



## Programme - World Business Capability Congress, Auckland, Dec 5-7, 2012

Venue: Owen G Glenn Building (University Building 260), University of Auckland's Business School, Grafton Road.

Registration to the Congress enables delegates to attend all presentations on the day(s) that they have booked for. Additional fees are required for attendance at the welcome reception, socials and evening meals and workshops.

### Outline Programme

All the following can be booked at [www.worldbusinesscapabilitycongress.com](http://www.worldbusinesscapabilitycongress.com).

- **Monday 3th December**
  - "Pre-Congress" Workshop (9.00 – 5.00pm)
    - Achieving Customer Centricity – 2 day workshop, 9.00 to 5.00pm, 3/4 December 2012 **Room 315**,
    - Benchmarking for Best Practices – 2 day workshop, 9.00 to 5.00pm, 3/4 December 2012 **Room 323**
- **Tuesday 4th December**
  - "Pre-Congress" Workshop (9.00 – 5.00pm)
    - Achieving Customer Centricity – 2 day workshop, 9.00 to 5.00pm, 3/4 December 2012 **Room 315**
    - Benchmarking for Best Practices – 2 day workshop, 9.00 to 5.00pm, 3/4 December 2012 **Room 323**
    - Staying Lean – 1 day workshop, 9.00 to 5.00pm, 4 December 2012 **Room 260-321**
    - Winning Key Performance Indicators – 1 day workshop, 9.00 to 5.00pm, 4 December 2012 **Room 317**
    - Annual General Meeting. Global Benchmarking Network – 1 day, 9.00 to 5.30pm **Room 319**
- Congress registrations open from 5.30pm at the Waipapa Marae, University of Auckland.
- Welcome Reception Waipapa Marae, University of Auckland 6.00-8.00pm (situated next to the Department of Māori Studies at 16 Wynyard Street).
- **Wednesday 5th December**
  - Congress – Day 1, 9.30 – 6.30pm
  - New Zealand Best Practice Competition – Day 1, 3.30 – 7.00pm
  - New Zealand Heritage & Networking Evening – Voyager New Zealand Maritime Museum, Auckland Harbour Viaduct, 7.30pm, (food served from 8.00pm)
- **Thursday 6th December.**
  - Congress – Day 2, 8.00 – 6.30pm
  - New Zealand Best Practice Competition – Day 2, 8.00 – 6.30pm
  - Pre-dinner Social 7.00pm, Eden Park,
  - Official Congress Dinner and Awards, Eden Park, 7.45pm
- **Friday 7th December**
  - Congress – Day 3, 8.00 – 5.00pm
  - Global Benchmarking Award – Day 3, 11.00 – 12.30pm
  - International Best Practice Competition – Day 3, 3.20 – 4.20pm

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## Congress Themes

The Themes (T) referred to within the programme are as follows.

### DEVELOPING BUSINESS CAPABILITY

- T1. Business excellence assessments, awards and models
- T2. Developing management and organisational capability
- T3. Productivity initiatives for a sector/region or the economy as a whole

### LEADERSHIP

- T4. Leadership (vision, values, developing leaders, ethics, governance)
- T5. Social and environmental responsibility (surpassing regulatory requirements/engaging with the local community)

### STRATEGY

- T6. Strategic planning and deployment

### CUSTOMER AND MARKET FOCUS

- T7. Customer and market focus (understanding customers, building customer relationships, marketing)
- T8. Seeking, connecting and forming international partnerships for export growth

### MEASUREMENT, ANALYSIS AND KNOWLEDGE MANAGEMENT

- T9. Performance measurement (selecting measures, analysis, reporting, balanced scorecard, triple bottom-line)
- T10. Benchmarking (performance and best practice benchmarking)
- T11. Knowledge management and information technology

### HUMAN RESOURCE FOCUS

- T12. Education, training, development and learning
- T13. Employee teams, empowerment, motivation, and satisfaction

### PROCESS MANAGEMENT

- T14. Process management and improvement (six sigma, quality control, quality assurance, and quality management, safety)
- T15. Innovation (in products/services and processes)
- T16. Supplier relationships and partnerships
- T17. Standards and certification (ISO 9000, ISO 14000 etc)

### NOTE

- This programme is final. The organisers reserve the right to change the programme.
- Keynote Presentations are allocated 45 minutes (including questions and answers), Full Presentations 30 or 25 minutes (including questions and answers), and Overview Presentations 15 minutes (including questions and answers).

### COLOUR CODE FOR PROGRAMME

	Keynote presentation
	Panel discussions with short presentations
	Best Practice Competition

5th December	Day 1				Length
Registrations open from 8.45am					
9.30 – 9.40	<b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> <b>Welcome</b> , Jennie Vickers, Master of ceremonies - 5 minutes <b>Mihi Whakatau (Maori Welcome)</b> , Dr. Manuka Henare, University of Auckland - 5 minutes				10
9.40 – 10.05	<b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> <b>T2 – Business Capability</b>  <b>Ministerial Welcome Speech - Developing the business capability of New Zealand organisations</b> Keynote - Hon Steven Joyce, Minister of Economic Development - 20 minute 5 minutes changeover time				25
10.05 - 10.15	<b>Welcome and Overview of the Congress</b> , Dr Robin Mann, Congress Chairman – 10 minutes				10
10.15 - 11.10	<b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> <b>T1,2&amp;3 - Business Capability</b>  <b>Radical is the new normal</b> Keynote - Rod Oram, New Zealand - 50 minutes				55
11.10 – 11.25	Move rooms – Keynote and Panel Speakers Remain in the Room for a Group Photograph				10
11.25 - 12.15	4 x parallel sessions				50
	<b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> (Chair – Hugh Whittaker) <b>T4/T5 - Leadership</b>  <b>Leadership</b> Keynote – Davey Hughes, Swazi Apparel, New Zealand – 45 minutes	<b>Room - OGGB3, level 0</b> (Chair – Ron Mazzachi) <b>T9 - Performance Measurement</b>  <b>Avoiding the pitfalls of performance measurement through using winning KPIs.</b> Keynote – David Parmenter, Waymark Solutions, New Zealand – 45 minutes	<b>Room 260-098, level 0</b> (Chair – Dale Weeks) <b>T7 – Customer and Market Focus</b>  <b>Putting Citizens First: Achieving Customer Focus and Lean Government</b> Keynote – Art Daniels, Canada – 45 minutes	<b>Room - OGGB5, level 0</b> Chair – David Sikorski) <b>T14 – Process Management</b>  <b>Moving from Process Excellence to a Sustainable Lean Business System</b> Keynote – Professor Peter Hines, LeanBusinessSystem.com, UK – 45 minutes  <b>GOLD SPONSOR – SAI GLOBAL AND TELARC</b>	
12.15 – 1.30	LUNCH and OPENING OF EXHIBITION – Main Foyer, Level 1				75

