between presentations (12 minutes), Judges questions and responses (32 minutes)</p> <p>Leadership/Governance</p> <ul style="list-style-type: none"> - From Blame to Fair and Just Culture A paradigm shift - Executive leadership engagement, Tawam Hospital, UAE <p>Education, Training, Development & Learning</p> <ul style="list-style-type: none"> - Students Quality Circles – An Innovative Practice for Student Empowerment, Modernage Public School & College, Pakistan <p>Employee Teams, Empowerment, Motivation, And Satisfaction</p> <ul style="list-style-type: none"> - A Happiness Meter Leads to Happier Employees, Mohammed Abdulrahman Ibrahim, Strategy & Institutional Performance Manager, Dubai Courts, UAE - Employee Engagement – Radio station, Al Ain Hospital, UAE <p>Employee Health, Wellbeing & Safety</p> <ul style="list-style-type: none"> - Quezon’s First 1,000 Days of Life Program, Provincial Government of Quezon, Philippines - Sustainable continuous development of Safety Improvement Plan, Ali Amjadi, Safety Manager & Ardavan Farzinpour, Fire Fighting Passive Defence & Crisis Manager, Arya Sasol Polymer Company, Iran - Employee Wellness Program & Well Days Incentive Program, Darin Atteberry, City Manager, The City of Fort Collins, USA - Integrated student e-health in the public schools of Abu Dhabi, Ambulatory Healthcare Services, SEHA, UAE <p>Judges:</p> <ul style="list-style-type: none"> • Ravi Fernando, CEO, Business Excellence Australia • Shouqi Al Yousuf, Senior Business Excellence Consultant, Abu Dhabi Chamber of Commerce and Industry, UAE • Dr. Zeyad El Kahlout, Senior Quality and Excellence Advisor, Dubai Government Excellence Program (DGEP) • Dale Weeks, President and Chief Executive Officer, Global Leadership and Benchmarking Associates, USA <p>Certificates Awarded (5 mins)</p>	<p>Room - C & D ACE Teams Award Competition</p> <p>Presentations will be assessed by an Assessor Panel of 2 or more according to ACE Team Competition Criteria. Presentations by teams within 12 minutes of talk time will be followed by 5 minutes for Assessors to seek clarifications.</p> <p>Teams will be awarded the APQO Team Excellence Awards of either 1 Star, 2 Stars, 3 Stars. Based on presentations the APQO International ACE Award for Best of Best in the following areas will be considered.</p> <ul style="list-style-type: none"> - Overall Best - Best Impact on Productivity - Best Impact on Innovation - Best for Leveraging Technology - Best for Impact on Transformation 	115
6.30 – 9.30pm	Tour of Abu Dhabi and meal				

11 th December	DAY 2 – BENCHMARKING, LEADERSHIP, INNOVATION, PROCESS IMPROVEMENT, BUSINESS EXCELLENCE ASSESSORS PANEL AND CONTINUATION OF THE BEST PRACTICE COMPETITION + A GALA DINNER THAT IS NOT TO BE MISSED!		Length	
8.00 – 8.30	Registrations		30	
8.30 – 10.05	<p>Room - Main Auditorium Chair - Mangalika de Silva, VP Administration, APQO & Secretariat Global Performance Excellence Award, Sri-Lanka (5 min intro, 5 min changeover time) Leadership/Governance</p> <p>.....</p> <p>Keynote Presentation Best Practices in Leadership and Governance Dr Charles Aubrey, Chairman APQO International Advisory Panel, United States – 35 minutes</p> <p>.....</p> <p>Leadership Talent: Winners and Winning @Work Richard Cross Specialist in Talent Management, Leadership Development and Organisational Change, United Kingdom – 30 minutes Working on the Shadow Side of Leadership pays off! Jelle Vos, Executive Coach and Trainer, Netherlands – 25 mins</p>	<p>Room - A Chair – Jan Gallagher, Competitiveness Benchmarking Facilitator, Enterprise Ireland, GBN (5 min intro, 5 min changeover time) Benchmarking - Global Benchmarking Network (GBN) Session</p> <p>.....</p> <p>Keynote Presentation What is benchmarking and the origins of the Global Benchmarking Network Dr. Robert Camp, Honorary Life-time President, Global Benchmarking Network, USA – 15 minutes</p> <p>.....