Introducing the quality process set to achieve product and service excellence to create a culture that demands perfection
10-13 June, 2012—Doha, Qatar

Insight from banking, oil and gas, telecoms, healthcare and more on how to drive lean and six sigma principles into your organisation to achieve process improvement and cost efficiencies

Outstanding Six Sigma speakers:
Kamran Ali, Siebel Deployment Leader - Middle East, GE - Healthcare
Musa Faisal, Manager Performance Development, Emirates Airlines
Sanjiv Upadhyay, Manager - Lean Manufacturing, Business Process Excellence, Weir Oil and Gas
Christina Horn, Head of Process Excellence and Change Management, Maersk Oil
Vicken Shahinsarian, Total Quality Project Manager, Qatar National Bank
Teji Varghese, Project Manager - Major Projects, Halcrow
Ritesh Chatterjee, Senior VP Quality, First Gulf Bank
Waqas Hussain, Head of HR, Ali Bin Ali
Suad Alkabie, Senior Manager Business Processes, Batelco
Eyas Sabri, Advisor to the Board, Abuissa Holding
Abdul Jalil Ghanem, Lean Six Sigma Blackbelt Project Manager, Qatar National Bank
Osama Jbarah, Senior Quality Assurance Engineer, Qatar Petroleum
Ali Abou Melhem, Project Manager, GE - Oil and Energy
Anand Venkateswaran, Manager of Process Improvement Office, Gulf Bank
Ahmed Nour, Process Lead, Vodafone Qatar
Mohamed Nasser, Managing Director, Eli Lilly Saudi

Key topics include:
- Aligning your six sigma strategies with your organisation’s unique business goals to achieve desirable results
- Building an organisational philosophy that is receptive to lean thinking to encourage adoption of six sigma processes
- Evaluating the use of six sigma principles in HR, supply chain and finance to increase efficiency
- Discussing methods of capturing a customer’s perception, inclinations and reservations on a service to enable improvements

Why you should attend:
- Learn innovative methods to save money through effective business processes
- Benchmark your strategies against leading organisations
- Network with key industry leaders in various industries

WORKSHOP A: 10 June 2012
Implementing and learning lean six sigma through innovative techniques

WORKSHOP B: 13 June 2012
Understanding the five steps of a six sigma project - define, measure, analyse, improve and control (DMAIC)

For more information visit: www.sixsigmamesummit.com
Dear Six Sigma Professional,

Are you looking to enable savings in your projects? Companies have been able to save over US $43 million by simply utilising lean and six sigma methodology.

With organisations constantly trying to improve the quality of their work whilst reducing costs, lean and six sigma business processes are being heavily utilised in all projects from various industries such as oil and gas, manufacturing, finance and banking, healthcare, telecommunication and many more.

The Lean Six Sigma Middle East summit taking place from 10-13 June, 2012 in Doha, Qatar will bring together experts from various fields to share their experiences and knowledge of this business improvement strategy.

IQPC will be bringing together pioneering speakers such as:

- **Osama Jbarah**, Senior Quality Assurance Engineer, Qatar Petroleum
- **Mohamed Nasser**, Managing Director, Eli Lilly Saudi
- **Musa Faisal**, Manager Performance Development, Emirates Airlines
- **Ritesh Chatterjee**, Senior VP Quality, First Gulf Bank

As a delegate you will have the opportunity to listen to pioneering speakers who will present case studies, industry insights and innovative solutions relevant for your projects. You will also be able to attend workshops, participate in discussions with industry leaders and network with delegates from other organisations.

Register today to secure your seat at this ground breaking Lean Six Sigma Middle East Summit!

I look forward to seeing you in June.

Yours sincerely,

Khushboo Sagar

Conference Producer, IQPC

P.S. Don’t forget to book before 1 May 2012 to secure your early bird discount!