1.30 - 3.00	5 x parallel sessions				90	
	<p><b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> Master of Ceremonies – Jennie Vickers, (Chair – Robin Mann)</p> <p><b>T1 - Business Excellence</b></p> <p><b>Business Excellence Panel Discussion – National Approaches to Business Excellence and Business Capability Building</b></p> <p>Panel Members: David Sikorski, Australia, 12 minutes Mike Watson, New Zealand, 12 minutes, Freddy Soon, Singapore, 12 minutes Chuck Aubrey, United States, 12 minutes</p> <p>Discussion, 30 minutes</p>	<p><b>Room - OGGB3, level 0</b> (Chair – Jacob Kjær Eskildsen)</p> <p><b>T4- Leadership</b></p> <p><b>Leadership Inspiring the Best,</b> Annah Stretton, Stretton Clothing, New Zealand – 25 minutes</p> <p><b>Growing Living Organisations that thrive in a World of Complexity</b> Peter Goldsbury, Tipu Ake Lifecycle, New Zealand – 25 minutes</p> <p><b>T12 - Education, training, development and learning</b></p> <p><b>Information Overload Might Be Stealing As Much as 28% of Your Day!</b> Robyn Pearce, Gettingagrip.com – 25 minutes</p>	<p><b>Room - 321</b> (Chair – David Parmenter)</p> <p><b>T9 – Performance Measurement</b></p> <p><b>Measurement of 'Time to Decision' performance in an Emergency Department environment. Operational, managerial and process Implications</b> Richard Greatbanks, University of Otago, New Zealand – 25 minutes</p> <p><b>Enhancing Performance Management Using Enterprise Systems</b> Sanjay Mathrani, Massey University, New Zealand – 15 minutes</p> <p><b>Measuring Urban Design to Improve Social and Environmental Outcomes</b> Paul Turner, LandLink Limited, New Zealand – 15 minutes</p> <p><b>Prevention vs Correction –Cost of Quality in Dental Care</b> Alan Baldwin, Australian Unity Health, Australia – 15 minutes</p> <p><b>T11 – Knowledge management and information technology</b></p> <p><b>Offshore Software Development Collaboration in the Asia Pacific Region,</b> Anuradha Mathrani, Massey University, New Zealand – 15 minutes</p>	<p><b>Room - 098, level 0</b> (Chair – Russell Veitch)</p> <p><b>T7 – Customer and Market Focus</b></p> <p><b>Improving business performance through better complaints management</b> Jason Price, Price Perrott Limited, New Zealand – 30 minutes</p> <p><b>The Value and Applicability of 'Voice of the Customer' Methods</b> Janice Lewis, Massey University, New Zealand – 25 minutes</p> <p><b>Explaining the financial performance in the banking sector - With special reference to possible importance of Customer Preferences</b> Jan Eklöf, Stockholm School of Economics, Sweden – 25 minutes</p>	<p><b>Room - OGGB5, level 0</b> (Chair – Oliver Riebartsh)</p> <p><b>T15 - Innovation</b></p> <p><b>Creative Collaboration – the missing link</b> Wade Jackson, Improv Warrior, New Zealand – 30 minutes</p> <p><b>Is Collaborative Innovation a viable strategy for NZ firms?</b> Dana Cumin, ICL Business School, New Zealand – 15 minutes</p> <p><b>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 – 15 minutes</b></p> <p><b>T3 - Productivity initiatives for a sector/region or the economy as a whole</b></p> <p><b>Increasing competitiveness of Albanian economy, through innovations and technology transfer, to have a reforming economical and political growth</b> Bersand Dumi, Albanian Entrepreneurship – 15 minutes</p>	

3.00 – 3.30	BREAK / EXHIBITION – Main Foyer, Level 1				30
	4 x parallel sessions				50
3.30 – 4.20	<p><b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> (Chair – Nicky Campbell-Allen )</p> <p>T4/T5 - Leadership</p> <p><b>Leadership</b> Keynote – Davey Hughes, Swazi Apparel, New Zealand – 45 minutes</p>	<p><b>Room - OGGB3, level 0</b> (Chair – Terry Daly)</p> <p>T7 – Customer and Market Focus</p> <p><b>Putting Citizens First: Achieving Customer Focus and Lean Government</b> Keynote – Art Daniels, Canada – 45 minutes</p>	<p><b>Room 098, level 0</b> (Chair – Tony Stephenson)</p> <p>T14 – Process Management</p> <p><b>Learning From Crisis: Toyota’s Quality Epiphany</b> Keynote – Professor Robert Cole, Haas School of Business, USA – 45 minutes</p> <p><b>GOLD SPONSOR – JAS-ANZ</b></p>	<p><b>Room - OGGB5, level 0</b></p> <p><b>Opening of the New Zealand and International Best Practice Competition</b> Introduction, Robin Mann, 15 minutes</p> <p><b>New Zealand Best Practice Competition – SME category</b></p>	
4.20 – 4.30	Move rooms				10
4.30 – 6.30	5 x parallel sessions				120
	<p><b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> (Chair – Grant Regan)</p> <p>T1 – Business excellence assessments, awards and models</p> <p><b>Performance Excellence on a Global Scale: The Public vs. The Private Sector - Who Wins?</b> Dale F Weeks, Global Leadership and Benchmarking Associates, USA – 30 mins</p> <p><b>Introducing the Performance Improvement Framework</b> Deborah Te Kawa, State Services Commission, New Zealand – 30 minutes</p>	<p><b>Room - OGGB3, level 0</b> (Chair – Robyn Pearce)</p> <p>T12 - Education, training, development and learning</p> <p><b>Developing open minds - A review of quality education and training provision in NZ and internationally</b> Nigel Grigg, Massey University, New Zealand – 30 minutes</p> <p><b>Back to the future - developing leaders and managers the way humans evolved to learn</b> Carl Sanders-Edwards, JumpShift, New Zealand – 30 minutes</p>	<p><b>Room 260-098, level 0</b> (Chair –Danie Vermeulen)</p> <p>T14 – Process Management</p> <p><b>The Application of Lean Six Sigma in New Zealand Organisations: Case Studies from Different Sectors</b> Melvyn Thornley, Thornley Group Limited, New Zealand – 30 minutes</p> <p><b>Understanding your Organisation as a System</b> Sarah Benjamin, Vanguard Consulting Limited, New Zealand – 30 minutes</p> <p><b>It’s Quality, But not as we know it.</b> Russell Veitch, University of Technology, Australia –</p>	<p><b>Room - 260-321</b> (Chair - Jan Eklöf)</p> <p>PhD Student Presentations</p> <p><b>Determining Key Service Attributes in Mobile Telecommunications Industry</b> Veena Lertkriangkraisorn, The University of New South Wales, Australia – 15 minutes</p> <p><b>Achieving Customer Satisfaction in NZ Healthcare</b> Sushil Varma Southern Cross University, Australia – 15 minutes</p> <p><b>Improving Financial performance by non-financial measures - Lessons from the</b></p>	<p>Judges Michael Voss, Pyxis (Chief Judge) Terry Pilcher, BCS Management Services Smına Vanlerberghe, ATEED</p> <p>Session 1 - 5 SMEs (95 minutes)</p> <ul style="list-style-type: none"> <li>• Introduction (10 minutes)</li> <li>• 5x8 minute best practice presentations (40 minutes)</li> <li>• Changeover time between presentations (15 minutes)</li> <li>• Judges questions and responses (25 minutes)</li> <li>• Break (10 minutes)</li> </ul> <ol style="list-style-type: none"> <li>1. Constant Gradual Improvement - Innovation and Early Adoption, <b>Watson Real Estate Ltd</b></li> <li>2. IPPreserver - Knowhow Manager, <b>Business Excellence Architects Limited</b></li> <li>3. Client Service Performance - independent review / benchmarking, <b>Kerridge &amp; Partners</b></li> <li>4. Getting your House in Order- Pragmatic Governance for the Real World, <b>ZeopardLaw</b></li> <li>5. Multiple Discipline Templates, <b>mbar 2011 Ltd</b></li> </ol>

