



# APQO CONFERENCE

20-23 NOVEMBER 2016  
ENERGY EVENTS CENTRE  
ROTORUA, NEW ZEALAND

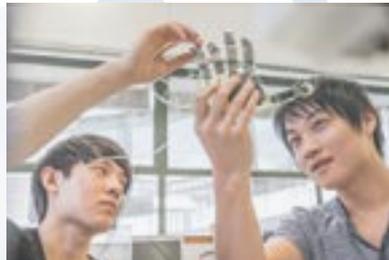
ASIA PACIFIC QUALITY ORGANISATION



Hosted by the New Zealand Organisation for Quality



# Programme



# Sunday 20 November

1500-1830	Registration Desk Open
1700-1930	<b>WELCOME RECEPTION</b> Exhibition Area, Grand Foyer, Energy Events Centre

# Monday 21 November

0830-1000	<b>OPENING CEREMONY</b> Bay Trust Forum				
1000-1015	<b>MORNING TEA</b>				
1015-1115	<b>Keynote Speaker: Sir Ray Avery</b> Quality Systems in a disruptive world Bay Trust Forum				
1115-1245	<b>Bay Trust Forum</b>	<b>Skellerup</b>	<b>Opus International</b>	<b>The Downer Room</b>	<b>Sigma</b>
	<b>Chair: Tony Stephenson</b>	<b>Chair: Ebrahim Soltani</b>	<b>Chair: Jeff Ryall</b>	<b>Chair: Harnek Singh</b>	<b>Chair: Jorge Roman</b>
1115-1145	Advance Capability Maturity with the Right Improvement Model <b>Grace Duffy</b>	Cynefin as the next Quality System Framework? <b>Paul Wilkinson</b>	Our troubles and trials when migrating to a Compliance Management Software <b>Gary Glenn</b>	ACE Team Presentations	ACE Team Presentations
1145-1215	CEO's Dialogue Session	How One Part-Time Quality Coordinator Can Make a Difference to a Health Service Quality Programme on a Small Budget Without Working Crazy Hours <b>Annabel Millichamp</b>	Created in China <b>Zhang Gang</b>	ACE Team Presentations	ACE Team Presentations
1215-1245		QESH 2016: The Era of Integration within Company Alpha-Omega, the label printing organisation, its QMS, key people, key processes, and documentation <b>Melanie Alican</b>	0-100 in 6.4 Days: An integration of the Viable System Model and Baldrige framework for process improvement through an organisational systems structuring approach <b>Greg Frater</b>	ACE Team Presentations	ACE Team Presentations
1245-1330	<b>LUNCH - Sponsored by TELARC</b>				

# Monday 21 November

1330-1500	<b>Bay Trust Forum</b>	<b>Skellerup</b>	<b>Opus International</b>	<b>The Downer Room</b>	<b>Sigma</b>
	<b>Chair: Martin Andrew</b>	<b>Chair: Nigel Grigg</b>	<b>Chair: Grace Duffy</b>	<b>Chair: Greg Frater</b>	<b>Chair: Harnek Singh</b>
1330-1400	Building a Culture of Excellence in SME in Chilean Organizations <b>Jorge Roman</b>	The challenge of HR performance management: A TQM perspective <b>Ebrahim Soltani</b>	Collaborating with competitors: partner selection for maximum coepetition value in New Zealand log exports <b>Virginia Christians</b>	Documentation Requirements for Quality Assurance in Agile Software Development Using the Method 'Scrum' in Healthcare Software Development <b>Shanuka Wickramasinghe and Nihal Jayamaha</b>	ACE Team Presentations
1400-1430	Beyond box-ticking: How to implement an effective EHS management system <b>Manuel Seidel</b>	Environmental Management practices in smart universities: Case Study of HBMSU <b>Laila Al-Ameri</b>	A quality criteria framework for benchmarking graduate programmes in supply chain logistics management <b>Eric Deakins</b>	The Effects of National Culture on the Implementation of the ISO 9001 Quality Management Systems Standard: A Research Outline for a Study Involving South Asian and Australasian ISO 9001 Certified Manufacturers <b>Nisansala Pallawala</b>	ACE Team Presentations
1430-1500	Leadership role in building successful businesses by integrating management systems <b>Michael Voss</b>	Pareto, Juran, and the 80:20 phenomenon <b>Tony Pilli</b>	Interpersonal relationships and interorganizational relationships in supply chain integration: case studies in New Zealand <b>Bill Wang</b>	Quantum Leap Beyond Spreadsheets: How Digital Disruption will Change the Way the Quality Industry Works <b>Keith Phillips</b>	ACE Team Presentations
1500-1520	<b>AFTERNOON TEA</b>				

