Achieving strategically aligned, agile, customer focussed, lean organisations with process excellence & six sigma optimisation

Main Conference Dates: 26-27 February 2014
Pre-Conference Certified CPP Training: 24-25 February 2014
Post-Conference Workshops: 28 February 2014
Shangri-La Hotel, Singapore

John Hamalian, Former Regional Director of Business Excellence, DELL & current Owner, SUSTAINABLE ORGANISATIONAL EXCELLENCE, SINGAPORE

Gerry Meegan, Operational Excellence Manager, Global Business Services, Europe and Eurasia, THE COCA-COLA COMPANY, UK

Steve Towers, Lead Coach and Co-Founder, BP GROUP, SINGAPORE

Jian Chieh Chew, Director, Operational Excellence – APAC, EBAY, SINGAPORE

Dr Khwaja Moinuddin, General Manager – Process Excellence, MAERSK LINE, INDIA

Sunil Rawal, Global Head, Business Excellence, TATA COMMUNICATIONS, INDIA

Philip Sullivan, Senior Consultant – Process Leadership, SHELL ASIA PACIFIC, SINGAPORE

Jarod Ong, Senior Vice President, Head of Business Excellence, SINGAPORE EXCHANGE, SINGAPORE

Sean Shao Changqiang, Regional Lean Six Sigma Manager, FUJI XEROX GLOBAL SERVICES, SINGAPORE

Ernst Krauss, Senior Associate, EVANS & PECK

Mathias von Bescherer, Director of Operations, MICROSOFT, SINGAPORE

Christine Hawkins, Asia Pacific Operations Lean and Online Store Manager, HEWLETT PACKARD, AUSTRALIA

Dr Mark Allen, Chief Technology Officer, DECISION MANAGEMENT PROGRESS SOFTWARE

Ashutosh Pandey, Head of Continuous Improvement – Asia Pacific, Middle East & Africa (Lean Six Sigma Black Belt), NOKIA SOLUTIONS AND NETWORKS, SINGAPORE

Sukhavasi Venkata Vamsi, Vice President Strategy & Business Development, CITI PRIVATE BANK, SINGAPORE

BECOME A CERTIFIED PROCESS PROFESSIONAL AT PEX ASIA:

For the first time in Asia we are offering the Certified Process Professional Training - a take home qualification. Please note this two-day course has limited places and must be selected as an extra when registering.

Speaking For The First Time At Pex Asia

Steve Towers, Lead Coach and Co-Founder, BP GROUP, UK

The BP Group is a non-profit independent organisation dedicated to the advancement of BPM concepts and practices. It was established in 1992 and has a network on over 65,000 global members.

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Dear Colleague,

I am delighted to be working with PEX Asia on their 2014 summit. The event is designed for process management professionals who want to be at the forefront of change, champion excellence in their organisation and collaborate on creating the next generation of process transformation strategies.

Process Excellence is being redefined in this digital age, transforming organisations and revolutionising how business is conducted globally. To be competitive your company needs to continually evolve and move beyond just Lean Six Sigma. Process Excellence today draws on a raft of evolving methodologies including Lean, Six Sigma, Business Process Management, Enterprise Architecture, Total Quality Management and Statistical Process Controls to enable organisations to improve the way they operate and deliver. Notable organisations such as the Singapore Exchange, ANZ, Shell, Nokia and the BP Group will be sharing the different ways they have blended and harmonised approaches within their ranks to enable their teams to connect more swiftly to relevant information, improve workflow automation and meet the ever changing consumer and market needs.

Excitingly, as part of this year’s event we have provided delegates with an exclusive opportunity to undertake our certification training programme, normally only available in the UK and US. This is designed as two in-depth workshops which will give you the essential skills to take on process change and lead with excellence. Completing the course will also qualify you as a Certified Process Professional (CPP Levels 1 & 2).