	<p><b>The Incompleteness of Performance Measurement in Services</b> Peter Prevos, Coliban Region Water Corporation, Australia – 15 minutes</p> <p><b>Achieving Business Excellence and Sustaining the Transformation</b> Barry Coleman, Doric Group, Australia – 15 minutes</p> <p><b>T2 - Developing management and organisational capability</b></p> <p><b>Business Torque® ...An assessment tool to improve decision-making practice in SMEs</b> Peter Allen, Business Torque® Systems Limited, New Zealand – 15 minutes</p>	<p><b>Contextualisation of Australian nationally accredited training modules to embed and sustain learning from process improvements within three case study industries</b> Michael McLean, McLean Management Consultants, Australia – 30 minutes</p> <p><b>Education for organisational excellence: an innovation approach</b> Malcolm McPherson, Otago Polytechnic, New Zealand – 15 minutes</p>	<p>15 minutes</p> <p><b>Around the World in 80 Shipping Containers - Practical Process Improvement - SME Global Despatch: Case Study</b> Ruth Lee, Transformity New Zealand – 15 minutes</p> <p><b>Solutions first syndrome; or the easy way to avoid continual improvement</b> Ian Hendra, Clearline Services, New Zealand – 15 minutes</p> <p><b>GOLD SPONSOR – Thornley Group</b></p>	<p><b>Banking Sector</b> Johan Palmer, Stockholm School of Economics, Sweden – 15 minutes</p> <p><b>Technology Selection from University Research for Innovation Development: Case Studies of Licensee Firms in Thailand</b>, Ratchakrit Klongpayabal Chulalongkorn University, Thailand – 15 minutes</p> <p><b>Open discussion giving feedback to PhD students</b></p>	<p>Session 2 - 5 SMEs (85 minutes)</p> <ul style="list-style-type: none"> <li>• Introduction (10 minutes)</li> <li>• 5x8 minute best practice presentations (40 minutes)</li> <li>• Changeover time between presentations (15 minutes)</li> <li>• Judges questions and responses (25 minutes)</li> </ul> <p>6. Leadership, drama and technology interpret a powerful story with excellence, relevance, inclusion, innovation and vision. <b>Waipu Museum</b></p> <p>7. Ruakaka Cable Wake (Wakeboarding by wire), <b>Sprockett Boards Limited</b></p> <p>8. Do it once and do it right, <b>HeliNorth Limited</b></p> <p>9. Black Watch, <b>Black Watch Construction Limited</b></p> <p>10. Customer and Market focus, <b>Upper Hutt DMD Ltd</b></p> <p>Finish – 6.45pm</p>	
6.30	MEET FROM 6.30PM AT THE ENTRANCE OF UNIVERSITY OF AUCKLAND'S BUSINESS SCHOOL, GRAFTON ROAD, FOR SHUTTLE BUS TO THE VOYAGER NEW ZEALAND MARITIME MUSEUM, AUCKLAND HARBOUR VIADUCT. BUS LEAVES EVERY 15 MINUTES. LAST BUS AT 7.30PM.					
7.30 to 9.30	NETWORKING EVENING – VOYAGER NEW ZEALAND MARITIME MUSEUM, AUCKLAND HARBOUR VIADUCT (FOOD SERVED FROM 8.00pm)					
Keynote presentations day 1 = 9, Full presentations day 1 = 15, Overview presentations day 1 = 17, Best Practice Competition Presentations day 1 = 10, Panel Discussion = 1 (with 4 presentations)						

