

9th Annual

Operational Excellence in Financial Services

Develop your operational excellence strategy with leading retail banks, investment banks, insurers and financial service institutions

CONFERENCE: 2ND & 3RD DECEMBER 2015 • WORKSHOPS: 1ST DECEMBER 2015 • LONDON, UNITED KINGDOM

Innovative strategies for embedding customer-driven, enterprise-wide operational excellence

Engage with 18+ experts in operational excellence to learn how to:

- **Link business** strategy with operations for visibly improved results
- **Implement changes** in leadership thinking and behaviours to embrace and support organisational transformation
- **Use the customer journey** to structure your business processes the way a customer experiences them
- **Connect operational data** and business data to drive breakthrough business performance
- **Govern an OE program** across multiple business entities, departments and geographies
- **Link business** and real time operational intelligence into BPM platforms for greater transparency across
- **Build an integrated OPEX framework** that makes sense for your organisation

Sponsored by:



Learn to leverage process as a critical driver of business strategy from financial services leaders:

Sophie Leng-Smith
Vice President
Deutsche Bank



Marnix Knol
Vice President
NIBC Bank



Fiona Gauthier
Senior Vice President
DVB Bank



Krishan Arul
Vice President, Lean
Centre of Excellence
Barclays



Caroline Holyhead
Vice President, Lean Six
Sigma Black Belt
BNY Mellon



Mark Hookey
Director, Global Head
Performance Management
Swiss Reinsurance Company



Gerry Coppell
Head of Transformation
for Customer Operations
Nationwide



www.operationalexcellencefs.com

Dear Colleague,

"We are what we repeatedly do. Excellence, then, is not an act but a habit."

Aristotle

Aristotle could have been talking to today's financial services industry when he wrote these words over 2000 years ago.

Ask yourself:

- 1 Do you have an OE strategy and systematic approach in place – and is it measurably improving the customer experience?
- 2 Can you identify what your most important operational processes are – those that are required for transformative change?
- 3 Is your operational framework guiding employees toward repeatable, optimised behaviour and habits?

If you answered "no" to any of the above, then you need to join us in London this December. **The 9th Annual Operational Excellence in Financial Services Summit is taking place December 1st – 3rd**, and promises an inspiring and exciting speaker line-up that will unveil their strategies and toolsets for embedding enterprise-wide operational excellence.

Whether you are struggling with workflow management, data and customer analytics, leadership engagement, business architecture, managing change or talent development (or all of the above), this year's **Operational Excellence in Financial Services Summit** will help you go from passenger to driver in your quest for operational excellence.

I look forward to seeing you in December,

Kind regards,



Niamh Gallagher
Event Director

Operational Excellence in Financial Services 2015

Learn from the expert speaker line up at Operational Excellence in Financial Services 2015:

Sophie Leng-Smith
Vice President
Deutsche Bank



Marnix Knol
Vice President
NIBC Bank



Fiona Gauthier
Senior Vice President
DVB Bank



Krishan Aru
Vice President, Lean
Centre of Excellence
Barclays



Caroline Holyhead
Vice President, Lean
Six Sigma Black Belt
BNY Mellon



Mark Hookey
Director, Global Head
Performance Management
Swiss Reinsurance Company



Lorraine Duffy
Head of Process
Improvement, Customer
Services
Allied Irish Banks



Gerry Coppell
Head of Transformation
for Customer Operations
Nationwide



Christopher Dalby
Head of Process
Improvement
Lloyd's of London



James Lawther
Head of Insight and
Improvement
RSA



Matthias Balint
Head of Global HR
IT Transformation
Allianz



Felim O'Donnell
Head of Transformation
& Change, Customer Services
Allied Irish Banks



Karina Calderon-Brown
Senior Process Lead
**International
Personal Finance**



Paulina Wydra
Process Analyst
UBS Investment Bank



Fiona Stewart
Architect
RBS



Are you facing the same challenges as our attendees?

Attend this year's event and get the tools you need to make improvements now!

Lacking executive endorsement?

Learn from **DVB Bank** and **Deutsche Bank** how to implement changes in leadership thinking to effectively embrace and support organisational transformation

Unsure of how to make OpEx a continuous journey and not just a 'project'?

