

Theme No	Theme	Keynote, Panel, Full, Overview, or Student Presentation	Paper Title	Lead Author first name	Lead Author surname	Title/Position	Organisation	Country
3	Productivity initiatives for a	Overview	Increasing competitiveness of Albanian economy, through innovations and technology transfer, to have a reforming economical and political growth	Bersand	Dumi	Director	GM Albanian Entrepreneurship	Albania
0.9	Business excellence assessment	Panel Discussion	The Key Ingredients for Success – Doric Group, Australia	Barry	Coleman	Director	Doric Group	Australia
0.91	Business excellence assessment	Panel Discussion	The Impact of Australia's Business Excellence Framework on "Driving Excellence> Innovation>Productivity> Export Growth"	David	Sikorski	Practice Leader	SAI Global	Australia
1	Business excellence assessment	Overview	Meeting the challenges in sustaining business excellence	Alan	Brown	Professor	School of Management, Edith Cowan University	Australia
1	Business excellence assessment	Overview	Driving Business Capability for Excellence, Continuous Improvement and Innovation	Ravi	Fernando	CEO	Thrive Plus	Australia
1	Business excellence assessment	Overview	Achieving Business Excellence and Sustaining the Transformation	Barry	Coleman	Director	Doric Group	Australia
2	Developing management and	Full	Unleashing a practical and proven 9 Pillars Framework for building Business Capability by Operationalising Business Excellence	Bruce	Searles	Managing Partner	Benchmarking Partnerships	Australia
4	Leadership (vision, values,	Full	Values-Driven Business Excellence	Nick	Heath	CEO	Hobart City Council	Australia
7	Customer and market focus	Overview - Student	Determining Key Service Attributes in Mobile Telecommunications Industry	Veena	Lertkriangkraisorn	PhD Student	The University of New South Wales	Australia
7	Customer and market focus	Overview - Student	Achieving Customer Satisfaction in NZ Healthcare	Sushil	Varma	DBA Candidate	Souther Cross University	Australia
7	Customer and market focus	Full	Better Customer Focus through Business Model Innovation	Norman	Chorn	Dr.	Centre for Strategy Development	Australia
9	Performance measureme	Overview	The Incompleteness of Performance Measurement in Services	Peter	Prevos	Manager	Coliban Region Water Corporation	Australia
9	Performance measureme	Overview	Prevention vs Correction – The Cost of Quality in Dental Care	Alan	Baldwin	Head of Dental & Clinical Governance	Australian Unity Health	Australia
9.91	Benchmarking (performanc	Panel Discussion	Introduction to the Future of Benchmarking 2030 Project	Bruce	Searles	Partner	Benchmarking Partnerships	Australia
12	Education, training, developmen	Full	Contextualisation of Australian nationally accredited training modules to embed and sustain learning from process improvements within three case study industries	Michael	McLean	Managing Director	McLean Management Consultants Pty Ltd	Australia
14	Process management and	Overview	It's Quality, But not as we know it.	Russell	Veitch	Process Improvement Specialist	University of Technology, NSW	Australia
14	Process management and	Overview	Around the World in 80 Shipping Containers - Practical Process Improvement - SME Global Despatch: Case Study	Ruth	Lee	Executive Director	Transformity	Australia
5	Social and environmental	Overview	Practice of environmental responsibility: analysis of secondary data from the National Brazilian Foundation and a case study in a manufacturing company	Paulo Augusto Cauchick	Miguel	Adjunct Professor	Federal University of Santa Catarina	Brazil
2	Developing management and	Overview	Developing Capabilities for World Class Performance	Yuriy	Alkalay	Associate Professor	New Bulgarian University	Bulgaria
1	Business excellence assessment	Full	Organizational Excellence Framework	Dawn	Ringrose	Director	Organizational Excellence Specialists	Canada