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**Confirmed cross industry case studies from:**

- **Healthcare & Pharmaceuticals:**
  - Eli Lilly Saudi
  - International Medical Centre
  - GE Healthcare

- **Oil and Gas:**
  - Qatar Petroleum
  - Maersk Oil
  - Weir Oil and Gas
  - GE Oil and Energy

- **Telecommunication:**
  - Vodafone Qatar
  - Batelco

- **Banking and Finance:**
  - Qatar National Bank
  - First Gulf Bank
  - Gulf Bank

- **Aviation:**
  - Emirates Airlines

- **Construction:**
  - Halcrow

- **FMCG:**
  - Abuissa Holding
  - Ali Bin Ali

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**Testimonials:**

"It is an excellent platform to get updated with new approaches prevailing across all industries"

**Six Sigma Lead, Honeywell**

"Good mix of industries were represented – it was my first time at IQPC and it exceeded my expectations"

**Senior Director, Motorola**

**Sponsorship & exhibition opportunities**

We have a range of business development/marketing and sales solutions that will be tailored to specifically deliver on your business objectives. For more details, call on +971 4 360 2800 or email sponsorship@iqpc.ae

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Master class A: 10 June 2012
Implementing and learning lean six sigma through innovative techniques
With the majority of thriving businesses implementing lean six sigma into their projects, this workshop will help you differentiate your process by understanding new and improved techniques to implement lean six sigma. You will be able to discuss the need for innovative techniques and have practical examples of improving your assembling skills. Don’t miss this opportunity to review where the process has previously failed and where it has excelled.

Benefits of attending:
- Review and compare examples of various implementation techniques
- Discuss your objectives for utilising lean six sigma
- Learn the best techniques to implement lean six sigma in your projects

Master class leader:
Sanjiv Upadhyay is the Lean - Manager for Weir Oil & Gas Services, based in Dubai, U.A.E and is responsible for Business Process Excellence. He is a qualified Mechanical Engineer (B.E -Mechanical) and is a Shingijutsu Certified Kaizen Sensei from Japan. Some of his other professional training's/certifications include Motorola certified Lean Six Sigma Black Belt, Project management and LRQA certified Lead Auditor for I.S.O 9000 series. He has 12 years of management experience covering the entire span of supply chain business across the Automotive, Oil and Gas and Software industry, and has four plant setups to his credit.

Sanjiv Upadhyay,
Manager - Lean Manufacturing (Business Process Excellence)
Weir Oil and Gas

Master class B: 13 June 2012
Understanding the five steps of a six sigma project - define, measure, analyse, improve and control (DMAIC)
Learn about the key workings behind the successful completion of your project due to the implementation of six sigma, which includes the progress and maintenance of quality. This workshop will review the entire procedure of your project in detail to help you understand the importance of following the DMAIC improvement process. With the help of case studies you will be able to assess how these five steps will improve your projects.

Benefits of attending:
- Hear case studies on the correct and incorrect use of DMAIC in a wide range of projects
- Understand the importance of following the DMAIC improvement process
- Learn about the tools needed to successfully implement this technique

Master class leader:
Vicken Shahinsarian is currently managing the Total Quality Black Belt projects at Qatar National Bank. He has previously worked as the corporate planning and business development manager in insurance and banking industries. His key specialties include corporate and strategic planning, project management, team building and training. He is a Black belt in Lean Six Sigma with certification supported by Rath and Strong. His expertise and training is in activity based performance management with SAS ABM software. He also has over 8 years of experience in implementing ISO 9000, corporate planning and scorecarding.

Vicken Shahinsarian,
Total Quality Black Belt - Project Manager
Qatar National Bank
08.00 Registration and refreshments
08.45 Chairperson’s opening remarks
Christina Horn, Head of Process Excellence and Change Management, Maersk Oil Qatar

09.00 Insight into projects in the Middle East that were driven to success by the implementation of lean and six sigma
- Showcasing ground breaking projects in the Middle East to review the development in lean and six sigma as business management strategies
- Evaluating the opportunities available to implement this process in various industries to increase the quality performance
- Discussing the progress in the market to understand the importance to constantly perform at the highest level
Ahmed Nour, Process Lead, Vodafone
Christina Horn, Head of Process Excellence and Change Management, Maersk Oil Qatar