Learn from **DVB** how they have built a continuous improvement culture to deliver a successful process and operations function

Finding it tough to promote utilised big data, analytics and insight to improve operational excellence?

Hear how **RSA** group are investing in analytics and big data to drive improvement

Dealing with multiple business entities, departments and geographies?

Hear how **Allied Irish Banks** is delivering an operational excellence programme which is truly end-to-end

Trying to choose the right methodology, solutions or technology to deliver you operational excellence programme?

In an exclusive solutions insight session, consult with the technology, services and solutions experts that have the answers to your specific operational excellence implementation or integration challenges

THE FIVE REASONS YOU CAN'T AFFORD TO MISS THE 9TH ANNUAL OPERATIONAL EXCELLENCE FOR FINANCIAL SERVICES SUMMIT



#1 Dedicated to financial services sector

Cross-industry case studies are interesting, but in order for your operational excellence plans and strategies to perform better, you need **specialised, focused knowledge from the financial services sector** which will allow you to execute your strategy smarter, faster and more effectively.



#2 Expert, practitioner-led programme

Hear **practical, fire-tested, innovative advice** from practitioners and leaders in the financial services sector. Highlights of the speaker panel includes * **Swiss Re*****Barclays** * **Nationwide** * **Deutsche Bank** * **RSA Group** * **Barclaycard** * **BNY Melon** * **UBS** * **Allied Irish Banks** and many more.



#3 Unparalleled structured networking opportunities for the financial services sector

The Operational Excellence in Financial Services Summit prides itself on providing **original ways to connect, interact and learn from your peers**. Innovative formats such as **panel debates, a Christmas networking reception, discussion clinics, business card exchanges, big data bingo, and solution demo drives** are designed to help you break the ice, meet new people, and get as much out of the conference experience as you can through peer-to-peer discussion.



#4 The best operational excellence education for financial services in the shortest time

Everyone is pressed for time, and keeping up to date with industry developments, innovations, ideas, strategies and results from operational excellence can be nigh on impossible. Attending the summit ensures that you **condense weeks of learning, networking and planning** into just three days, and come out with the knowledge you need.



#5 Supported by the PEX Network

The **Process Excellence Network** is a global community for process professionals, business leaders and executives who want to improve their businesses through process and operational excellence. With a **global membership of 105,000+**, and a **burgeoning global portfolio of live events, webinars, and networking opportunities**, PEX Network is working with operational excellence professionals on a daily basis, ensuring that the discussions at Operational Excellence for Financial Services are cutting edge, relevant, timely and informative!

www.operationalexcellencefs.com

Pre-Conference Workshop Day

TUESDAY 1ST DECEMBER 2015

09:15 Registration & networking coffee

10:00 **Process Governance: Critical considerations for sustained execution excellence in a constantly changing financial services world**

- Successfully modelling system-wide process governance: How to govern a business excellence programme across multiple internal departments and geographies
- Building the most compelling case for deeper process focus throughout your financial services organisation
- Getting leadership to focus on process governance
- Making decisions: Who has decision making rights, responsibility, accountability?
- Defining the responsibilities of process owners within complex financial services organisations
- Training your line owners to create the infrastructure to achieve and sustain continuous improvement
- Integrating knowledge management into the enterprise: Making knowledge flow through knowledge connections

For speaker updates, please visit www.operationalexcellencefs.com

12:00 Networking luncheon for workshop attendees

13:00 **Optimising data and information management processes for operational excellence in financial services**

- Applying the same management principles to data that are used to manage other corporate assets
- Identifying what data you need: Defining the information resource, drawing boundaries and prioritising and what data can and should meaningfully be used for optimised process results
- Information and data value chains: Finding and resolving breaks in the chain to deliver required results
- Integrating data, knowledge and information management systems within siloed financial services organisations
- Creating a strategy: Drafting a statement of principles, setting policies and standards, and conducting an annual strategy review

For speaker updates, please visit www.operationalexcellencefs.com

15:00 Afternoon coffee for workshop attendees

15:30 **Deploying a strategic development and coaching program as part of a continuous improvement operating model in financial services**