</p> <p>The GBN today as an enabler to find global best practices, Jan-Patrick Cap, GBN Secretary, Global Benchmarking Network - 15 minutes TRADE Best Practice Benchmarking & Dubai Government Excellence Program's Dubai We Learn Ahmed Abbas, Centre for Organisational Excellence Research, NZ – 20 minutes How benchmarking helps businesses improve productivity Mark Modena, Director Marketing, GBN Products Director, Winning Moves, United Kingdom – 20 minutes Benchmarking the Competitiveness of Organisations, Khashayar Ataie, Director of International Affairs, Intelligent Persians Corporation, Iran – 15 minutes</p>	<p>Room - B International Best Practice Competition Session 3 - Qualifying Round Introduction, Dr Robin Mann, Director, COER (5 minutes), 7x8 minute best practice presentations (56 minutes), Changeover time between presentations (10 minutes), Judges questions and responses (28 minutes), Customer Focus/Service Orientation</p> <ul style="list-style-type: none"> - Laboratory On-line Referral System: An innovation in government service delivery, Rose Marie S. Salazar, Assistant Regional Director for Financial, Administrative Support and Technical Services, Department of Science and Technology Regional Office No. IX, Philippines - We Listen and The Smart Police Station (SPS), Dubai Police, UAE - Learn from the VOCs so as to Share the Joy of Eating to the World, Ruthchell V. Mariano, CQM Director, Head of Customer Management & Support Group and Liwayway Mateo, VP & Head of Corporate Quality Management, Jollibee Foods Corporation, Philippines <p>Knowledge Management Malafi on wheels, Al Ain Hospital, UAE Performance Management & Measurement</p> <ul style="list-style-type: none"> - Reliable and Robust Production and Loss Accounting System, Sayantan Bhowmik, Head-Technology, Sourav Roy, Senior Technologist Reliance Industries Limited (Nagothane Manufacturing Division), India - FEWA's Smart Employee Performance Management System, Badria AlHammedi, Talent Management Manager, Federal Electricity & Water Authority (FEWA), UAE - Performance Enhancement Through Daily Work Management (DWM) as a Way of Life, Panneerselvam Chinnasamy, Head – Operational Excellence and Allwyn Kingsely Michael Raj, Manager – Strategy, Titan Company Limited – Jewelry Division, India <p>Judges: Ravi Fernando, CEO, Business Excellence Australia, Shouqi Al Yousuf, Senior Business Excellence Consultant, Abu Dhabi Chamber of Commerce and Industry, UAE, Dr. Zeyad El Kahlout, Senior Quality and Excellence Advisor, Dubai Government Excellence Program (DGEP), Dale Weeks, President and Chief Executive Officer, Global Leadership and Benchmarking Associates, USA Certificates Awarded (5 mins)</p>	95
10.05 – 10.30	Break		25	

10.30 – 12.00	<p>Room - Main Auditorium (Panel Moderator – Dr Charles Aubrey, Chairman APQO International Advisory Panel, United States) (5 min intro, 5 min changeover time)</p> <p>Business Excellence Award Winners Panel Discussion – How to Build a Culture of Excellence and Achieve Excellent Performance Results</p> <ul style="list-style-type: none"> • Dubai Government Excellence Award Winner 2017, DEWA – 10 minutes • Sheikh Khalifa Excellence Award Winner 2018, Al Ain Zoo – 10 minutes • Singapore Business Excellence Award Winner 2017, Chuah Kee Heng, Managing Director, Singapore Power (SP) Services, Singapore – 15 minutes • United States Business Excellence (Baldrige) Award Winner 2017, Darin Atteberry, City Manager, Fort Collins City, United States – 15 minutes <p>Discussion - 20 minutes</p>			90
12.00 - 12.25	Break			25
12.25 - 2.00	<p>Room – Main Auditorium Panel Moderator - Harnek Singh, President, Asia Pacific Quality Organisation, Singapore.</p> <p>Panel Discussion – Engaged BE Assessors and Award Secretariat: Key to Effective Implementation of Business Excellence Initiative or Program.</p> <ul style="list-style-type: none"> • Mangalika de Silva, VP Administration, APQO & Secretariat Global Performance Excellence Award, Sri-Lanka. • Dialah Hokosuja Hutabalian, Organization Effectiveness Senior Specialist, PT ANTAM Tbk, Indonesia & Assessor GPEA, APQO • Nelson Chia, Managing Director, My Virtual Resource Pte. Ltd, Singapore. • Noura Aljasmii, Senior Manager, Policies & Systems, Land Department, UAE • Sara Al Dhaheri, Head of Program Management Office, Advanced Military Maintenance Repair and Overhaul Center, Abu Dhabi, UAE. • Ali Fadhlani, Head of Business Excellence & Innovation, twofour54, UAE 	<p>Room - A Chair - Prof. Dr.