1	Business excellence assessment	Full - Student	Making Quality and Business Excellence Happen: A Research Working Paper Review	Grant	Regan	CEO	QaBe Developments	Canada
6.9	Customer and market focus	Keynote	Putting Citizens First: Achieving Customer Focus and Lean Government	Art	Daniels			Canada
13	Employee teams, empowerme	Full	It's Not About the Money: Developing 'Work-Life Balance into a Strategic Human Resources Tool'	Terry	Daly	Director	Catholic Children's Aid Society of Toronto	Canada

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1	Business excellence assessment	Overview	Findings of Constructing Quality Culture Model	Jiao	Genqiang	Deputy Secretary General	China Association for Quality	China
5	Social and environmental	Full	Towards a UN Global Compact and PRME Inspired springboard to Sustainable Enterprise Excellence	Rick	Edgeman	Professor	Aarhus University	Denmark
10	Benchmarking (performance)	Overview	The Impact of contextual factors on Satisfaction - consequences for benchmarking studies	Jacob	Eskildsen	Professor	Aarhus University	Denmark
4	Leadership (vision, values,	Overview	"Middle managers' leadership experiences in a Finnish governmental office"	Jarmo	Peltoniemi	Degree Programme Director	HAAGA-HELIA University of Applied Sciences	Finland
9.91	Benchmarking (performance)	Panel Discussion	The future of benchmarking – Fraunhofer IPK's viewpoint	Holger	Kohl	Director	Fraunhofer Institute for Production Sys	Germany
9.91	Benchmarking (performance)	Panel Discussion	Megatrends for the future	Oliver	Riebartsch	Head of the Information Centre Benchmarking	Fraunhofer Institute for Production Sys	Germany
14	Process management and	Overview	Waste Focused Modelling, Analysis and Valuation of Business Processes	Kai	Magenheimer	Dipl. -Ing.	Institute for Machine Tools and Industrial Management	Germany
14.9	Innovation (in products/ser	Keynote	Innovation and Intellectual Capital Management to support a sustainable corporate development	Holger	Kohl	Director	Fraunhofer Institute for Production Sys	Germany
16	Supplier relationships and	Overview	The Fraunhofer Innovation Process: Leading the Way to Innovation Capabilities – A German Example	Oliver	Riebartsch	Head of the Information Centre Benchmarking	Fraunhofer Institute for Production Systems and Design Technology (IPK)	Germany
14	Process management and	Overview	Process Improvement in New Business Operations	Eddie	Au	Lean Six Sigma Master Black Belt	ING Life Hong Kong	Hong Kong
14	Process management and	Overview - Student	A hybrid heuristic model of nurse scheduling problem	Mai	Xu		City University of Hong Kong	Hong Kong
6	Strategic planning and	Overview	Aiming Business Excellence & Benchmark Effects through Strategic Planning & Deployment at Coke Sinter & Iron Division - Tata Steel	Sandeep an	Mukherjee	Snr. Manager Improvement	Tata Steel	India
14	Process management and	Overview	Analysis of delay in procurement of materials using Six Sigma Philosophy: A case study of Vizag Steel Plant	C.S.	Rathore	Manager	Vizag Steel Plant	India
117	Standards and certification	Overview	Using quality awards model (INQA) and ISO 9004 for developing knowledge management's areas: barez industrial group case	Mohammad	Ziaei	Industrial Engineering Manager	Barez Tires	Iran
2	Developing management and	Overview	Future Management Challenges	Claudio	Baccarani	Professor	University of Verona	Italy
1	Business excellence assessment	Overview	EFQM Excellence Model within a Medical Organization: to Leadership through Competitiveness	Azat	Abdrakhmanov		International Association of Quality Managers and Auditors	Kazakhstan
4	Leadership (vision, values,	Overview	The Influence of Market Orientation, Strategic Quality Management on the Performances of Malaysian Manufacturing Firms	Sany Sanuri Mohd	Mokhtar		University Utara Malaysia	Malaysia