The process professionals we researched with during production of PEX Asia identified their core challenges as how to:

1. Differentiate their organisation by continually meeting and exceeding process quality and customer service
2. Capture, synthesise and align their client and business needs
3. Continuously improve workflow automation and project turnaround times
4. Swiftly adapt, evolve and improve global supply chain management in ever changing markets
5. Better manage multiple PEX projects

All within reduced timeframes and budgets and still meeting the expected outcomes from reporting executives and boards!

At the PEX ASIA 2014 you will find presenters, delegates, information and ideas which pose solutions to resolving these exact challenges. Using PEX to drive business growth, increase profitability and competitive advantage is more critical than ever.

This is your chance to revitalise, strengthen and accelerate your process strategies.

We hope that you will be able to join us in Singapore at our PEX Asia 2014. Please do take a moment to look through this brochure or go to our PEX Asia website for more details.

I look forward to meeting you in February in Singapore!

Steve Towers
Lead Coach and Co-Founder
BP GROUP, UK

KEY THEMES AND TOPICS ADDRESSED AT PEX ASIA 2014:

- Increasing productivity, service quality and customer satisfaction
- Strategically aligning and transforming processes to create agile, customer focused operations
- Integrating a blend of PEX methodologies to optimise operational efficiencies and achieve faster business growth
- Transforming your organisation’s performance by retaining talent and leadership which embeds a culture of excellence

WHAT PAST ATTENDEES SAY:

“In an economy where capital is tight, the way you can fund growth is by driving efficiency and effectiveness”. Process Excellence is a lever within the company’s control [to drive business growth].

Bob Norris, Business Integration Lead, Deloitte

“There is a focus on smaller, more rapid iterative changes, reflecting the fast-evolving environments that companies find themselves operating within. Priorities change, new threats or opportunities emerge, and the ability to adapt has become key to survival. Approaches to process improvement and management need to evolve with this focus on flexibility and adapting rapidly to changing circumstances. You have to be willing to adapt so what you may have chartered out in the beginning may need to be adjusted based on customer feedback, customer input and changing market dynamics”.

Ronnie Hall, Senior Lean Six Sigma Programme & Operations Manager, Lenovo

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Creating the next generation of leaders and business process improvement: PEX models for the evolving organisation

CERTIFIED PROCESS PROFESSIONAL (CPP) TRAINING COURSE

Registration for CPP Course: 07.30
Each day's sessions are from: 08.30-4.30
Morning, lunch and afternoon refreshments will be provided each day

This premier workshop is designed for those seeking advanced professional skills in process management, process improvement, process alignment, customer centricity and innovation.

These are the Outside-In Advanced Methods and Techniques that Deliver!

- Uncover Process Improvement opportunities in just hours
- Identify actions that will reduce process inefficiency by 30% to 60% within 90 days of deployment
- Delight your customers (making them your biggest advocates) through Successful Customer Outcomes
- Innovate to compete, set the market trend and even dominate your industry
- Realise significant cost savings, improve revenues and enhance service immediately

The Certified Process Professional® program builds your professional competency in delivering these essential benefits in literally everything you do. Unleash the power of process in your organisation today.

WHO SHOULD ATTEND
Senior executives, operating managers, process owners, resource managers, members of process design teams and program management offices, business analysts, systems analysts, Six Sigma beltied people, Lean experts, functional managers, key front-line personnel, and everyone else with a stake in getting the most out of business processes.