09.40 Encouraging organisations to become more process oriented by showing the value of applying lean six sigma for process improvement
- Importance of a business process in the consistency, reliability and reduction of cost of transactions
- Achieving a competitive edge through focussing on improving the key business processes
- Analysing the role of lean and six sigma in process improvement
Ali Abou Melhem, Project Manager, GE Oil and Gas

10.20 Morning tea break

10.50 Aligning your six sigma strategies with your organisation’s unique business goals to achieve desirable results
- Understanding your company’s objectives to help you modify the process to mirror your goals
- Reviewing various strategies to achieve the highest possible results in different projects cross function to improve productivity of the entire organisation
- Developing a process tailored to your company’s requirements with proven results to improve efficiency and productivity
Teji Varghese, Project Manager—Major Projects, Halcrow

11.30 Assessing your company’s readiness for the implementation of six sigma
- Discussing the goals your company hopes to achieve and how six sigma can help you accomplish them
- Reviewing the assessment as an all encompassing exercise of six sigma in your company
- Sustaining the six sigma way as a business management process
Osama Jbarah, Senior Quality Assurance Engineer, Qatar Petroleum

12.10 Lunch break and networking

12.45 Panel Discussion: The use of lean and six sigma in different industries to improve quality and productivity and reduce costs and defects
- Evaluating if lean or six sigma is more effective for your business
Sanjiv Upadhyay, Manager—Lean Manufacturing, Business Process Excellence, Weir Oil and Gas

13.00 Understanding the importance of change management and the issues associated with it
- Discussing the human element of lean six sigma implementation
- Identifying the high impact processes for business process re-engineering
- Scoping the factors that need to be changed and the process required to support
- Understanding the key factors and challenges of a BPR initiative and lessons learnt
Ahmed Nour, Process Lead, Vodafone
Eyas Sabri, Advisor to the Board, Abuissa Holding
Anand Venkateswaran, Manager of Process Improvement Office, Gulf Bank

13.50 Achieving lean six sigma process excellence through effective and efficient employee involvement
- Converting emotional statements into statistical statements
- Discussing the human element of lean six sigma implementation
- Developing innovative techniques to harness lean six sigma skills
Sanjiv Upadhyay, Manager—Lean Manufacturing, Business Process Excellence, Weir Oil and Gas

14.30 Afternoon tea break

15.00 Panel Discussion: The use of lean and six sigma in different industries to improve quality and productivity and reduce costs and defects
- Evaluating if lean or six sigma is more effective for your business

15.40 Discussing business process re-engineering (BPR), dynamics of change and change management
- Identifying the high impact processes for business process re-engineering
- Scoping the factors that need to be changed and the process required to support
- Understanding the key factors and challenges of a BPR initiative and lessons learnt
Ahmed Nour, Process Lead, Vodafone
Eyas Sabri, Advisor to the Board, Abuissa Holding
Anand Venkateswaran, Manager of Process Improvement Office, Gulf Bank

16.20 Supporting employees during a platform change for a department
- Demonstrating the value of change management to keep up your teams with recent advancements in the business
- Offering concise training specific to each department and around the clock support during the transition period and after
- Considering the different paces at which a new process can be understood and implemented
Kamran Ali, Siebel Deployment Leader - Middle East, GE Healthcare

17.00 Leading the change using lean and agile value chain management (LAVC)
- Introduction to lean and agile value chain as a change management approach
- Discussing the role of lean processes during the process of change management
- Reviewing the successful implementation of LAVC in Abuissa Holding
Eyas Sabri, Advisor to the Board, Abuissa Holding

17.40 Chairperson’s closing remarks and closing

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Sanjiv Upadhyay, Manager—Lean Manufacturing, Business Process Excellence, Weir Oil and Gas

EXPLORING THE USE OF LEAN AND SIX SIGMA FOR THE SERVICE SECTOR TO ENABLE BUSINESS EXCELLENCE

11.30 Discussing the application of lean six sigma in services
- Considering the importance of services to evaluate your company’s value stream
- Identifying possible resolutions how the lean six sigma language could fit to address recurring challenges in services
- Showcasing applicable case studies to highlight the scope of this application for your projects in services