5	Social and environmental	Overview - Student	The Effect of Stakeholders' Influence on Responsible Practices towards Employees and Its Positive Impacts on Performance of Small Firms: Insights from Malaysia	Mehran	Nejati		Universiti Sains Malaysia	Malaysia
7	Customer and market focus	Overview	Study on Factors of Shopping Mall Attractiveness That Influenced Decision-Making in Choosing a Shopping Mall: A Structural Equation Modelling (SEM) Approaches	Khairul Anuar Mohd	Ali		UKM-Graduate School of Business, University of Malaysia	Malaysia
7	Customer and market focus	Overview - Student	Customer Perception on Service Quality in Retailed Banking Industry: Empirical Evidence from New Zealand and Malaysia	Moha A	Abdullah	Ph.D	University of Malaysia	Malaysia
10	Benchmarking (performance)	Overview	e-Benchmark Online Data Processing System in Benchmarking Projects	Mohamad Sahril Ahmad	Puzi	Consultant	Malaysia Productivity Corporation	Malaysia
15	Innovation (in products/ser	Overview	The impact of innovation process on innovation outcome and firm performance: A proposed framework for empirical study of electrical and electronics sector in Malaysia	Suriati	Abidin		Universiti Utara Malaysia	Malaysia
16	Supplier relationships and	Overview - Student	Supplier perceptions of dependencies in supplier-manufacturer relationships	Mohamad Ghozali	Hassan		Universiti Utara Malaysia	Malaysia

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16	Supplier relationships and	Overview	Relationship between Supply Chain Strategy and Performance: Exploring the Moderating Effect of Quality Management Practices	Abdul Aziz	Othman		University Utara Malaysia	Malaysia
4	Leadership (vision, values,	Overview	Leadership is Quality Driver - Embedded in Facility Management Education	Anne A.G.	Staal	Senior Lecturer	Hanze University of Applied Sciences Groningen	Netherlands
0.89	Developing Business Capability	Keynote	Welcome Speech	Steven	Joyce	Hon.	Minister for Business, Innovation and Employment	New Zealand
0.9	Developing Business Capability	Keynote	Radical is the new normal	Rod	Oram			New Zealand
0.9	Business excellence assessment	Panel Discussion	The Key Ingredients for Success – Hutt City Council, New Zealand	Tony	Stallinger	CEO	Hutt City Council	New Zealand
0.91	Business excellence assessment	Panel Discussion	The Impact of New Zealand's Business Excellence Framework on "Driving Excellence> Innovation>Productivity> Export Growth"	Mike	Watson	CEO	New Zealand Business Excellence Foundation	New Zealand
1	Business excellence assessment	Overview	Business Torque® ...An assessment tool to improve decision-making practice in SMEs	Peter	Allen	Managing Director	Business Torque® Systems Limited	New Zealand
1	Business excellence assessment	Overview	Striving for world class education performance: business excellence at Otago Polytechnic	Phil	Ker	CEO	Otago Polytechnic	New Zealand
1	Business excellence assessment	Full	Introducing the Performance Improvement Framework	Deborah	Te Kawa	Principal Advisor	State Services Comission	New Zealand
2	Developing management and	Overview	Driving Excellence from the Cloud	Keith	Phillips	CEO	QLBS.com Limited	New Zealand
2	Developing management and	Overview	Managerial skills and competencies in NZ organizations: a cause for concern	Brent	Hawkins	Business Programme Leader	ICL Business School	New Zealand
2	Developing management and	Full	The yesterday, today and tomorrow plant	Tony	Stephenson	President of NZOQ, Consultant	IMAT	New Zealand
2	Developing management and	Overview	Developing Business Capability	Sue	Gordon	Acting Chief Executive	Land Information New Zealand	New Zealand
2	Developing management and	Full	Reinventing your organisation. Jargon or Necessity?	Richard	Saul		RJS Business Systems	New Zealand
3.9	Leadership	Keynote	Leadership	Davey	Hughes	CEO	Swazi Apparel	New Zealand
4	Leadership (vision, values,	Full	Aristotle, Tiger Woods and DNA	Brett	Marsh	General Manager	Spectrum Care (New Zealand)	New Zealand