-Ing. Holger Kohl, Director, Corporate Management Division, Fraunhofer IPK, Berlin/Germany (5 min intro, 5 min changeover time)</p> <p>Innovation Keynote Presentation Innovation Excellence Brett Trusko, President and CEO International Association of Innovation Professionals United States – 35 minutes</p> <p>Keynote Presentation Total Innovation Management for Excellence (TIME), Dr H. James Harrington CEO, Harrington Management Systems, USA & Doug Nelson, Senior Manager, Harrington Management Systems, USA – 40 minutes</p>	<p>Room – B International Best Practice Competition Session 4 - Qualifying Round Introduction, Dr Robin Mann, Director, COER (5 minutes), 7x8 minute best practice presentations (56 minutes) Changeover time between presentations (12 minutes), Judges questions and responses (32 minutes)</p> <p>Social & Environmental Responsibility</p> <ul style="list-style-type: none"> - Green Flag Award in parks and recreation green spaces management, Sami Abdul Qader Alhashmi, Head of Infrastructure Support Groups, Municipal Roads and Infrastructure, Salama Saeed Al-Ketbi, Project Engineer, Municipality of Abu Dhabi City, UAE - Barangay Empowerment and Synergy for Poverty Reduction Network, Local Government Unit of Santiago City, Philippines - Underground Containers Innovative and safe solutions, Rodrigo Opazo, Director of Landscaping, Municipality of Colina, Chile - Installation of water saving Devices for Emirati Residential villas in Northern Emirates (Likhair Nurshed), Haya Alketbi, Operations Manager, Federal Electricity & Water Authority (FEWA), UAE - City of Fort Collins Climate Action Plan, Darin Atteberry, City Manager, The City of Fort Collins, USA - From seclusion to inclusion: Carmona, Cavite’s journey towards empowering the persons with disability in the community through the CBID (Community-Based Inclusive Development) Matrix, Charmaine Distor, Administrative Assistant VI, & Dahlia Loyola, Municipal Mayor, Municipal Government of Carmona, Philippines - Road Safety Audit Process - Making Safer Roads, Saleh Abdulla Salem Aljaberi, Traffic Services Section Head, Infrastructure Support Group, Mohammed Abdul Qader Alshateri, Project Engine’er, Municipality of Abu Dhabi City, UAE <p>Judges: Ravi Fernando, CEO, Business Excellence Australia, Shouqi Al Yousuf, Senior Business Excellence Consultant, Abu Dhabi Chamber of Commerce and Industry, UAE, Dr. Zeyad El Kahlout, Senior Quality and Excellence Advisor, Dubai Government Excellence Program (DGEP), Dale Weeks, President and Chief Executive Officer, Global Leadership and Benchmarking Associates, USA Certificates Awarded (5 mins)</p>	95
2.00 – 3.00	Lunch – Room X			60

3.00 – 4.55	<p>Room - Main Auditorium Chair - Dawn Ringrose, Principal Organisational Excellence Specialists, Canada (5 min intro, 5 min changeover time)</p> <p>Organisational Excellence Global Organizational Excellence for the Next 50 Years: Where We Should Be Going and Why. Dale Weeks, President and Chief Executive Officer, Global Leadership and Benchmarking Associates, USA – 30 minutes</p> <p>How excellent companies sustain excellent performance? A case study of Ducab, UAE. Dr. Mehran Doulat Visiting Senior Research Fellow, Meiji University, Tokyo, Japan – 20 minutes</p> <p>Building Business Excellence in the Public Service – Our first steps Moleni Ika, Public Service Commission, Tonga – 15 minutes</p>	<p>Room – A Chair - Nancy Nouaimeh, Asst. Vice President - Quality, Safety & Performance Excellence, Abel & Co. (5 min intro, 5 min changeover time)</p> <p>Quality Management & Process Improvement Leadership for Six Sigma Implementation, Dr Kamran Moosa, Chief Executive, PIQC Institute of Quality, Pakistan – 25 minutes</p> <p>Delivering Strategic, Tactical, and Cultural Operational Excellence Deployment, Azman Shah