Musa Faisal, Manager Performance Development, Emirates Airlines

12.10 Lunch break and networking

13.10 Viewing services as a physical asset to make it tangible and facilitate quality measurement
- Discussing possible techniques to view a service as a product to enable the implementation of lean and six sigma
- Identifying how lean and six sigma has previously been beneficial for improving the quality of services
- Demonstrating methods to assimilate this process into your existing strategy and create a tailor-made process for your service

Waqas Hussain, Head of HR, Ali Bin Ali

13.50 Taking Voice of the Customer (VOC) into consideration to adjust your process to enable customer satisfaction
- Discussing various methods of capturing a customer’s perception, inclinations and reservations on a service
- Reviewing examples of customer complaints to discuss possible techniques to tailor your process to suit the requirements of the customer
- Demonstrating the results of taking VOC into consideration and its effect on performance improvement

Ahmed Nour, Process Lead, Vodafone Qatar

14.30 Afternoon tea break

MEASURING AND MAXIMISING THE USE OF LEAN AND SIX SIGMA IN YOUR PROJECTS TO DRIVE PROFITABILITY

15.00 Measuring the improvements in your project performance as a result of using lean and six sigma
- Understanding how to identify the position of your project in the market and discussing techniques to enable advancements
- Establishing KPIs relevant for your team, department and company to create a baseline to measure the results from
- Conducting various research studies to gain feedback on the project’s performance and improvement

Suad Alkabie, Senior Manager Business Processes, Batelco

15.40 Innovative adaptation of Six Sigma methodology to deliver high impact results in Manufacturing and Banking
- Mapping out the potential of the methodology and tools set for your organisation’s needs
- Understanding the strategy and plan of deployment
- Reviewing previous deployment cases to understand the utilisation and discuss lessons learnt

Ritesh Chatterjee, Senior VP Quality, First Gulf Bank

16.20 Discussing the benefits of implementing lean six sigma in healthcare
- Building an organisational philosophy that is receptive to lean thinking to encourage use of the process
- Reviewing innovative techniques to redesign lean for your hospital to improve efficiency and reduce waste
- Developing an understanding to maximise the utilisation of operating rooms in your hospital and managing the data produced

17.00 Chairperson’s closing remarks and closing
TEAM DISCOUNTS
Team discounts available on request. Call +971 4 4364 2975 for more information.

VENUE
Millennium Hotel Doha
Jawaan Street, Al Sadd
Doha, Qatar
PO Box 24249

T: (+974) 4424 7777
F: (+974) 4434 1774

Hotel and travel costs are not included in the registration fee.

ROOM RESERVATION
Special / corporate rate for room accommodation is available in the hotel. You may contact the hotel directly as per the details above quoting IQPC or the name of the conference.

CONFERENCE DOCUMENTATION
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Please complete in BLOCK CAPITALS as information is used to produce delegate badges. Please photocopy for additional delegates and/or Delegate with different addresses.

DELEGATE     Mr     Mrs     Ms     Dr     Other     Company Name
Title                  First Name     Surname
Email                  Job Title/Department    Nature of business
Address                 Postcode          Country
Telephone              Fax               Name of Department Head
Name of Training Manager
Signature               Date

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We also accept payment by the following methods:
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- Please debit my credit card:  Visa  Master card  American Express
- Card Number:  Cardholder’s Last Name
- Card billing address (if different from Co-address)
- By Direct Transfer: Please quote AE 21431.001 with remittance advice

IQPC Bank Details: Account name: INTL QUALITY & PROD CEN FZ LLC
Account No.: 500 879714-100 Swift Code: BMFA AEAD
HSBC Bank Middle East Limited, Bur Dubai Branch, P.O. Box: 66, Dubai, UAE.
All bank charges to be borne by the payer. Please ensure that IQPC receives the full invoiced amount. Please tick the appropriate box if you would like to pay by one of these methods and our customer services team will contact you directly to finalise the payment.

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