- Conducting a diagnostic of your financial services organisation's current state to develop benchmarks and metrics for continuous improvement
- Implement successful change management strategies to bring everyone on the journey
- Gaining buy-in as well as delivering significant results in the short-term
 - How does one build the internal capability?
 - What does success look like?
- Cascading and translating company objectives into departmental objectives, team objectives and individual objectives, enabling individuals to see how his or her contribution can make a difference to the business
- Deploying these goals down the organisation to determine required resources, agree or disagree on the actions and fix responsibilities – while creating a climate of trust, communication and information

For speaker updates, please visit www.operationalexcellencefs.com

17:30 Close of workshop day



Conference Day One

WEDNESDAY 2ND DECEMBER 2015

08:15 Registration & networking coffee

08:55 **PEX Network welcome**

09:00 **Chairman's opening remarks**
Christopher Dalby, Head of Process Improvement, **Lloyd's of London**

LLOYD'S

09:10 **Joint Presentation: Transformational Global Change – The UBS PEX Way**
→ Embedding Lean best practices within bespoke Process Excellence (PEX) methodologies for Financial Services
→ An explanation of the UBS PEX way and its inherent transformation methodologies; Team by Team and Value Stream Optimization
→ How to choose the appropriate PEX methodology dependent on the business problem and transformation objective
→ A case study demonstrating the significant business results achieved from deployment of the UBS PEX way
Paulina Wydra, Process Analyst, UBS Investment Bank
Paul White, Director of Learning and Development, Lean Academy, UBS



09:50 **Getting started with operational excellence – Launching operational excellence and a transformation strategy in one of the city's oldest FS institutions**
→ Fast track to understanding a how a business operates through capability modelling
→ First things first, identifying where to begin and the first priorities
→ Getting the right people to support the initiative, and with the right skill sets
→ Getting past the first hurdle and achieving early wins, demonstrating value early on in the initiative
→ Operational excellence phase 2: What's next?
Christopher Dalby, Head of Process Improvement, Lloyd's of London

LLOYD'S

PANEL 10:30 **Aligning operational excellence and employee engagement in complex financial services organisations to deliver business performance**
Delegates will be given the opportunity to raise their questions to the panel following a short introduction of the themes. Delegates are encouraged to come armed with plenty of questions!
→ Understand and implement the link between your process function, employee engagement and the outcomes of business performance
→ Improving process development and engagement across the company, geographies and departments, to meet shifting goals and customer requirements
→ Developing a holistic engagement framework to deliver operational excellence and continuous improvement
Panellists include:
Fiona Gauthier, Senior Vice President, DVB Bank



11:10 **Speed networking coffee break: the business card challenge**
Delegates will be able to discuss on a one-on-one basis the challenges they are facing and how to overcome them with other delegates, speakers and sponsors in this informal environment.

Bring plenty of business cards to make the best use of this chance. The question is how many business cards can you collect? The person with the most business cards at the end of this session will win a prize. Get networking!

11:40 **Implement changes in the financial services sector's leadership thinking and behaviours to gain management buy-in and support for your operational excellence function**

- Why process improvement can be really easy: securing executive support the right way
- What keeps OpEx professionals in employment in the financial services sector?
- Identifying the key management hurdles and beliefs that can prevent improvement within financial services?
- Steps to take to fix the problems, including training, change management and stake holder engagement

Caroline Holyhead, Vice President, Lean Six Sigma Black Belt, BNY Mellon



12:20 **Achieve rapid performance excellence using knowledge management measurements in an evolving financial services universe**

- Creating networks of excellence and enable knowledge transfer to deliver sustained process excellence in a shifting organisation
- Successful methods for aligning knowledge management to business objectives to deliver operational excellence
- Integrating knowledge management into the enterprise: Making knowledge flow through knowledge connections, and what this looks like for the financial services sector
- Integrating data, knowledge and information management systems for maximum impact on process excellence transformation

Mark Hookey, Director, Global Head Performance Management, Swiss Reinsurance Company



13:00 **Networking lunch break**

14:00 **Make BPM success happen: Enhancing process visibility, data capture control and workflow management in the financial services sector**

- Analysing the role of BPM in achieving customer satisfaction and performance excellence for a competitive advantage in the financial services sector
- Defining and delivering value from the start of your BPM project within a financial services organisation
- Understanding the core BPM disciplines importance to a continuous improvement programme
- Overcoming the biggest risk to success - continuous engagement of all stakeholders in a siloed FS organisation
- Making the cultural shift as part of an incremental organisational transformation program