6th December	Day 2			Length
Registrations open from 7.30am				
8.00 – 9.30	Early session - 4 x parallel sessions			90
	<p><b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> (Chair – Chris Pope)</p> <p>T4 - Leadership</p> <p><b>The seven foundation stones of leadership – derived from analysing the masters (Sir Ernst Shackleton et al)</b> David Parmenter, Waymark Solutions – 25 minutes</p> <p><b>Aristotle, Tiger Woods and DNA</b> Brett Marsh, General Manager, Spectrum Care Trust, New Zealand – 25 minutes</p> <p><b>Middle managers’ leadership experiences in a Finnish governmental office</b> Jarmo Peltoniemi , HAAGA-HELIA University of Applied Sciences, Finland – 15 minutes</p> <p><b>Leadership is a Quality Driver - Embedded in Facility Management Education, Ab</b> Anne A.G. Staal, University of Applied Sciences, Netherlands – 15 minutes</p>	<p><b>Room - OGGB3, level 0</b> (Chair – Siham El-Kafafi)</p> <p>T12 - Education, training, development and learning</p> <p><b>“Re-run Theatre”: Re-enacting frontline incidents for service excellence,</b> Steve Catty, PACT Group, New Zealand – 30 minutes</p> <p>T7 - Customer and Market Focus</p> <p><b>More Sales. Better Relationships. Effective Communication</b> Debbie Mayo-Smith, SuccessIS!, New Zealand – 30 minutes</p> <p><b>Customer Perception on Service Quality in Retailed Banking Industry: Empirical Evidence from New Zealand and Malaysia</b> Moha Asri Abdullah, University of Malaysia – 15 minutes</p>	<p><b>Room - OGGB5, level 0</b></p> <p><b>New Zealand Best Practice Competition – Large organization category</b></p> <p>Introduction, Robin Mann, 5 minutes</p> <p>Judges – Mike Watson, NZBEF, (Chief Judge) Robert Cole, Haas School of Business Keith Philips, QLBS</p> <p>Session 1 - 5 Large organisations (95 minutes)</p> <ul style="list-style-type: none"> <li>• Introduction (10 minutes)</li> <li>• 5x8 minute best practice presentations (40 minutes)</li> <li>• Changeover time between presentations (15 minutes)</li> <li>• Judges questions and responses (25 minutes)</li> <li>• Break (10 mins)</li> </ul> <ol style="list-style-type: none"> <li>1. Integrating Consumer Input into One’s Organisational Identity, <b>Wellink Trust</b></li> <li>2. Developing an outstanding place to work, using a work environment survey as a tool, <b>Otago Polytechnic</b></li> <li>3. ‘Our Way’ – The Sysdoc Approach to Building Excellence in the Workplace, <b>Sysdoc</b></li> <li>4. Hutt City Council - our continuous improvement road taking us from Zero to Hero, <b>Hutt City Council</b></li> <li>5. Improving Dementia Care - Reducing Antipsychotic Use, <b>Bupa Care Services</b></li> </ol> <p>Session 2 - 5 Large (85 minutes)</p> <ul style="list-style-type: none"> <li>• Introduction (10 minutes)</li> <li>• 5x8 minute best practice presentations (40 minutes)</li> <li>• Changeover time between presentations (15 minutes)</li> <li>• Judges questions and responses (25 minutes)</li> </ul> <ol style="list-style-type: none"> <li>6. Harry Potter and The Peking Duck, <b>Spectrum Care Trust Board</b></li> <li>7. Service Excellence - Making Every Contact Count at</li> </ol>	

							Police Station Public Counters, <b>New Zealand Police</b> <b>8.</b> Morning Meeting Protocol, <b>Te Aratika Drilling Ltd</b> <b>9.</b> Pact's Re-run Theatre: Re-enacting frontline incidents for service excellence, <b>Pact</b> Finish – 10.45am	
9.30 - 10.00	BREAK / EXHIBITION – Main Foyer, Level 1							30
10.00- 10.50	4 x parallel sessions							50
	<b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> (Chair – Jason Price)  T7– Customer and Market Focus  <b>Creating an Iconic Customer Experience</b> Keynote – Helen Burt, Vero, New Zealand – 45 minutes	<b>Room - OGGB3, level 0</b> (Chair – Jennie Vickers)  T4 – Leadership  <b>Executive Longevity</b> Keynote – Tim Bean, The Hard Edge, UK – 45 minutes	<b>Room - OGGB4, level 0</b> (Chair – Melvyn Thornley)  T6 – Strategy  <b>Best Practices in Strategic Planning Drive Business Capability and Payoff on the Bottom Line!</b> Keynote – Chuck Aubrey, United States – 45 minutes  <b>GOLD SPONSOR – Thornley Group</b>					
10.50- 11.00	Move rooms							10
11.00- 12.00	6 x parallel sessions							60
	<b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> (Chair – Ceillhe Sperath)  T1 - Business Excellence  <b>Organizational Excellence Framework</b> Dawn Ringrose, Organisational Excellence Specialists, Canada – 25 minutes  <b>Unleashing a practical and proven 9 Pillars Framework for</b>	<b>Room - OGGB3, level 0</b> (Chair – Ian Hendra)  T17 - Standards and Certification  <b>Standards and Certification – JAS-ANZ Sponsors Presentation</b> , Anthony Stephenson, New Zealand, New Zealand Organisation for Quality – 25 minutes  <b>Grand Design: Quality Assurance in the Property Profession</b>	<b>Room - OGGB4, level 0</b> (Chair – Bruce Searles)  T6 - Strategy  <b>How to Coach Yourself and Others to Think Strategically</b> Jenni Murphy-Scanlon, Strategies Direct Limited, New Zealand – 15 minutes  <b>It's All About the Benefits</b> Chris Pope, Air New Zealand – 15 minutes	<b>Case Room 2, level 0</b> (Chair – )  T14 – Process Management  <b>Why should a project need an outside focus on Quality?</b> Terry Pilcher BCS Management Services UK – 25 minutes  <b>Empower frontline workers to drive excellence and</b>	<b>Case Room 3, level 0</b> (Chair – Rebecca Knapman)  T4 - Leadership  <b>Dealing with adversity or crisis from a chairman's perspective</b> Henri Eliot, Board Dynamics Limited, New Zealand – 30 minutes  <b>The Influence of</b>	<b>Case Room 4, level 0</b> (Chair – Nigel Grigg)  PhD Student Presentations  <b>Making Quality and Business Excellence Happen: A Research Working Paper Review</b> Grant Regan, Massey University, New Zealand – 25 minutes		