# Monday 21 November

1520-1720	<b>Bay Trust Forum</b>	<b>Skellerup</b>	<b>Opus International</b>	<b>The Downer Room</b>	<b>Sigma</b>
	<b>Chair: TBC</b>			<b>Chair: Harnek Singh</b>	<b>Chair: Jorge Roman</b>
1520-1550	New Zealand Business Excellence Foundation: The pursuit of Business Excellence - Why the Benefits outweigh the Effort <b>Brett Marsh</b>		Workshop 1: Kaizen Improves Quality, Environment, Health and Profitability <b>Chuck Aubrey</b>	ACE Team Presentations	ACE Team Presentations
1550-1620	Process mapping in the new standards environment <b>Ivan Seselj</b>			ACE Team Presentations	ACE Team Presentations
1620-1650	A quantum Leap in informal benchmarking <b>Alan Samuel</b>			ACE Team Presentations	ACE Team Presentations
1650-1720	Benchmarking for Innovation <b>Robin Mann</b>			ACE Team Presentations	ACE Team Presentations
1900-2230	<b>BUSINESS EXCELLENCE &amp; ACE TEAM AWARDS DINNER</b> Bay Trust Forum				

# Tuesday 22 November

0800-1000	<b>Bay Trust Forum</b>	<b>Skellerup</b>	<b>Opus International</b>	<b>The Downer Room</b>	<b>Sigma</b>
	<b>Chair: Chuck Aubrey</b>	<b>Chair: Zhang Gang</b>			
0800-0830	Delayed entry of Prof. Ishikawa's quality perspective and Challenges of System Certification in Nepal <b>Deepa Shreshtha</b>	Quality Perceptions of Autonomous Driving Systems <b>Bjoern Frank</b>		Workshop 2: THE FOUR STEP PROCESS THAT DRIVES HIGH BUSINESS GROWTH: How to avoid the 5 most common mistakes during rapid growth <b>Michael Voss</b>	

# Tuesday 22 November

0830-0900	Integration from a user perspective <b>Tony Rew</b>	Quality Management Method of the Shipbuilding Supply Chain <b>Na Tian</b>			
0900-0930	Managing Compliance in a New World <b>Scott Thomson</b>	Designing, Developing and Testing a Performance Measurement System for Nonprofit Organisations by Mixing Case Studies with Quantitative Survey Research <b>Ishani Soysa</b>		Workshop 2 continued: THE FOUR STEP PROCESS THAT DRIVES HIGH BUSINESS GROWTH: How to avoid the 5 most common mistakes during rapid growth <b>Michael Voss</b>	
0930-1000	How we made our journey work through appropriate training <b>Alison Kirkland</b>				
1000-1020	<b>MORNING TEA</b>				
1020-1100	<b>Bay Trust Forum</b>	<b>Skellerup</b>	<b>Opus International</b>	<b>The Downer Room</b>	<b>Sigma</b>
	<b>Chair: Craig Thornton</b>	<b>Chair: Scott Thomson</b>	<b>Chair: Paul Wilkinson</b>	<b>Chair: Alan Samuel</b>	
1020-1100	Integrated Management standards: the impossible dream? <b>Ian Dalling and Tony Stephenson</b>	The 21st Century Organisation: Stakeholders, knowledge, strategy and sustainable success <b>Kevin Foley</b>	4 Steps to Effectively Prioritize Assessment Feedback Opportunities to Accelerate Organizational Improvement <b>John Van Gorkom</b>	Enhancing values through integrated sustainability management systems <b>Adam Schofield</b>	
1100-1145	<b>Keynote Speaker: Hon. Steve Maharey</b> The New Zealand food story: the importance of quality and safety Bay Trust Forum				
1150-1220	<b>Bay Trust Forum</b>	<b>Skellerup</b>	<b>Opus International</b>	<b>The Downer Room</b>	<b>Sigma</b>
	<b>Chair: Nigel Grigg</b>	<b>Chair: Nihal Jayamaha</b>		<b>Chair: Jane Cullen</b>	
1150-1220	Enhancements to SS ISO 9001: 2015 – How it Benefits Businesses <b>Harnek Singh</b>	An Empirical Analysis of Exporter's Supply Chain Strategies <b>Spring Zhou</b>		Assessing H&S capabilities of an organisation: moving from reactive to integrated maturity level <b>Helene Sterzik</b>	
1230-1330	<b>LUNCH - Sponsored by IQM Group NZ Ltd</b>				