RESULTS
Course attendees will learn how to:
- Exploit process management for triple crown* benefits with sustained high performance
- Develop performance metrics for end-to-end processes
- Link processes to enterprise business goals
- Coach and align people for performance and process management
- Improve business performance immediately (15-40% within 90 days) and
- Establish a method to sustain continuous improvement (ongoing annual improvements 15-40%)
- Achieve the tactical and strategic payoffs of process

*triple crown = reducing costs, enhancing service and improving revenues at the same time

WHAT YOU GET
- Hands-on instructor-led workshop by world recognised Coach
- All materials provided electronically (for your own internal use) and online
- SIX BPM Toolkits (comprehensive templates and resources) to 'take away'
- Certification as a Certified Process Professional (CPP) Levels 1 & 2 (practitioner and professional)
- CEMMMethod(tm) and the associated SIX toolkits. 12 months license for distribution and updates
- Membership to the world’s premier Process & Professional business club
- Unique one to one telephone support (dedicated telephone number)
- Simply the most ADVANCED TECHNIQUE for process improvement, typically producing extraordinary improvement results on processes in LESS THAN 90 DAYS

Steve Towers
Lead Coach and Co-Founder,
BP GROUP, UK

Steve Towers is a seasoned practitioner with over 30 years of hands-on experience, Steve is one of industry’s noted experts in Advanced BPM and Performance Transformation. He heads the Research & Professional Services network within the BP Group. As a co-founder of www.bpgroup.org in 1992 Steve developed the world’s first and premier network for Process & Performance professionals. Now in 118 countries with membership of 50,000+.

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**CONFERENCE DAY ONE**
**WEDNESDAY, 26 FEBRUARY 2014**

**08.15** | Coffee & Registration
**09.00** | Chairperson’s Welcome

**Steve Towers**
Lead Coach and Co-Founder, BP GROUP, UK

**11.10** | Identifying opportunities to deliver improvements and market growth within your organisation through cross-collaboration and consolidation of differing PEX approaches
- Linking Lean and Six Sigma methodologies to business opportunities and projects for growth
- Understanding how Lean Six Sigma can co-exist with and enhance other operational methodologies
- Moving towards an end-to-end integration of business processes to achieve operational excellence
- Achieving cross-collaboration between organisational change management and IT strategy teams by linking processes and developing cohesive methodologies
- Consolidating and blending legacy methodologies of PEX, Lean and Six Sigma for optimal improvements

**Jarod Ong**
Senior Vice President, Head of Business Excellence, SINGAPORE EXCHANGE, SINGAPORE

**11.50** | Integrating Lean and Six Sigma into one comprehensive and effective system within your organisation
- How one company integrated two disparate teams and methodologies into one integrated approach
- Overview of the integrated framework known as Business Excellence
- Discussion on key considerations when embarking on such an integration

**John Hamalian**
Former Regional Director of Business Excellence, DELL & current Owner, SUSTAINABLE ORGANISATIONAL EXCELLENCE, SINGAPORE

**13.20** | Lunch and Networking Break

**10.20** | “Aligning business decisions to achieve strategic organisational outcomes”.

**Dr. Mark Allen**
Chief Technology Officer, DECISION MANAGEMENT PROGRESS SOFTWARE

**10.50** | Morning Tea and Networking Break

**14.00** | Applying advanced Lean 6 Sigma principles to strategically grow agile global operations the “HP Way”
- “The HP way” has always had continuous performance improvement and accountability embedded in the culture. “The HP Way Now” focus on end to end process excellence and customer experience has enabled HP to double partner satisfaction loyalty indicators and improve direct customer loyalty across Asia. Here Christine Hawkins explains how.
- Achieving strategic growth and performance excellence in a fast changing global market by embedding Six Sigma continuous performance improvement into organisational DNA
- Sharpening the distinctions between ideas generation and the continuous improvement culture within the organisation using Lean principles
- Driving output and performance by embedding Six Sigma in each of the organisation’s operating business units

**Christine Hawkins**
Asia Pacific Operations Lean and Online Store Manager, HEWLETT PACKARD, AUSTRALIA

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**INTERNATIONAL KEYNOTE ADDRESS**

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**Delivering PEX improvements through cross-collaboration and integration of approaches**

**Differentiating services and achieving an internal continuous improvement culture**

“We improve our processes but the overall performance does not improve”.