For speaker updates, please visit www.operationalexcellencefs.com

14:40 **System-wide process governance: how to govern an operational excellence programme across multiple business entities, departments and geographies**

- Large-scale business transformation vs. OPEX on a project by project basis - what is required and how do you create the framework?
- Re-engineering end-to-end, customer facing processes: connecting the dots between strategy, process, operations and IT
- Ensuring collaboration between functions and process-owners to ensure coherent and effective integration of systems
- Using process-centric analysis to eliminate bottlenecks by focussing on end-to-end process and flow

Lorraine Duffy, Head of Process Improvement, Allied Irish Banks



15:20 **Networking coffee break**

15:40 **Keys to developing and sustaining a business excellence programme: lessons learned**

- This panel will share lessons from their own experience with business architecture, improvement and transformation initiatives:
- Aligning people, process and IT objectives to improve performance - practical tips to deliver business excellence in an FS organisation
 - Blending different tools and methodologies to achieve operational excellence
 - Developing strategies for executive and workforce buy-in a complex FS organisation
 - Weighing the pros and cons of centralised versus localised continuous improvement
 - When can you declare success in your operational excellence transformation?

Panellists include:

Marnix Knol, Vice President, NIBC Bank
Fiona Stewart, Architect, RBS



PANEL

16:20

ROUNDTABLE

Roundtable debates: Get the answers to your operational excellence questions straight from the experts

We know that hearing someone speak for forty minutes might not always provide enough opportunity for questions to be answered. This is why during this interactive session you are able to join your peers in roundtable discussions to benchmark, learn and debate with your financial service industry peers on an operational excellence challenge that is priority for you.

Your roundtable interactive session is the ideal opportunity to have quality time with facilitators, peers and experts and:

- Ask the business critical question you need answered to move your operational excellence strategy forward
- Have an in-depth discussion with the experts about their experience and advice
- Ask the questions you need for your operational excellence to follow up on after the day's presentations and information



Roundtable 1

Making BPM success happen: Enhancing process visibility, data capture and control

Find out more about the role of BPM and how it is achieving customer satisfaction and performance excellence. Start your BPM journey from the outside-in to ensure you are delivering value from the start

Roundtable 2

Leading the way into excellence

Driving a leadership culture at all levels in your business can be tricky. Gain insights into successful leadership strategies

Roundtable facilitated by: Caroline Holyhead, Vice President, Lean Six Sigma Black Belt, BNY Mellon



Roundtable 3

The importance of End-to-End standardisation: Ensuring sustainable process transformation across departments

- How do you ensure collaboration between functions and process owners?
- Understanding how a coherent and effective integration of systems can work for your company
- Identifying the missing link: Best approaches to linking back-end processes to front-end
- Reducing complexities and increasing standardisation for a more effective and realistic strategy

Roundtable facilitated by: Karina Calderon-Brown, Senior Process Lead, International Personal Finance



Roundtable 4

Comparing and contrasting different methodology tools: Assessing which ones work best

Have your say into which tools work best for your business – whether it's Six Sigma, LEAN or any other methodology that has proven to work

Roundtable facilitated by: Mark Hookey, Director, Global Head Performance Management, Swiss Reinsurance Company



17:20

Chairman's summary and mulled wine evening

After a jam-packed day of case studies and learning, use this informal networking platform to unwind, discuss the day's event and celebrate the year with some mulled wine.



Conference Day Two

THURSDAY 3RD DECEMBER 2015

08:30 Registration and networking coffee

09:00 **Chairman's recap on day one**
Christopher Dalby, Head of Process Improvement, **LLOYD'S of London**

LLOYD'S

09:10 **Achieving performance transformation during challenging times for financial services: Why it's all about balance**

- Securing engagement from the top down: engaging employees from the executive level to the front line to deliver operational excellence to support strategic initiatives
- Process governance: Defining the responsibilities of process owners across the financial services business
- Identify the toolsets you need to create the infrastructure that can sustain continuous improvement through the financial services organisation
- Leveraging the power of data in transforming culture and behaviour
- Developing a self sufficient operational excellence infrastructure through training, new systems and ongoing management
- Compliance: The role of the operational excellence professional

Panellists include:

Mark Hookey, Director, Global Head Performance Management, **Swiss Reinsurance Company**
Gerry Coppell, Head of Transformation for Customer Operations, **Nationwide**



PANEL

09:50 **The principles to ensuring a successful operations and process function in financial services**

- Successfully implementing an integrated business execution system that meets the demands of your FS organisations goals
- Understanding how to translate the business values and strategies and policies into process and operational action
- Developing the right continuous improvement framework for your business to improve reliability and operability
- Identifying the contribution of the "people side" in order to deliver results

Sophie Leng-Smith, Vice President, Deutsche Bank



10:30 **Solution insight session**

Take advantage of this structured learning opportunity to hear from the technology, services and solutions experts that have the answers to your specific operational excellence implementation or integration challenges. You will have the opportunity to hand-pick from our leading-edge services and solution providers which presentations you wish to attend - then you'll have 5 minutes with up to 5 providers to hear directly from them on how they can support your business challenges. This unique session allows you to find out - within just 5 minutes - whether your company can benefit from a future business relationship with a specific provider.



SOLUTION INSIGHT

11:00 Networking coffee break

"It was very useful,
high quality delegates
and speakers"

**Head of Marketing,
Zarion Software**

"Very useful to share
experiences and learn
best practices"

**Head of Business Change, Clearstream
Global Securities Services**

www.operationalexcellencefs.com

12:20

Get the answers to your operational excellence questions straight from the experts

We know that hearing someone speak for forty minutes might not always provide enough opportunity questions to be answered. Which is why during this interactive session, you are able to join your peers on roundtable discussions to benchmark, learn and debate with your financial service industry peers on an operational excellence challenge that is priority for you.

Your roundtable interactive session is the ideal opportunity to have quality time with facilitators, peers and experts and:

- Ask the business critical question you need answered to move your operational excellence strategy forward
- Have an in-depth discussion with the experts about their experience and advice
- Ask the questions you need for your operational excellence to follow up on after the day's presentations and information



ROUNDTABLE

Roundtable 1 Connecting operational data and business data to drive breakthrough business performance

Find out how to align your BPM strategy with your IT strategy to optimise and automate your critical processes

Roundtable 2 Improving customer loyalty through operations

Get a better understanding of your customers to enable the business to better anticipate demand or new markets

Roundtable facilitated by:
Felim O'Donnell, Head of Transformation & Change, Customer Services, Allied Irish Banks



Roundtable 3 Leadership, culture and change management

How do you overcome the cultural barriers when establishing your operational excellence strategy? Join the table to find out more about demystifying the myth of change culture

Roundtable 4 Encouraging innovation to create a pull for improvement while driving change

Have your say linking innovation to strategy and why innovation is the new pace of process

Roundtable facilitated by:
Karina Calderon-Brown, Senior Process Lead, International Personal Finance



Roundtable 5 Making BPM success happen

Understanding the role of BPM in achieving customer satisfaction and performance excellence

12:20

Building an integrated OpEx framework that makes sense for your organisation: Blending tools to achieve greater results within financial services

- Identifying what each tool has to offer and whether it's right for your financial services organisation
- Finding the right 'blend' of tools and solutions for your organisation to drive engagement and adoption
- Integrated business excellence approach: Leveraging people, process, innovation, governance and the organisational structure to achieve sustainable results in financial services
- Measurement: ensuring you have the right metrics and calculations in place and that they are rooted in the methodology framework you choose

13:00

Networking lunch break

14:00

Operational excellence transformation in action: Transforming human resources operations at a multi-country insurer

- Defining the sense of urgency to deliver operational change
- How to get the right process governance in an insurers complex ecosystem
- Defining a customer centric approach and delivering on the strategy through process transformation
- Reducing complexity and harmonising processes through process transformation
- Stakeholder management and entity involvement in process transformation
- Realising quick wins to the organisation to develop momentum for sustained operational excellence

Matthias Balint, Head of Global HR IT Transformation, Allianz



- 14:40 **The problem with big data: Why process analysis and management information is its own worst enemy**
→ Identifying what you need: Defining the information resource, drawing boundaries and prioritising and what can and should meaningfully be used
→ Finding and resolving breaks in the data value chains
→ Integrating data, knowledge and information management systems
→ Optimising data and information management processes
James Lawther, Head of Insight and Improvement, RSA