	<p><b>building Business Capability by Operationalising Business Excellence</b> Bruce Searles, Benchmarking Partnerships, Australia – 25 minutes</p>	<p>Joanna Parry The Property Institute of New Zealand – 15 minutes</p> <p><b>Micro-ISO: Implementing a materials-based management system for plant quarantine and micro-organism testing</b> Paul Austin The New Zealand Institute for Plant &amp; Food Research Limited – 15 minutes</p> <p><b>GOLD SPONSOR – JAS-ANZ</b></p>	<p><b>Aiming Business Excellence &amp; Benchmark Effects through Strategic Planning &amp; Deployment at Coke Sinter &amp; Iron Division</b> - Tata Steel, Sandeep Mukherjee, Tata Steel – 15 minutes</p> <p><b>Building an excellent careers system for New Zealand. Moving form organisational transformation to systemic transformation</b> Graham Benny, Careers New Zealand – 15 minutes</p>	<p><b>productivity - True leadership should unleash sustainable process improvement</b> Danie Vermeulen, Kaizen Institute, New Zealand – 15 minutes</p> <p>T2 - Developing management and organisational capability</p> <p><b>Developing Business Capability</b> Sue Gordon, Land Information New Zealand – 15 minutes</p>	<p><b>Market Orientation, Strategic Quality Management on the Performances of Malaysian Manufacturing Firms</b> Sany Sanuri Mohd Mohktar, University Utara Malaysia – 15 minutes</p>	<p><b>A Quantum Leap in Informal Benchmarking</b> Alan Samuel, Massey University, New Zealand – 15 minutes</p> <p><b>The role of HRM practices as benchmarks in knowledge management: An empirical study</b> Salman Iqbal, Massey University, New Zealand – 15 minutes</p> <p><b>Open discussion giving feedback to PhD students</b></p>	
12.00 – 1.15	LUNCH / EXHIBITION – Main Foyer, level 1						70
1.15 – 2.40	<p><b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> Master of Ceremonies – Jennie Vickers (Chair – Mike Watson)</p> <p>T1- Business Excellence</p> <p><b>Business Excellence Award Winners Panel Discussion – How to build business capability and achieve Business Excellence</b></p> <ul style="list-style-type: none"> <li>NZ Business Excellence Award Winner 2011, Tony Stallinger, Chief Executive, Hutt City Council (15 minute presentation)</li> <li>Australian Business Excellence Award Winner 2010, Barry Coleman, Doric Group (15 minute presentation)</li> <li>Singaporean Business Excellence Award Winner, Chief District Judge Tan, The Subordinate Courts of Singapore, (15 minute presentation)</li> </ul> <p>10 minute changeover time and introductions, Discussion - 25 minutes</p>						80
2.40 – 2.50	Move rooms						10
2.50 – 3.40	4 x parallel sessions						50

	<p><b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> (Chair – Graeme Benny)</p> <p>T6 – Strategy</p> <p><b>Foresight-led Strategy and Innovation,</b> Keynote – Sheryl Boxall, New Zealand Defence Force – 45 minutes</p>	<p><b>Room - OGGB3, level 0</b> (Chair – Helen Burt)</p> <p>T13 – Human Resource Focus</p> <p><b>I’m not blind – it is just that I can’t see</b> Keynote – Rob Matthews, New Zealand – 45 minutes</p>	<p><b>Room - OGGB4, level 0</b> (Chair – Robert Cole)</p> <p>T15 – Innovation</p> <p><b>Innovation and Intellectual Capital Management to support a sustainable corporate development</b> Keynote – Holger Kohl, IPK Fraunhofer, Germany – 45 minutes</p>	<p><b>Room - OGGB5, level 0</b></p> <p><b>New Zealand Best Practice Competition – Overseas organization category</b></p> <p>Introduction, Robin Mann, 5 minutes</p> <p>Judges - Bruce Searles, Benchmarking Partnerships, (Chief Judge) Cyndi Laurin, Guide to Greatness, Michael McLean, McLean Management Consultants</p> <p>Time-keeper and technical assistance -</p> <p><b>Overseas organisations</b></p> <p>Session 1 – 7 Overseas organisations (125 minutes)</p> <ul style="list-style-type: none"> <li>• Introduction (5 minutes)</li> <li>• 7x8 minute best practice presentations (56 minutes)</li> <li>• Changeover time between presentations (21 minutes)</li> <li>• Judges questions and responses (28 minutes)</li> <li>• Break (15 mins)</li> </ul> <ol style="list-style-type: none"> <li>1. Curtin University's Interprofessional Education Program, <b>Curtin University, Australia</b></li> <li>2. Peer Support Team Model, <b>Catholic Children's Aid Society of Toronto, Canada</b></li> <li>3. Management Process Reengineering, <b>Canon India Pvt. Ltd, India</b></li> <li>4. Sustainability: Care for our Customers though Energy Conservation, <b>Tata Power, India</b></li> <li>5. Contribution to cause of education, <b>TATA Consultancy Services, India</b></li> <li>6. Reinforcing Values, <b>Shoppers Stop, India</b></li> <li>7. Scenario planning, <b>HDFC Standard Life Insurance Company Ltd, India</b></li> </ol> <p>Session 2 – 7 Overseas (110 minutes)</p> <ul style="list-style-type: none"> <li>• Introduction (5 minutes)</li> <li>• 7x8 minute best practice presentations (56 minutes)</li> <li>• Changeover time between presentations (21 minutes)</li> </ul>	
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					<ul style="list-style-type: none"> <li>Judges questions and responses (28 minutes)</li> </ul> <ol style="list-style-type: none"> <li>Knowledge Banking - Zero Cost Consultants, <b>YES BANK Ltd, India</b></li> <li>Eco-System Quality Framework, <b>Universiti Tenaga Nasional (UNITEN), Malaysia</b></li> <li>QCC implementation at work place, <b>Indus Motor Company Limited, Pakistan</b></li> <li>Automated, swift, accurate and cost effective home loan application credit decisioning process, <b>OCBC Bank, Singapore</b></li> <li>A people-oriented culture where employees are valuable contributors to service excellence, <b>OCBC Bank, Singapore</b></li> <li>"The 8th International Symposium of Best Police Practices" organized by Dubai Police, <b>Dubai Police, United Arab Emirates (UAE)</b></li> <li>Leadership Development Program, <b>Abu Dhabi Police, United Arab Emirates (UAE)</b></li> </ol>		
						Finish – 6.45pm	
3.40 – 4.10	BREAK/ EXHIBITION – Main Foyer, level 1						30
4.10 – 6.30	6 x parallel sessions						125
	<p><b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> (Chair – Dawn Ringrose)</p> <p>T1 – Business Excellence</p> <p><b>Meeting the challenges in sustaining business excellence</b> Alan Brown, Edith Cowan University, Australia – 15 minutes</p> <p><b>EFQM Excellence Model within a Medical Organization: to Leadership through Competitiveness</b></p>	<p><b>Room - OGGB3, level 0</b> (Chair – Alan Samuel)</p> <p>T11 – Knowledge Management</p> <p><b>Driving Organizational Performance Excellence through KM Assessment</b> Boondee Bunyagidj, Thailand Productivity Institute – 25 minutes</p> <p>T10 - Benchmarking</p> <p><b>Transforming an In-House Call Centre into a Revenue-Generating</b></p>	<p><b>Room - OGGB4, level 0</b> (Chair –)</p> <p>T14 - Process Management</p> <p><b>Establishing and Sustaining a Process Capability and Culture</b> Desiree Botica, Sysdoc, New Zealand – 15 minutes</p> <p><b>Analysis of delay in procurement of materials using Six Sigma Philosophy: A case study of Vizag Steel Plant</b> C.S. Rathore, Vizag Steel Plant, India – 15 minutes</p>	<p><b>Room 401 The University of Auckland Engineering School, 20 Symonds Street</b></p> <p><b>5.00pm to 6.30pm</b></p> <p>Special Seminar in Conjunction with the New Zealand Asia Institute</p> <p><b>Killing innovation softly: Japanese software challenges</b></p>	<p><b>Case Room 4, level 0</b> (Chair – Rick Edgeman)</p> <p>PhD Student Presentations</p> <p><b>Benchmarking Agri-food Supply Chains</b> Muhammad Moazzam, Massey University, New Zealand – 15 minutes</p> <p><b>The Effect of Stakeholders' Influence on Responsible Practices towards Employees and Its Positive Impacts on Performance of Small Firms: Insights from Malaysia</b> Mehran Nejati, Universiti Sains</p>		

