



5th Business Excellence Global Conference

30th- 31st October 2013

Marina Bay Sands Convention Centre

Business Excellence Initiative

The Business Excellence (BE) initiative administered by SPRING Singapore was launched to help organisations strengthen their management systems and processes for high performance through adopting the business excellence framework. This framework is based on an internationally comparable model for managing an enterprise for excellence. It helps organisations know where they are on the excellence journey and what they need to do to achieve a higher level of performance. In Singapore, the framework is used by many organisations, from government agencies to home-grown small businesses.



For more information on Business Excellence
Please visit www.spring.gov.sg/be



Speakers Include:

Mr. Michael Yeong

*Senior Vice President, Group
Human Resources
Cerebos Pacific Ltd*

Mr. Peter Wee

*Director (HR and Corporate
Development)
Civil Aviation Authority of
Singapore
Singapore Quality Award,
2003*

Mr. Marc Amblard

*CEO
EFQM*

Mr. J. S. Gill

*Founder
H&M Thailand and Australia*

Dr. Nadia Shouraboura

*CEO
Hointer Inc*

Dr. Kelvin Loh

*CEO
Mount Elizabeth Hospitals*

Dr. Wolfgang Baier

*Group CEO
Singapore Post Limited*

Ms. Dina Brewer

*Principal
Sherwood Elementary School
Malcolm Baldrige National
Quality Award, 2010*

Mr. John S. Hamilian

*Owner and Manager
Sustainable Organisational
Excellence (Singapore)*

Business Excellence: Learn Best Practices from global experts

Why Attend

The SQA Governing Council and SPRING Singapore will be organising the 5th Business Excellence Global Conference on 30th and 31st October 2013. The Conference is an annual milestone event in SPRING Singapore's calendar and showcases award winners both locally and globally.

The theme for this year is "Breakthrough to Excellence: Smarter, Leaner and Stronger." The 5th Business Excellence Global Conference features world leaders in service, people and innovation. Our speakers are leaders from top business excellence initiatives around the globe, some of whom are award winners and subject matter experts. They will be sharing their journey and insights into how embarking on a Business Excellence journey helps their organisation to thrive in challenging and volatile times.

Who Should Attend

- CEOs & Senior Management
- Business Excellence Practitioners
- Business Excellence Consultants

How Much Does It Cost

- SGD 500 nett for one day of conference
- SGD 800 nett for two days of conference

Discounts for five or more participants, as well as early-bird registrations are available. In addition, you can also claim up to 400% tax deduction or up to 60% cash payout through Productivity & Innovation Credit (PIC) by IRAS. Fees include lunch and tea-breaks.

For more information on this event, please email beevent@spring.gov.sg or call **+65 6279 3731**.

*Programme Day 1

Day 1, 30 th October 2013 (Wednesday)		
Time	Activity	
	Main Conference	Best Practice Competition
0800 - 0900	Registration & Breakfast	
0900 - 1000	Engaging the Diverse Workforce Mr Michael Yeong, Senior Vice President, Group Human Resource, Cerebos Pacific Ltd	International Best Practice Competition (Presentations by Singapore Organisations)
1000 - 1100	Retail of the Future Dr. Nadia Shouraboura, CEO of Hointer Inc	
1100 - 1115	Break	
1115 - 1215	Lean Management for Higher Performance Dr Kelvin Loh, CEO of Mount Elizabeth Hospitals	
1200 - 1315	LUNCH	
1315 - 1415	Leading for Excellence : The EFQM Experience Mr Marc Amblard, CEO of EFQM (with sharing on case studies)	International Best Practice Competition (Presentations by overseas organisations)
1415 - 1515	Service Agility : Shortening the Product Cycle from Design to Store Mr J S Gill, Founder of H & M Thailand	
1515 - 1545	Break	
1545 - 1715	Panel Discussion <ul style="list-style-type: none"> ❖ Dr Nadia Shouraboura, CEO of Hointer ❖ Mr Marc Amblard, CEO of EFQM ❖ Mr J S Gill, Founder of H&M Thailand and Australia ❖ Local CEO (to be confirmed) 	Announcement of Finalists (Singapore and overseas)
1715	END	