Mohamed Noor, Vice President, Head Operational Excellence, Sime Darby Plantation Berhad, Malaysia – 25 minutes</p> <p>Integrated Management System Driving Excellence, Janardan Ghimire, President, Network for Quality, Productivity and Competitiveness, Nepal – 25 minutes</p> <p>Supplier Relationships & Partnerships Industry driving Excellence in Securing the Supply Chain, Herdial Singh, Board of Directors and Treasurer of TAPA APAC and Director Agility Logistics – Asia Pacific Region – 25 minutes</p>	<p>Room - B International Best Practice Competition Session 5 - Qualifying Round Introduction, Dr Robin Mann, Director, COER (5 minutes), 8x8 minute best practice presentations (64 minutes) Changeover time between presentations (15 minutes), Judges questions and responses (32 minutes)</p> <p>Strategy</p> <ul style="list-style-type: none"> - Excellent data governance: Reliable household data for strategic program targeting through the Enhanced CBMS (Community-Based Monitoring System), Mildred Purificacion, Municipal Planning and Development Coordinator, Municipal Government of Carmona, Philippines <p>Innovation</p> <ul style="list-style-type: none"> - Building Data Management System (BDMS) for streamlining Building Data Delivery process and extracting Indoor details, Mustafa Almusawa Alhashemi, Spatial Data Advisor, Abu Dhabi City Municipality - Online Production/ Goods Received System for Concrete Mixing Plants, Lai Weerasinghe, Director /General Manager, Isura Counarathne, Business Development Manager, Sierra Readymix (Pvt.) Ltd, Sri Lanka. - The Smart Gate, The General Directorate of Residency and Foreigners Affairs, Dubai, UAE - The flotation of sulfide-oxide lead and zinc ores, Soleiman Taghizadeh, Planning Manager, Calcimine, Iran - The Government Service Insurance System's Electronic Loans and Claims Processing under eGSIS, Rachel Edjan, Acting Vice-President, Government Service Insurance System (GSIS), Philippines - AFKARI Ideation Management System, DEWA, UAE - Accelerating Innovation in the Maritime Industry through the MPA Living Lab, Maritime and Port Authority of Singapore, Singapore <p>Judges: Ravi Fernando, CEO, Business Excellence Australia, Shouqi Al Yousuf, Senior Business Excellence Consultant, Abu Dhabi Chamber of Commerce and Industry, UAE, Dr. Zeyad El Kahlout, Senior Quality and Excellence Advisor, Dubai Government Excellence Program (DGEP), Dale Weeks, President and Chief Executive Officer, Global Leadership and Benchmarking Associates, USA, Certificates Awarded (5 mins)</p>	115
6.30 – 6,45 pm	Reception for Congress Gala Dinner			
6.45 – 9.15 pm	Congress Gala Dinner, the AIIA 2018 , Global Performance Excellence Awards and ACE Team Awards			

12 th December	DAY 3 – LEARN FROM THE BEST OF THE BEST – TOP ORGANISATIONS SHARE THEIR BEST PRACTICES AND HOW THEY DO BENCHMARKING AND DEVELOP AN INNOVATION CULTURE + KEYNOTE PRESENTATIONS IN BENCHMARKING AND BUILDING ANTI-FRAGILE ORGANISATIONS		
8.00 – 8.30	Registration		
8.10 – 8.30	Room - Main Auditorium International Best Practice Competition 8.10am - Group Photo 8.15am - Announcement of Top 10 Best Practices 8.20am - Announcement of 5 Finalists of the International Best Practice Competition		
8.30 – 9.05	Room - Main Auditorium Chair – Jan-Patrick Cap, GBN Secretary, Global Benchmarking Network (5 min intro) Benchmarking Keynote Presentation Development of Benchmarking and the Future of Benchmarking Dr. Robert Camp, Honorary Life-time President, Global Benchmarking Network, USA – 30 minutes	Room - A Chair - Mehran Doulat Visiting Senior Research Fellow, Meiji University, Tokyo, Japan (5 min intro) Organisational Excellence Keynote Presentation Building Anti-Fragile Organisations , Keynote – Professor Tony Bendall, Chairman Anti-Fragility Academy, UK - 30 minutes.	Room – B Chair - Mehran Doulat Visiting Senior Research Fellow, Meiji University, Tokyo, Japan (5 min intro) Organisational Excellence Keynote Presentation Excellence Builders and the challenge of Megatrends , Keynote – Chief Operating Officer, EFQM, Belgium - 30 minutes.