	<p>Azat Abdrakhmanov, International Association of Quality Managers and Auditors, Kazakhstan -15 minutes</p> <p><b>Academe's Journey to Total Quality Management: Bicol University's ISO 9001 Experience</b> Fay Lea Patria M. Lauraya, Bicol University, Philippines – 15 minutes</p> <p><b>Striving for world class education performance: business excellence at Otago Polytechnic</b> Phil Ker, Otago Polytechnic, New Zealand – 15 minutes</p> <p><a href="#">T2 - Developing management and organisational capability</a></p> <p><b>Findings of Constructing Quality Culture Model</b> Jiao Genqiang, China Association for Quality – 15 minutes</p> <p><a href="#">T13 - Employee teams, empowerment, motivation, and satisfaction</a></p> <p><b>Examining the Relationship Between Socialization Tactics and Organizational Citizenship Behaviour: Mediating Role of Organizational</b></p>	<p><b>Outsourcing Center through Benchmarking</b> Maria Theresa Bagaman, Philippine Society for Quality , Philippines – 25 minutes</p> <p><b>Case Study: 75% Increase in Product Acceptability Using Best Practice Benchmarking</b> Rebecca Knapman, Fonterra Co-operative Group Ltd, New Zealand – 15 minutes</p> <p><b>Best practices of finding best practice: the beginners guide</b> Ahmed Abbas, BPIR.com Limited, New Zealand – 15 minutes</p> <p><b>e-Benchmark Online Data Processing System in Benchmarking Projects,</b> Mohamad Sahril Ahmad Puzi, Malaysia Productivity Corporation – 15 minutes</p> <p><b>The Impact of contextual factors on Satisfaction - consequences for benchmarking studies</b> Jacob Eskildsen, Aarhus University, Denmark – 15 minutes</p> <p><a href="#">T2 - Developing</a></p>	<p><b>Risk Analysis of Re-fractures of Elderly Patients-A New Zealand Retrospective Study</b> Nihal Jayamaha, Massey, University, New Zealand – 15 minutes</p> <p><b>Increasing productivity, reducing cost and improving quality in Elective Surgery in New Zealand</b> – the Waitemata DHB joint arthroplasty pilot. John Cullen, Waitemata DHB, New Zealand – 15 minutes</p> <p><b>Relationship between Supply Chain Strategy and Performance: Exploring the Moderating Effect of Quality Management Practices</b> Abdul Aziz, Othman, University Utara Malaysia – 15 minutes</p> <p><a href="#">T2 - Developing management and organisational capability</a></p> <p><b>Reinventing your organisation. Jargon or Necessity?</b> Richard Saul, RJS Business Systems, New Zealand – 25 minutes</p> <p><b>Social and psychological management in the period of globalization</b> Evgeniia Aleksandrovna Obodkova Pastukhov's State Academy of Industrial Management Russia – 15</p>	<p>Professor Robert Cole, Haas School of Business, USA</p>	<p>Malaysia – 15 minutes</p> <p><b>Supplier perceptions of dependencies in supplier-manufacturer relationships</b> Mohamad Ghozali Universiti Utara Malaysia – 15 minutes</p> <p><b>Integration of Design of Experiments Within a Strong Lean Manufacturing Environment</b> Pramila Gamage Massey University, New Zealand – 15 minutes</p> <p><b>How lean is the New Zealand pip fruit industry?</b> Hans Doevendans, Massey University – 15 minutes</p> <p><b>A hybrid heuristic model of nurse scheduling problem</b> Mai Xu, City University of Hong Kong – 15 minutes</p> <p><b>Open discussion giving feedback to PhD students</b></p>	
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	<p><b>Commitment</b> Muhammad Mohtasham Saeed International Islamic University, Pakistan – 15 minutes</p>	<p>management and organisational capability</p> <p><b>Driving Excellence from the Cloud</b>, Keith Phillips, QLBS.com Limited, New Zealand – 15 minutes</p>	<p>minutes</p> <p><b>GOLD SPONSOR – SAI GLOBAL AND TELARC</b></p>			
6.30	MEET FROM 6.30PM AT THE ENTRANCE OF UNIVERSITY OF AUCKLAND'S BUSINESS SCHOOL, GRAFTON ROAD, FOR SHUTTLE BUS TO EDEN PARK. BUS LEAVES EVERY 15 MINUTES. LAST BUS AT 7.15PM.					
7.00	PRE-DINNER DRINKS, EDEN PARK.					
7.45	OFFICIAL CONGRESS DINNER AND AWARDS (INCLUDING THE NEW ZEALAND BUSINESS EXCELLENCE AWARDS), ASB LOUNGE, EDEN PARK.					
Keynote presentations day 2 = 6, Full presentations day 2 = 13, Overview presentations day 2 = 37 Best Practice Competition presentations day 2 = 23, Panel discussion = 1 (with 3 presentations)						