**Programme subject to change*

*Programme Day 2

Day 2, 31 st October 2013 (Thursday)		
Time	Activity	
0800 - 0900	Registration & Breakfast	
0900 - 0910	Address by Professor Cham Tao Soon, Chairman, Singapore Quality Award (SQA) Governing Council	
0910 - 0930	Recognition Ceremony for Business Excellence Certified Organisations (Plaque Presentations)	
0930 - 1030	Innovative Approaches to Learning - Excellence the Baldrige Way Ms Dina Brewer, Principal, Sherwood Elementary School	
1030 -1045	Break	
	Main Conference	GBN Workshop & Benchmarking Award Competition
1045 - 1200	Co-Creating for Customer Experience Mr Lee Meng Tat, CEO, Singapore Wildlife Reserves	GBN's Benchmarking Workshop Final – GBN's Global Benchmarking Award Competition
12:00 - 1315	LUNCH	
1315 - 1415	Employee Engagement (topic to be confirmed) Mr Peter Wee, Director (HR) & Dir (Corporate Development), Civil Aviation Authority of Singapore	GBN's Benchmarking Workshop continued Final - International Best Practice Competition
1415 - 1515	Using Lean to Cultivate Team Excellence Mr John S. Hamilian, Consultant, Strategy, Process Management & Change Management	
1515 - 1530	Break	
1530 - 1615	Balancing Productivity & Customer Orientation Dr Wolfgang Baier, Group CEO, Singapore Post Limited	
1615 - 1700	Prize Presentation for Best Practice Winners Awards Winners of the International Best Practice Competition Panel Discussion: ❖ Ms Dina Brewer, Principal, Sherwood Elementary School ❖ Dr Wolfgang Baier, Group CEO, SingPost Limited ❖ Member to be confirmed	
1700	END	

*Programme subject to change

Registration Form

To: The Business Excellence Secretariat (Fax: 6659 0642)

Name of Staff	Designation	Email Address	Dates (Tick one or both)		Meal Preference (Please tick)		
			30 Oct	31 Oct	International	Vegetarian	Muslim

*Please attach additional sheets of paper if you are registering more than 6 staff.

ORGANISATION DETAILS

Name of Organisation		
Address		
Contact Person		Designation
[For Public Sector Organisation Only] Sub-BU Code*		
Tel	Fax	Email

*Please check with your Finance Department on the Sub-BU (Business Unit) Code.

CONFERENCE FEE

Package	Day 1 Attendance	Day 1 and 2 Attendance
Standard Price	SGD \$500 nett	SGD \$1000 nett
Discounted Price for:		
a) Attending both days		SGD \$800 nett
b) Early bird discount before 15 th Oct	SGD \$450 nett	
c) With more than 5 staff attending	SGD \$450 nett	

Payment must be made prior to commencement. Please do not send cash by post. Registration is accepted and confirmed only upon receipt of the registration form and payment. In the event that a withdrawal is made after registration, no refund will be granted. However, a replacement is allowed. Prices are inclusive of GST.

All cheques should be crossed and made payable to the "SPRING Singapore". **No invoice will be issued. A tax receipt will be issued upon clearance of cheque.**

Please indicate that payment is for the '5th Business Excellence Global Conference' at the back of the cheque. The registration form, together with the payment, is to be sent to:

Business Excellence Secretariat
SPRING Singapore, 1 Fusionopolis Walk
#01-02, South Tower, Solaris
Singapore 138628

All GIRO payments to be made to:

Bank : The Development Bank of Singapore (DBS)

Bank Address : DBS (Great World City Branch)
1 Kim Seng Promenade #02-32
Singapore 237994

Account No. : 032-001110-1

Bank Code : 7171

Branch No. : 032

GST Reg No. : MB-8100440-9

For more information, please email beevent@spring.gov.sg or call +65 6279 3731.