4	Leadership (vision, values,	Full	Leading a Millennial workforce down an ethical and compliant path. Plain sailing or painful?	Jennie	Vickers	Principal	ZeopardLaw	New Zealand
4	Leadership (vision, values,	Overview	Leadership Skills for New Leaders	Nicky	Campbell-Allen	Lecturer	Massey University	New Zealand
4	Leadership (vision, values,	Full	Designing a model for a high performing leadership culture: how this model links to the development and management of product, service and business rules	Brent	Ritchie	CEO	Excellence Works	New Zealand
4	Leadership (vision, values,	Full	Leadership Inspiring the Best	Annah	Stretton	Founder and Director	Stretton Clothing	New Zealand
4	Leadership (vision, values,	Full	Best practices at the top table – leveraging metrics at the board	Peter	Kerridge	Founder	Kerridge & Partners	New Zealand
4	Leadership (vision, values,	Full	Dealing with adversity or crisis from a chairman's perspective	Henri	Eliot	CEO	Board Dynamics Limited	New Zealand
4	Leadership (vision, values,	Full	Growing Living Organisations that thrive in a World of Complexity	Peter	Goldsbury		Tipu Ake Lifecycle	New Zealand

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4	Leadership (vision, values,	Full	The seven foundation stones of leadership – derived from analysing the masters (Sir Ernst Shackleton et al)	David	Parmenter	CEO	Waymark Solutions	New Zealand
5	Social and environmental	Full	Corporate sustainability is more than lip service	Gordon	Shaw	Director	Sempre Avanti Consulting	New Zealand
5.9	Strategy planning and	Keynote	Foresight-led Strategy and Innovation	Sheryl	Boxall	Founder	New Zealand Defence Force	New Zealand
6	Strategic planning and	Overview	It's All About the Benefits	Chris	Pope	Group IT PMO Manager	Air New Zealand	New Zealand
6	Strategic planning and	Overview	How to Coach Yourself and Others to Think Strategically	Jenni	Murphy-Scanlon	Principal Advisor	Strategies Direct Limited	New Zealand
6	Strategic planning and	Overview	Building an excellent careers system for New Zealand. Moving form organisational transformation to systemic transformation	Graeme	Benny	Chief Executive	Careers New Zealand	New Zealand
6.9	Customer and market focus	Keynote	Creating an Iconic Customer Experience	Helen	Burt		Vero Insurance	New Zealand
7	Customer and market focus	Overview	Social Media Best Practice for Professionals – how to engage with your clients.	Gordon	Shaw	Director	Sempre Avanti Consulting	New Zealand
7	Customer and market focus	Full	Improving business performance through better complaints management	Jason	Price	Dr., Managing Director	Price Perrott Limited	New Zealand
7	Customer and market focus	Full	The Value and Applicability of 'Voice of the Customer' Methods	Janice	Lewis	Masters Researcher	Massey University	New Zealand
7	Customer and market focus	Overview - Student	The Importance of Context: - The 'Voice of the Customer' in a Post-Conflict Police Service in the South Pacific.	Janice	Lewis	Masters Researcher	Massey University	New Zealand
7	Customer and market focus	Full	Using statistics for informed decision making to improve your bottom line	Geoff	Bascand	Chief Executive	Statistics New Zealand	New Zealand
7	Customer and market focus	Full	More Sales. Better Relationships. Effective Communication	Debbie	Mayo-Smith	Managing Director	SuccessIS!	New Zealand
8.9	Measurement, Analysis and	Keynote	Avoiding the pitfalls of performance measurement through using winning KPIs.	David	Parmenter	CEO	Waymark Solutions	New Zealand
9	Performance measurement	Full	Enhancing Performance Management Using Enterprise Systems	Sanjay	Mathrani	Senior Lecture, Product Development	Massey University	New Zealand
9	Performance measurement	Full	Measurement of 'Time to Decision' performance in an Emergency Department environment" Operational, managerial and process Implications	Richard	Greatbanks		University of Otago	New Zealand