15:20 **Networking coffee break**

- 15:40 **The importance of standardisation: Ensuring everyone is on the same page for sustainable process transformation**
→ Leveraging operational excellence as an enabler for change in the business and standardising all the processes
→ Reducing complexities and increasing standardisation for a more effective and realistic strategy
→ Using different tools and techniques for standardisation and applying the best one to your business
Krishan Arul, Vice President, Lean Center of Excellence, Barclays



- 16:20 **Driving competitive advantage through customer-centric business operations in the financial services sector**
→ Reinventing business operations for superior customer engagement to develop a competitive advantage over your FS competitors
→ Placing your customer experience as a key driver for operation efficiency.
→ Use the customer journey to organise your business processes the way a customer experiences them
Gerry Coppel, Head of Transformation for Customer Operations, Nationwide



17:00 **Chairman's closing summary**

Media Partners:



“Interesting, good networking opportunity, good to spar with colleagues on operational excellence”

Manager, NIBC Bank



PEX Network

Website: www.processexcellencenetwork.com Phone: 1-646-454-4559

Become a member of Process Excellence Network and receive complimentary access to resources that will keep you at the forefront of industry change. You will receive access to our growing library of multi-media presentations from industry leaders, an email newsletter updating you on new content that has been added, free aggregated news feed from over 1000 global news sources tracking your industry and special member only discounts on events.

Become a member here: www.processexcellencenetwork.com/join.cfm

Maximise Your Involvement: Sponsorship and Exhibition Opportunities

The 9th Annual Operational Excellence for Financial Services Summit is attended by senior officials and decision-makers from the industry, bringing together buyers and suppliers in one location.

Focused and high-level, the event will be an excellent platform to initiate new business relationships. With tailored networking, sponsors can achieve the face-to-face contact that overcrowded trade shows cannot deliver.

Exhibiting and Sponsorship options are extensive, and packages can be tailor-made to suit your individual company's needs. Most packages include complimentary entry passes, targeted marketing to industry officials and executives, and bespoke networking opportunities.

Other features of sponsorship include:

- Prominent exhibition space in the main conference networking area
- Participation in comprehensive pre-event marketing campaigns
- Tailored marketing strategies to suit your organisation's size, capabilities and individual requirement

For more information and to discuss the right opportunity, contact us on +44 (0)207 368 9300 or sponsorship@iqpc.co.uk

2015 sponsors include:



Who should Attend?

Process Excellence / Improvement

Head of / SVP/VP/Dir/Head of/Manager:

- ▶ Operational Excellence
- ▶ Chief Operations Officer
- ▶ Process Excellence
- ▶ Transformation
- ▶ Business Transformation
- ▶ Process Improvement
- ▶ Performance Improvement
- ▶ Performance Excellence
- ▶ Business Improvement
- ▶ Customer Operations
- ▶ Continuous Improvement
- ▶ IT Operations
- ▶ IT Strategy

Past attendees include:

- ▶ GB Financial Solutions Ltd
- ▶ Liverpool Victoria
- ▶ LV=
- ▶ BNY Mellon
- ▶ Bank of New York
- ▶ Deutsche Bank AG
- ▶ Barclays
- ▶ RBS
- ▶ HSBC
- ▶ Deutsche Bank
- ▶ Bank of America
- ▶ Merrill Lynch
- ▶ RSA
- ▶ Plexus
- ▶ UBS AG
- ▶ International Personal Finance
- ▶ Allianz Insurance Plc.
- ▶ Capital One
- ▶ DNB ASA
- ▶ Citco Global Securities Services
- ▶ DVB Bank SE
- ▶ ValueFlow Associates
- ▶ NIBC Bank N.V.
- ▶ Covidien
- ▶ SWIFT
- ▶ Danske Bank
- ▶ LeasePlan Supply Services
- ▶ American Express
- ▶ Arion banki
- ▶ Nationwide Building Society
- ▶ Saudi Stock Exchange (Tadawul)
- ▶ Accenture European Services Centre

Operational Excellence in Financial Services

CONFERENCE: 2ND & 3RD DECEMBER 2015
WORKSHOPS: 1ST DECEMBER 2015
LONDON, UNITED KINGDOM

To speed registration, please provide the priority code located on the mailing label or in the box below.