**Beyond Lean Six-Sigma**

**Applying advanced Lean 6 Sigma principles to strategically grow agile global operations the “HP Way”**

**Transforming your company into an agile organisation by optimising strategy, performance & processes**

**Transforming business in Asia using an integrated approach**
- Taking a comprehensive view of the organisation, its culture and your need for change
- Using PEX to improve service process delivery and information flow management
- Centralising and improving data analytics for better communications between staff and customers
- Systematically tapping the collective intelligence of the organisation to improve cross-functional thought processes and achieve seamless integration of processes

**Steve Towers**
Lead Coach and Co-Founder, BP GROUP, UK

**Elevating process improvements and service quality to meet evolving customer expectations and achieve performance excellence**
- Examining the role Lean and Six Sigma is playing in achieving process excellence today and in the future
- Looking backwards and forwards
- Developing processes to continually evolve with your business strategy and meet changing customer expectations
- Understanding there are no “root causes”
- Elevating process improvements to meet performance and customer needs

**Sean Shao Changqiang**
Regional Lean Six Sigma Manager, FUJI XEROX GLOBAL SERVICES, SINGAPORE

**Integrating Lean and Six Sigma into one comprehensive and effective system within your organisation**
- How one company integrated two disparate teams and methodologies into one integrated approach
- Overview of the integrated framework known as Business Excellence
- Discussion on key considerations when embarking on such an integration

**John Hamalian**
Former Regional Director of Business Excellence, DELL & current Owner, SUSTAINABLE ORGANISATIONAL EXCELLENCE, SINGAPORE

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14:40: Achieving service differentiation in a competitive market by embedding a quality continuous performance improvement culture
- Achieving ongoing buy-in across the organisation to enable continuous performance improvements in processes and business outcomes
- Using Lean tools to engage staff, support change management and enable sustainability of performance improvements
- Aligning organisational culture and strategy using LSS cultural realignment methods to increase the success and effectiveness of PEX
- Making cultural improvements more successful

Facilitator:
Jarod Ong
Senior Vice President, Head of Business Excellence, SINGAPORE EXCHANGE, SINGAPORE

Panel Members:
Shibashis Chakraburty
Head of Business Excellence, ANZ, INDIA

Sean Shao Changqiang
Regional Lean Six Sigma Manager, FUJI XEROX GLOBAL SERVICES, SINGAPORE

15:20: Afternoon tea and Networking break

16:10: Achieving quality and performance improvements with process harmonisation using Lean Six Sigma
- Streamlining diverse and de-centred end to end processes
- Taking a harmonisation approach to align quality standards and performance
- Building strategic alignment of quality and performance standards in a BPM implementation across different countries

Philipp Sullivan
Senior Consultant – Process Leadership, SHELL ASIA PACIFIC, SINGAPORE

16:50: Synchronising people, processes and information through automation and change management
- How are you executing change management to deliver your services?
- Achieving sustainable growth results through lean methodologies
- Automating processes to reduce turnaround time, improve workflow, optimise staff and cut costly leakages
- Understanding the vital role HR plays in driving and supporting new LSS thinking, eliminating sabotage thinking, eradicating resistance to change, and achieving performance standards targets
- Understanding the critical role leadership plays in embedding change and sustaining improvements

Panel Chair:
Christine Hawkins
Asia Pacific Operations Lean and Online Store Manager, HEWLETT PACKARD, AUSTRALIA

Panel Members:
Sukhavasi Venkata Vamsi
Vice President Strategy & Business Development, CITI PRIVATE BANK, SINGAPORE

Kong Siew Mui
Senior Vice President, Global Business Excellence, FLEXTRONICS, MALAYSIA

Sunil Rawal
Global Head, Business Excellence, TATA COMMUNICATIONS, INDIA

17:30: Closing Remarks from the Chairperson

17:40: Closing of Day One Sessions
Thurday, 27 February 2014

Welcome Back Remarks from the Chairperson
Christine Hawkins
Asia Pacific Operations Lean and Online Store Manager
Hewlett Packard, Australia

08:30

Conducting Beyond Lean Six Sigma
Moving the pursuit of Excellence produces a return: Demonstrating alignment to company objectives
Simplicity is key when it comes to Process Excellence. Any business policy and procedure should demonstrate alignment with the business case and company objectives or what value does the policy add? This session showcases how to demonstrate alignment and ensure it continues to cascade from company objectives rather than being influenced by daily challenges and operations.