9	Performance measurement	Overview	Measuring Urban Design to Improve Social and Environmental Outcomes	Paul	Turner	Managing Director	Landlink Limited	New Zealand
9.91	Benchmarking (performance)	Panel Discussion	The future of benchmarking – COER's viewpoint.	Robin	Mann	Founder	Centre for Organisational Excellence Research	New Zealand
10	Benchmarking (performance)	Overview - Student	Benchmarking Agri-food Supply Chains	Muhammad	Moazzam	PhD Student	Massey University	New Zealand
10	Benchmarking (performance)	Full	Why Benchmarking Projects Fail?	Michael	Voss	Owner	Pyxis Consulting	New Zealand
10	Benchmarking (performance)	Overview	Creating Sustainable Change From Best Practice Benchmarking	Rebecca	Knapman	Senior Benchmarking Technologist	Fonterra Co-operative Group Ltd.	New Zealand
10	Benchmarking (performance)	Overview	Case Study: 75% Increase in Product Acceptability Using Best Practice Benchmarking	Rebecca	Knapman	Senior Benchmarking Technologist	Fonterra Co-operative Group Ltd.	New Zealand
10	Benchmarking (performance)	Overview - Student	A Quantum Leap in Informal Benchmarking	Alan	Samuel	PhD Student	Massey University	New Zealand

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10	Benchmarking (performance)	Overview	Best practices of finding best practice: the beginners guide	Ahmed	Abbas	Researcher	BPIR.com	New Zealand
11	Knowledge management and	Overview - Student	The role of HRM practices as benchmarks in knowledge management: An empirical study	Salman	Iqbal	PhD Student	Massey University	New Zealand
11	Knowledge management and	Overview	Offshore Software Development Collaboration in the Asia Pacific Region	Anuradha	Mathrani	Lecturer	Massey University	New Zealand
11	Knowledge management and	Overview	Plunket Plus - The Nurse-led Information System Development: Building Organisational Capability For The 21st Century	Brenda	Hynes		Royal New Zealand Plunket Society Inc.	New Zealand
11	Knowledge management and	Overview	Best Practice Reports – a microcosm of the BPIR.com	Neil	Crawford	General Manager	BPIR.com	New Zealand
11	Knowledge management and	Overview	Building Economic Statistics (BES): Revolutionising statistical production in the 21st Century	Kathy	Connolly		Statistics New Zealand	New Zealand
12	Education, training, development	Full	Vero New Zealand's People Framework Journey	Michelle	Ashby	Technical Capability & Delivery Consultant	Vero Insurance New Zealand Ltd	New Zealand
12	Education, training, development	Full	Developing open minds - A review of quality education and training provision in NZ and internationally	Nigel	Grigg	Associate Professor	Massey University	New Zealand
12	Education, training, development	Full	Back to the future - developing leaders and managers the way humans evolved to learn	Carl	Sanders-Edwards		JumpShift	New Zealand
12	Education, training, development	Overview	Education for organisational excellence: an innovation approach	Malcolm	MacPherson		Otago Polytechnic	New Zealand
12	Education, training, development	Full	"Re-run Theatre": Re-enacting frontline incidents for service excellence	Steve	Catty	Strategic Analyst	PACT Group	New Zealand
12	Education, training, development	Full	Information Overload Might Be Stealing As Much as 28% of Your Day!	Robyn	Pearce	Managing Director	GettingAGrip.com	New Zealand
12	Education, training, development	Overview	Perils of Using Technology for Adult Literacy Education	Siham	El-Kafari	Senior Lecturer	Manukau Institute of Technology	New Zealand
12.9	Employee teams, empowerment	Keynote	I'm not blind - its just that I can't see	Rob	Matthews			New Zealand
12.9	Employee teams, empowerment	Keynote	Business Transformation Through Staff Engagement	Chris	Curtin	CEO	AA Insurance Limited	New Zealand
13	Employee teams, empowerment	Full	Narrow that Quality Isolation Gap Simply By Filling It	Margaret	Sands	Staff Development & Quality Facilitator	Southern Cross Hospital - Invercargill Hospital	New Zealand