7th December	Day 3			Length
Registrations open from 7.30am				
8.00 – 9.30	<p><b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> Master of Ceremonies – Jennie Vickers</p> <p>T10 - Benchmarking</p> <p><b>Panel Discussion on the Future of Benchmarking and the Impact of MegaTrends</b></p> <ul style="list-style-type: none"> <li>• Overview of the GBN and Benchmarking, Dr Robin Mann – 10 mins</li> <li>• Introduction to the Future of Benchmarking 2030 Project, Bruce Searles, Australia – 10 mins</li> <li>• Megatrends for the Future, Oliver Riebartsch, Germany – 10 mins.</li> <li>• Findings on the future by GBN research, Bruce Searles, Australia – 10 mins</li> <li>• The future of benchmarking – IPK Fraunhofer's viewpoint, Dr Holger Kohl, Germany – 10 mins.</li> <li>• The future of benchmarking – COER's viewpoint, Dr Robin Mann, New Zealand – 10 mins</li> <li>• Roundtable Discussion – 20 minutes</li> <li>• Summary/closing, Bruce Searles, Australia – 5 minutes</li> <li>• Changeover time between presentations - 5 minutes</li> </ul>	<p><b>Room - OGGB3, level 0</b> (Chair – Jonathan H. Westover)</p> <p>T5 – Social and Environmental Responsibility</p> <p><b>Towards a UN Global Compact and PRME Inspired springboard to Sustainable Enterprise Excellence</b> Rick Edgeman, Aarhus University, Denmark – 30 minutes</p> <p><b>Practice of environmental responsibility: analysis of secondary data from the National Brazilian Foundation and a case study in a manufacturing company</b> Paulo Augusto Cauchick Miguel Federal University of Santa Catarina, Brazil – 15 minutes</p> <p><b>Sustainable Business Performance and Business Initiatives: Evidence from Chemical, Fertilizer, and Oil and Gas Sector of Pakistan</b> Khuram Bukhari, University Multan, Pakistan – 15 minutes</p>	<p><b>Room - OGGB5, level 0</b> (Chair – Tony Stephenson)</p> <p>T14 – Process Management</p> <p><b>Keynote Presentation</b> by Video -Link <b>Streamlined Process Improvement</b>, Jim Harrington, Harrington Group – United States – 50 minutes,</p> <p><b>Waste Focused Modelling, Analysis and Valuation of Business Processes</b> Kai Magenheimer, Institute for Machine Tools and Industrial Management, Germany – 15 minutes</p> <p><b>Process Improvement in New Business Operations</b>, Eddie Au, ING Life Hong Kong, Hong Kong – 15 minutes</p>	90
9.30 – 10.10	BREAK/ EXHIBITION – Main Foyer, level 1			
10.00 – 10.50	4 x parallel sessions			50

	<p><b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> (Chair – Chuck Aubrey)</p> <p>T10 – Benchmarking</p> <p><b>Best Practice Benchmarking for Global Competitiveness and Cooperation</b> Keynote – Bob Camp, US</p>	<p><b>Room - OGGB3, level 0</b> (Chair – Art Daniels)</p> <p>T1,2&amp;3 - Business Capability</p> <p><b>The Four Pillars of Organizational Greatness</b> Keynote – Cyndi Laurin, Guide to Greatness, LLC, US</p>	<p><b>Room - OGGB4, level 0</b> (Chair – Jennie Vickers)</p> <p>T13 – Human Resource Focus</p> <p><b>Business Transformation Through Staff Engagement</b> Keynote - Chris Curtin, AA Insurance, New Zealand</p>	<p><b>Room - OGGB5, level 0</b> (Chair – Peter Kerridge)</p> <p>T4 – Leadership</p> <p><b>Leadership Practices and Paradoxes</b> Keynote – Kwan Chee Wei, Human Capital Leadership Institute, Singapore</p>		
10.50 – 11.00	Move rooms					10
11.00 – 12.30	5 x parallel sessions					90
	<p><b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> (Chair Robin Mann)</p> <p><b>Global Benchmarking Award</b></p> <p>Introduction, Robin Mann, 10 minutes</p> <p>Judges – Dale Weeks Bruce Searles Terry Pilcher Holger Kohl</p> <p>4 Presentations</p> <p>Session (70 minutes)</p> <ul style="list-style-type: none"> <li>• Introduction (5 minutes)</li> <li>• 46x8 minute best practice presentations (32 minutes)</li> <li>• Changeover time between presentations (12 minutes)</li> <li>• Judges questions and responses (20minutes)</li> </ul> <ol style="list-style-type: none"> <li>1. Canon India Pvt. Ltd, <b>India</b></li> <li>2. Dubai Police, <b>United Arab Emirates</b></li> <li>3. Spectrum Care Trust</li> </ol>	<p><b>Room - OGGB3, level 0</b> (Chair - Jenni Murphy-Scanlon)</p> <p>T4 - Leadership</p> <p><b>Values-Driven Business Excellence</b> Nick Heath, Hobart City Council, Australia – 30 minutes</p> <p><b>Best practices at the top table – leveraging metrics at the board</b> Peter Kerridge, Kerridge &amp; Partners, New Zealand – 30 minutes</p> <p><b>Designing a model for a high performing leadership culture: how this model links to the development and management of product, service and</b></p>	<p><b>Case Room 2, level 0</b> (Chair – Ceillhe Sperath)</p> <p>T13 - Employee teams, empowerment, motivation, and satisfaction</p> <p><b>Vero New Zealand's People Framework Journey</b> Michelle Ashby, Vero Insurance, New Zealand – 25 minutes</p> <p><b>Narrow that Quality Isolation Gap Simply By Filling It</b> Margaret Sands, Southern Cross Hospital - Invercargill Hospital, New Zealand – 25 minutes</p> <p><b>Human Capital Leadership: A Strategic Approach to Optimizing Workplace Potential</b> Johnathan H. Westover,</p>	<p><b>Room - OGGB4, level 0</b> (Chair – Tony Stephenson)</p> <p>T14 – Process Management</p> <p><b>Transformation Overview to Learning-First (Lean) Product Development</b> Colin Gilcrest Set Based Solutions Ltd, New Zealand – 25 minutes</p> <p><b>Learning-First (Lean) Product Development at Gallagher</b> Rob Heebink, Gallagher, New Zealand – 20 minutes</p> <p><b>Tait Communications: Our Lean</b></p>	<p><b>Room - OGGB5, level 0</b> (Chair – Florence Trout)</p> <p>T7 – Customer and Market Focus</p> <p><b>Better Customer Focus through Business Model Innovation</b> Norman Chorn, Centre for Strategy Development, Australia – 25 minutes</p> <p><b>Using statistics for informed decision making to improve your bottom line</b> Geoff Bascand, Statistics New Zealand – 25 minutes</p> <p><b>The Importance of Context: - The 'Voice of the Customer' in a Post-Conflict Police Service in the South Pacific.</b> Janice Lewis, Massey University – 15 minutes</p> <p><b>Study on Factors of Shopping Mall Attractiveness That</b></p>	