9.05 - 9.10	Transition		
9.10 - 10.45	Final – Global Benchmarking Award Introduction, Jan-Patrick Cap, GBN Secretary, Global Benchmarking Network (5 minutes), 6x10 minute benchmarking presentations (60 minutes), Changeover time between presentations (5 minutes) <ul style="list-style-type: none"> • Dubai Courts - Our Benchmarking Approach, Safiya Muhammad Samhan, Excellence Officer, Dubai Courts, UAE • Road and Transport Authority – Our Benchmarking Approach, UAE • Saudi Aramco - Our Benchmarking Approach, Saudi Aramco, Saudi Arabia. • Dubai Police – Our Benchmarking Approach, UAE. • Bahrain Polytechnic – Our Benchmarking Approach, Bahrain • Dubai Electricity Water Authority – Our Benchmarking Approach, UAE. Judges questions and responses (25 minutes) Judges (GBN Board): Dr. Robert Camp, Honorary Life-time President, Global Benchmarking Network, USA Suresh Lulla, Director Membership Retention GBN & Director BestPrax Club, India Dawn Ringrose, Principal Organisational Excellence Specialists, Canada Dale Weeks, President and Chief Executive Officer, Global Leadership and Benchmarking Associates, USA Mark Modena, Director Marketing, GBN and Products Director, Winning Moves, United Kingdom		
10.45 -11.10	Break		
11.10 – 12.45	Final – Organisation-Wide Innovation Award Introduction, Dr Robin Mann, Director, COER (5 minutes), 6x10 minute organization wide-innovation presentations (60 minutes), Changeover time between presentations (5 minutes) <ul style="list-style-type: none"> • Dubai Customs Organisation-wide innovation approach, Dubai Customs, UAE • Sport Star Academy Organisation-wide innovation approach, Kelly Nikolakopoulos, Director of Marketing, Sport Star Academy, Australia • Securities and Commodities Authority Organisation-wide innovation approach, Othman Al Ali, Director of Strategy & Future, Securities and Commodities Authority, UAE • SEHA Organisation-wide innovation approach, UAE • United Overseas Bank Organisation-wide innovation approach, Kavita Bedi, Executive Director & Debarun Roychoudhury, Senior Vice President United 		

	<p>Overseas Bank, Singapore</p> <ul style="list-style-type: none"> Dubai Municipality Organisation-wide innovation approach, UAE <p>Judges questions and responses (25 minutes)</p> <p>Judges:</p> <p>Brett Trusko, President and CEO, International Association of Innovation Professionals, United States Dr H. James Harrington, Business Performance & Quality Author & Consultant, United States Dr Charles Aubrey, Chairman APQO International Advisory Panel, United States Gianluca Mulé, Chief Operating Officer, EFQM</p>	
12.45 – 1.10	Break & Light Lunch Option	
1.10 – 2.25	<p>Final – International Best Practice Competition</p> <p>Introduction, Dr Robin Mann, Director, COER (5 minutes), 5x8 minute best practice presentations (40 minutes), Changeover time between presentations (10 minutes)</p> <p>Judges questions and responses (20 minutes)</p> <p>Judges:</p> <p>Professor Tony Bendall, Chairman Anti-Fragility Academy, UK Russell Longmuir, CEO, EFQM, Belgium Patrick Lim, Director, Business & Service Excellence, Enterprise Singapore Prof. Dr.-Ing. Holger Kohl, Director, Corporate Management Division, Fraunhofer IPK, Germany</p>	
2.25 – 2.50	Break & Light Lunch Option	
2.50 – 3.00	Announcement of Global Benchmarking Award Winner & Runners Up	
3.00 – 3.10	Announcement of Organisation-Wide Innovation Award Winner & Runners Up	
3.10 – 3.20	Announcement of International Best Practice Competition Award Winner & Runners Up	
3.20 – 3.30	Closing Ceremony	
3.30	Close	