14	Process management and	Overview	Establishing and Sustaining a Process Capability and Culture.	Desiree	Botica	General Manager	Sysdoc	New Zealand
14	Process management and	Full	Tait Communications: Our Lean Manufacturing Journey	Dean	Mischewski	Production Engineer Manager	Tait Communications	New Zealand
14	Process management and	Overview - Student	Integration of Design of Experiments Within a Strong Lean Manufacturing Environment	Pramila	Gamage		Massey University	New Zealand
14	Process management and	Overview	Empower frontline workers to drive excellence and productivity - True leadership should unleash sustainable process improvement	Danie	Vermeulen	CEO	Kaizen Institute	New Zealand
14	Process management and	Overview	Solutions first syndrome; or the easy way to avoid continual improvement	Ian	Hendra	Director	Clearline Services Ltd	New Zealand
14	Process management and	Overview - Student	How lean is the New Zealand pip fruit industry?	Hans	Doevendans	Ph.D Student	Massey University	New Zealand
14	Process management and	Full	The Application of Lean Six Sigma in New Zealand Organisations: Case Studies from Different Sectors	Melvyn	Thornley	Managing Director	Thornley Group Limited	New Zealand

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14	Process management and	Overview	Increasing productivity, reducing cost and improving quality in Elective Surgery in New Zealand – the Waitemata DHB joint arthroplasty pilot.	John	Cullen	Dr	Waitemata DHB	New Zealand
14	Process Management	Overview	Risk Analysis of Re-fractures of Elderly Patients-A New Zealand Retrospective Study	Nihal	Jayamaha	Lecturer	Massey University	New Zealand
14	Process Management	Full	Transformation Overview to Learning-First (Lean) Product Development	Colin	Gilchrist	Director	Set Based Solutions Ltd	New Zealand
14	Process Management	Full	Learning-First (Lean) Product Development at Gallagher	Rob	Heebink	Research and Development Executive	Learning-First (Lean) Product Development at Gallagher	New Zealand
15	Innovation (in products/ser	Full	Creative Collaboration – the missing link	Wade	Jackson		Improv Warrior	New Zealand
15	Innovation (in products/ser	Overview	Is Collaborative Innovation a viable strategy for NZ firms?	Dana	Cumin	Lecturer and Research Coordinator	ICL Business School	New Zealand
15	Innovation (in products/ser	Full	Strategies for Bringing Innovations to Market	Hugh	Whittaker	Professor	University of Auckland	New Zealand
17	Standards and certification	Overview	Grand Design: Quality Assurance in the Property Profession	Joanna	Parry	Quality Assurance and Accreditation Manager	The Property Institute of New Zealand	New Zealand
17	Standards and certification	Overview	Micro-ISO: Implementing a materials-based management system for plant quarantine and micro-organism testing	Paul	Austin	Scientist	The New Zealand Institute for Plant & Food Research Limited	New Zealand
5	Social and environmental	Overview	Sustainable Business Performance and Business Initiatives: Evidence from Chemical, Fertilizer, and Oil and Gas Sector of Pakistan	Khuram	Bukhari		Institute of Management Sciences B.Z University Multan	Pakistan
13	Employee teams, empowerment	Overview	Examining the Relationship Between Socialization Tactics and Organizational Citizenship Behaviour: Mediating Role of Organizational Commitment	Muhammad Mohtash	Saeed		International Islamic University	Pakistan
2	Developing management and	Overview	Academe's Journey to Total Quality Management: Bicol University's ISO 9001 Experience	Fay Lea Patria M.	Lauraya	President	Bicol University	Philippines
10	Benchmarking (performanc	Full	Transforming an In-House Call Centre into a Revenue-Generating Outsourcing Center through Benchmarking	Maria Theresa	Bagaman		Philippine Society for Quality	Philippines