# Tuesday 22 November

1330-1415	<b>Keynote Speaker: Philip Cryer</b> Good governance Health & Safety and Audit Integration Bay Trust Forum				
1415-1515	<b>Bay Trust Forum</b>	<b>Skellerup</b>	<b>Opus International</b>	<b>The Downer Room</b>	<b>Sigma</b>
	<b>Chair: Brett Marsh</b>	<b>Chair: Ishani Soysa</b>	<b>Chair: Tony Stephenson</b>	<b>Chair: Tony Pilli</b>	
1415-1445	Quality in Operations: Designing Quality In and Risk Out <b>Sarah Benjamin</b>	IMS Journey Towards Performance Excellence <b>Eleanor R. Cruz</b>	Community Revitalization through Organic and Locally Branded Products: The Mediating Roles of Brand Sustainability and Quality Perceptions <b>Bjoern Frank</b>	A view of primary health care improvement through the lens of Deming's system of profound knowledge <b>Jane Cullen</b>	
1445-1515	Leadership's Role In Driving Quality, Culture and Performance <b>Chuck Aubrey</b>	The Integrated Use of Management System Standards (IUMSS) Handbook <b>Dianne Gibbert</b>	Embedding Quality Compliance into Delivery <b>Kelly Nicoll</b>	Cashmere manufacturing: A review of the traditional and the state-of-the-art practices on Customer Perception <b>Imran Ishrat</b>	
1515-1530	<b>AFTERNOON TEA</b>				
1530-1720	<b>Bay Trust Forum</b>	<b>Skellerup</b>	<b>Opus International</b>	<b>The Downer Room</b>	<b>Sigma</b>
	<b>Chair: Kevin Foley</b>	<b>Chair: Dan Forsman</b>	<b>Chair: Pat La Londe</b>		
1530-1600	A deafening clash of cultures? Challenges of raising standards in New Zealand <b>Nigel Grigg</b>	Using a Risk Based Process Approach to integrate all HSEQ Management Systems <b>Jim Whiting</b>	Aurecon's story: Interactive Integration - piecing together the Q, E and H&S puzzle <b>Sharon Manssen and Alice Mastroserio</b>	Workshop 3: Developing an integrated sustainability strategy <b>Manuel Seidel</b>	Workshop 4: Six Steps to Building a Culture of Quality <b>Jorge Roman</b>
1600-1630	Place of Quality in a Start-up World <b>Jeff Ryall</b>	Governance, Risk and Compliance: A new view on the implementation of management systems for infrastructure projects <b>Ken Cameron</b>	Plagiarism: a driver to improve tertiary educational quality <b>Jan Lockett-Kay</b>		
1630-1700			Practical Procedures for Improving Quality Management Systems at Public Service Organisations <b>Abdullah Alhaqbani</b>		
1700-1720					
1900-2230	<b>CONFERENCE GALA DINNER</b> Skyline Gondola				

# Wednesday 23 November

0800-0830	<b>Keynote Speaker: Pat La Londe</b> Global State of Quality Bay Trust Forum				
0830-1000	<b>Bay Trust Forum</b>	<b>Skellerup</b>	<b>Opus International</b>	<b>The Downer Room</b>	<b>Sigma</b>
	<b>Chair: Michael Voss</b>				
0830-0900	Positive Safety Culture: What is it and how do we get it? <b>Ranjeeta Singh</b>				
0900-0930	Just imagine; an integrated management system with 100% compliance, 100% of the time. <b>Jacqueline Stone</b> <b>Claire Lyons</b>		Workshop 5: Advancing the Quality Conversation <b>Pat La Londe &amp; Liz Keim</b>		
0930-1000					
1000-1020	<b>MORNING TEA</b>				
1020-1100	<b>Bay Trust Forum</b>	<b>Skellerup</b>	<b>Opus International</b>	<b>The Downer Room</b>	<b>Sigma</b>
	<b>Chair: John Van Gorkom</b>		<b>Chair: Tony Rew</b>		
1020-1100	Bringing food safety risk onto the board agenda <b>Dean Stockwell</b>		How to Create an Integrated QHSE Systems Manual <b>Craig Thornton</b>		
1100-1200	<b>Keynote Speaker: Dr Chris Brendon</b> Quality and Risk Based Thinking: A New Business Strategy Bay Trust Forum				
1200-1300	<b>CLOSING CEREMONY</b>				
1400-1600	<b>Site Visit: Damar Industries</b>				



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For more information please contact:

 **the conference company**

Phone:  
Australia 1800 193 405  
New Zealand +64 9 360  
1240

Email: [apqo@tcc.co.nz](mailto:apqo@tcc.co.nz)

PO Box 90-040  
Auckland 1142, New  
Zealand