My registration code **PDFW**

Please contact our database manager on +44(0) 20 7368 9300 or database@iqpc.co.uk quoting the registration code above to inform us of any changes or to remove your details.

Package Options For In House Process Excellence Professionals	Networking Pass	Economy Pass
Register and Pay By 28 August 2015*	£1499+VAT SAVE £600	£1099+ VAT SAVE £600
Register and Pay By 25 September 2015*	£1699+VAT SAVE £400	£1299+VAT SAVE £400
Register and Pay By 30 October 2015*	£1899+VAT SAVE £200	£1499 +VAT SAVE £200
Standard Price	£2099 +VAT	£1699+VAT
Pass includes		
Main Conference (2 - 3 December 2015)	✓	✓
Access to conference presentations post-event via our B2B Shop at www.b2biq.com	✓	✓
Access to workshop day	✓	✗
Solution Providers & Consultants	Price £	
Standard Price - Conference Only Pass	£2099+VAT	
A la Carte - Add to any packages or purchase separately	Price £	
Workshop Day only	£499+VAT	
Conference presentations on B2B Shop at www.b2biq.com only	£499+VAT	
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Team of 4 - 10% on any ticket		
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*To qualify for early booking discounts, payment must be received by the early booking deadline

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TELEPHONE: +44 (0) 20 7368 9300
EMAIL: ENQUIRE@PEXNETWORK.COM

POST: RETURN YOUR
BOOKING FORM TO:
IQPC LTD, 129 WILTON RD
LONDON, SW1V 1JZ

PAYMENT METHOD

Total price for your Organisation: (Add total of all individuals attending):
Card Number: VISA M/C AMEX

Exp. Date: _____ Sec: _____

Name On Card: _____

Billing Address (if different from above): _____

City/Country/Postcode _____

Cheque enclosed for: £
(Made payable to IQPC Ltd.)

(Please quote 11462.009 with remittance advice)

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Sort Code: 40 38 18 Account No: 51304143 Swift Code: MI DLG B22 IBAN Code:
GB59MIDL40381851304143 Account Name: International Quality & Productivity Centre Ltd.**

DELEGATE DETAILS - SIMPLY COMPLETE THIS FORM AND CLICK SUBMIT

Please photocopy for each additional delegate

First Name _____

Family Name _____

Job Title _____

Tel No. _____

Email _____

Yes I would like to receive information about products and services via email

IQPC Point of contact _____

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Address _____

Postcode Country _____

Telephone _____

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Approving Manager _____

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I agree to IQPC's cancellation, substitution and payment terms

Special dietary requirements: Vegetarian Non-dairy Other (please specify)

Please indicate if you have already registered by: Phone Fax Email Web

Please note: if you have not received an acknowledgement before the conference, please call us to confirm your booking.

VENUE & ACCOMMODATION

Accommodation: Travel and accommodation are not included in the registration fee. For updates on the venue and accommodation information, please visit: <http://www.operationalexcellencefs.com>

TERMS AND CONDITIONS

Please read the information listed below as each booking is subject to IQPC Ltd standard terms and conditions. Return of this email will indicate that you accept these terms. Payment Terms Upon completion and return of the registration form full payment is required no later than 5 business days from the date of invoice. Payment of invoices by means other than by credit card, or purchase order (UK Plc and UK government bodies only) will be subject to a £49 (Plus VAT) processing fee per delegate processing fee. Payment must be received prior to the conference date. We reserve the right to refuse admission to the conference if payment has not been received. IQPC Cancellation, Postponement and Substitution Policy You may substitute delegates at any time by providing reasonable advance notice to IQPC. For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another IQPC conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IQPC for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference. In the event that IQPC cancels an event for any reason, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of cancellation. In the event that IQPC postpones an event for any reason and the delegate is unable or unwilling to attend in on the rescheduled date, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of postponement. Except as specified above, no credits will be issued for cancellations. There are no refunds given under any circumstances. IQPC is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. IQPC shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labour strike, extreme weather or other emergency. Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever. Any substitutions or alterations will be updated on our web page as soon as possible. Discounts All 'Early Bird' Discounts require payment at time of registration and before the cut-off date in order to receive any discount. Any discounts offered whether by IQPC (including team discounts) must also require payment at the time of registration. All discount offers cannot be combined with any other offer.

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