2	Developing management and	Overview	Social and psychological management in the period of globalization	Evgeniia Aleksandrovna	Obodkova	Associate Professor	Pastukhov's State Academy of Industrial Management	Russia
0.9	Business excellence assessment	Panel Discussion	The Key Ingredients for Success – The Subordinate Courts of Singapore	Tan Siong	Thye	Chief District Judge	Subordinate Courts of Singapore	Singapore
0.91	Business excellence assessment	Panel Discussion	The Impact of Singapore's Business Excellence Framework on "Driving Excellence> Innovation>Productivity> Export Growth"	Freddy	Soon	Special Advisor	Hyflux Limited	Singapore
3.9	Leadership	Keynote	Leadership Practices and Paradoxes	Chee Wei	Kwan		Human Capital Leadership Institute	Singapore
13	Employee teams, empowerment	Overview	Professional Learning Communities for Better Staff Engagement	Norkhalid	Slamat	Head, Staff Development	Pasir Ris Primary School, Ministry of Education	Singapore
7	Customer and market focus	Full	Explaining the financial performance in the banking sector - With special reference to possible importance of Customer Preferences	Jan	Eklöf	Associate Professor and Director	Center for Economic Statistics, Stockholm School of Economics	Sweden
7	Customer and market focus	Overview - Student	Improving Financial performance by non-financial measures - Lessons from the Banking Sector	Johan	Parmier	PhD Student	Stockholm School of Economics	Sweden
11	Knowledge management and	Full	Driving Organizational Performance Excellence through KM Assessment	Boondee	Bunyagidj	Advisor to the Executive Director	Thailand Productivity Institute	Thailand
15	Innovation (in products/ser	Overview - Student	Technology Selection from University Research for Innovation Development: Case Studies of Licensee Firms in Thailand	Ratchakrit	Klongpayabal	PhD Student	Chulalongkorn University	Thailand
4	Leadership (vision, values,	Keynote	Executive Longevity	Tim	Bean	CEO	The Hard Edge	UK

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13.10	Process management and	Keynote	Moving from Process Excellence to a Sustainable Lean Business System	Peter	Hines	CEO	LeanBusinessSystem.com	UK
14	Process management and	Full	Understanding your Organisation as a System	Sarah	Benjamin		Vanguard Consulting Limited	United Kingdom
14	Process management and	Full	Why should a project need an outside focus on Quality?	Terry	Pilcher	CEO	BCS Management Services	United Kingdom
0.9	Developing Business Capability	Keynote	The Four Pillars of Organizational Excellence	Cyndi	Laurin	Founder	Guide to Greatness, LLC	United States
0.91	Business excellence assessment	Panel Discussion	The Impact of United States' Business Excellence Framework on "Driving Excellence> Innovation>Productivity> Export Growth"	Chuck	Aubrey	Chairman	Asian Pacific Quality Organisation	United States
5.9	Strategy planning and	Keynote	Best Practices in Strategic Planning Drive Business Capability and Payoff on the Bottom Line!	Charles	Aubrey	CEO	AndersonBrecon	United States
9.9	Benchmarking (performanc	Keynote	Best Practice Benchmarking for Global Competitiveness and Cooperation	Robert	Camp		Global Benchmarking Network	United States
13.9	Process management and	Keynote	Learning from Crisis: Toyota's Quality Epiphany	Robert E.	Cole	Professor	Haas School of Business	United States
13.9	Process management and	Keynote	Streamlined Process Improvement	Jim	Harrington	CEO	Harrington- Group	United States
2	Developing management and	Full	Performance Excellence on a Global Scale: The Public vs. The Private Sector - Who Wins?	Dale F	Weeks	President	Global Leadership and Benchmarking Associates (GLBA)	USA
13	Employee teams, empowerme	Overview	Human Capital Leadership: A Strategic Approach to Optimizing Workplace Potential	Jonathan	H. Westover	Assistant Professor of Management; Director of Academic Service	Utah Valley University	USA