	<p>Board, <b>New Zealand</b></p> <p>4. Watson Real Estate Ltd, <b>New Zealand</b></p> <p>Finish – 12.20pm</p>	<p><b>business rules</b></p> <p>Brent Ritchie, CEO, Excellence Works, New Zealand – 25 minutes</p>	<p>Utah Valley University, United States – 15 minutes</p> <p><b>Professional Learning Communities for Better Staff Engagement</b>, Norkhalid Slammat Pasir Ris Primary School, Singapore – 15 minutes</p>	<p><b>Manufacturing Journey</b></p> <p>Dean Mischewski, Tait Communications, New Zealand - 25 minutes</p> <p><b>Process Mapping</b></p> <p>Ivan Seselj, Promapp, New Zealand – 15 minutes</p>	<p><b>Influenced Decision-Making in Choosing a Shopping Mall: A Structural Equation Modelling Approach</b></p> <p>Khairul Anuar Mohd Ali, University of Malaysia – 15 minutes</p>		
12.30 - 1.15	BREAK/ EXHIBITION – Main Foyer, level 1						75
1.15 – 2.00	5 x parallel sessions						45
	<p><b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> (Chair – Ahmed Abbas)</p> <p><b>T10 - Benchmarking</b></p> <p><b>Why Benchmarking Projects Fail?</b> Michael Voss, Pyxis Consulting, New Zealand – 25 minutes</p> <p><b>Creating Sustainable Change From Best Practice Benchmarking</b> Rebecca Knapman, Fonterra Co-operative Group Ltd – 15 minutes</p>	<p><b>Room - OGGB3, level 0</b> (Chair – X)</p> <p><b>T2 - Developing management and organisational capability</b></p> <p><b>The yesterday, today and tomorrow plant,</b> Anthony Stephenson, New Zealand, New Zealand Organisation for Quality – 15 minutes</p> <p><b>Managerial skills and competencies in NZ organizations: a cause for concern</b> Brent Hawkins, ICL Business School, New Zealand – 15 minutes</p> <p><b>Developing Capabilities for World Class Performance</b> Yury Alkalay, New Bulgarian University – 15 minutes</p>	<p><b>Room - OGGB4, level 0</b> (Chair – Mehran Nejati)</p> <p><b>T13 - Employee teams, empowerment, motivation, and satisfaction</b></p> <p><b>It's Not About the Money: Developing 'Work-Life Balance into a Strategic Human Resources Tool'</b> Terry Daly, Catholic Children's Aid Society of Toronto, Canada – 25 minutes</p> <p><b>T12 - Education, training, development and learning</b></p> <p><b>Perils of Using Technology for Adult Literacy Education</b> Siham El-Kafafi, Manukau Institute of Technology, New Zealand – 15 minutes</p>	<p><b>Case Room 2, level 0</b> (Chair – Desiree Botica)</p> <p><b>T15 – Innovation</b></p> <p><b>Strategies for Bringing Innovations to Market</b> Hugh Whittaker, University of Auckland, New Zealand – 25 minutes</p> <p><b>The Fraunhofer Innovation Process: Leading the Way to Innovation Capabilities – A German Example</b> Oliver Riebartsch, Fraunhofer Institute for Production Systems and Design Technology, Germany – 15 minutes</p>	<p><b>Case Room 3, level 0</b> (Chair – Ruth Lee)</p> <p><b>T11 – Knowledge management and information technology</b></p> <p><b>Building Economic Statistics (BES): Revolutionising statistical production in the 21st Century,</b> Kathy Connolly, Statistics New Zealand – 15 minutes</p> <p><b>Plunket Plus - The Nurse-led Information System Development: Building Organisational Capability For The 21st Century,</b> Brenda Hynes, Royal New Zealand Plunket Society – 15 minutes</p>	<p><b>Room - OGGB5, level 0</b> (Chair – X)</p> <p><b>T4 – Leadership</b></p> <p><b>Leading a Millennial workforce down an ethical and compliant path. Plain sailing or painful?</b> Jennie Vickers, ZeopardLaw, New Zealand – 25 minutes</p> <p><b>Leadership Skills for New Leaders</b> Nicky Campbell-Allen, Massey University, New Zealand – 15 minutes</p>	



2.00 – 2.10	Move Rooms				10
2.10 – 3.00	4 x parallel sessions				50
	<b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> (Chair – Brent Ritchie)  <b>T10 – Benchmarking</b>  <b>Best Practice Benchmarking for Global Competitiveness and Cooperation</b> Keynote – Bob Camp, US	<b>Room - OGGB3, level 0</b> (Chair – Terry Pilcher)  <b>T1,2&amp;3 - Business Capability</b>  <b>The Four Pillars of Organizational Greatness</b> Keynote – Cyndi Laurin, Guide to Greatness, LLC, US	<b>Room - OGGB4, level 0</b> (Chair – ?)  <b>T13 – Human Resource Focus</b>  <b>Business Transformation Through Staff Engagement</b> Keynote - Chris Curtin, AA Insurance, New Zealand	<b>Room - OGGB5, level 0</b> (Chair – Peter Kerridge)  <b>T4 – Leadership</b>  <b>Leadership Practices and Paradoxes</b> Keynote – Kwan Chee Wei, Human Capital Leadership Institute, Singapore	
3.00 – 3.20	BREAK/ EXHIBITION – Main Foyer, level 1				20
3.20 – 4.20	<b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> Master of Ceremonies – Jennie Vickers, 5 minutes  <b>International Best Practice Competition – The Best of the Best</b>  Introduction, Robin Mann, 5 minutes Judges - Dr Robert Camp, Holger Kohl, Chuck Aubrey  The Winners of the Best Practice Competition for each category are invited to give a final presentation to win the International Best Practice Competition (10 minutes each – 30 minutes total) and 5 minute change-over time. Judges questions and responses (15 minutes)				60
4.20 – 4.30	Preparations for Close of Congress				10
4.30 – 5.00	<b>Room – Fisher &amp; Paykel Appliances Auditorium, level 1</b> Master of Ceremonies – Jennie Vickers, 5 minutes  <b>Announcement of the Winners of Global Benchmarking Award (10 minutes)</b> <b>Announcement of the Winner of the International Best Practice Competition (10 minutes)</b>  Closing Remarks from Congress Partners (10 minutes)				30
5.00	CONGRESS CLOSE				
Keynote presentations day 3 = 9, Full presentations day 3 = 15, Overview presentations day 3 = 18, Best Practice Competition and GBN Benchmarking Award Presentations day 3 = 7, Panel Discussion = 1 (with 6 presentations)					
TOTAL for Congress = 192 presentations, Keynote presentations = 24, Full presentations = 43, Overview presentations = 72, Best Practice Competition presentations = 40, Panel Discussion = 3 (with 13 presentations)					