Dr Khwaja Moinuddin
General Manager – Process Excellence, MAERSK Line, India

Benchmarking your PEX
Making sure the pursuit of Excellence produces a return: Demonstrating alignment to company objectives
Simplicity is key when it comes to Process Excellence. Any business policy and procedure should demonstrate alignment with the business case and company objectives or what value does the policy add? This session showcases how to demonstrate alignment and ensure it continues to cascade from company objectives rather than being influenced by daily challenges and operations.

Ernst Krauss
Senior Associate
Evans & Peck

Facilitated Round Table: Examining the top 5 challenges in PEX
How do you quantify the benefits of PEX projects for senior management, teams and the board?
How does an organisation quantify spend on PEX to stakeholders and the market?
Demonstrating ROIs - how can you achieve faster ROIs to report on to stakeholders?
Retaining and motivating PEX expertise to create a sustainable and continuous improvement culture
How can you assess the kind of PEX support you need for future growth?

Ashutosh Pandey
Head of Continuous Improvement – Asia Pacific, Middle East & Africa (Lean Six Sigma Black Belt)
Nokia Solutions and Networks, Singapore

Conducting peer benchmarking to maintain competitive advantage and continue to evolve
Determining quality benchmarking measures within the market place and peers
Understanding the common pitfalls of benchmarking
Applying results to achieve continuous elevations in process excellence standards
Implementing measures to sustain the quality in your process improvement standards

09:40

09:10

08:20

10:20

10:50

11:30

12:10

Retaining and motivating PEX expertise to create a sustainable and continuous improvement culture
How can you assess the kind of PEX support you need for future growth?

Ashutosh Pandey
Head of Continuous Improvement – Asia Pacific, Middle East & Africa (Lean Six Sigma Black Belt)
Nokia Solutions and Networks, Singapore

Motivating and retaining the right talent to develop tomorrow’s leaders and sustain improvements
Developing and sustaining a PEX culture by leading, motivating and retaining talent
Developing and maintaining a continuous improvement culture to achieve sustainable performance excellence
Understanding the crucial leadership qualities of a PEX leader
Managing different leadership styles in PEX

Sukhavasi Venkata Vamsi
Vice President Strategy & Business Development, Citibank Private Bank, Singapore

Morning Tea and Networking Break

13:10

Driving better performance results: Next generation operational Excellence for organisations
Transferring operational excellence and lean methodologies into service units and businesses presents technical and personnel challenges. Despite these challenges, the results can be significant: increased efficiency, better core performance and an improved bottom line. But, detailed change management is required in order to successfully implement the new strategies, processes and technologies.

Gerry Meegan
A Master Black Belt, currently heading the Coca-Cola Company’s move into lean for its shared services operations. Gerry will talk about his experiences in applying lean methodology in a non-manufacturing environment and the opportunities that this next generation of business management presents.

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Gerry Meegan
Operational Excellence Manager, Global Business Services, Europe and Eurasia, The Coca-Cola Company, UK

Creating a performance excellence culture to meet evolving customer expectations
Keeping staff motivated and continuing with a new blend of PEX improvement methodologies

Facilitator:
John Hamalian
Former Regional Director of Business Excellence, Dell & current Owner, SUSTAINABLE ORGANISATIONAL EXCELLENCE, SINGAPORE

Panel Members:
Sukhavasi Venkata Vamsi
Vice President Strategy & Business Development, Citibank Private Bank, Singapore
Mathias von Bescherer,
Director of Operations, Microsoft, Singapore

Lunch and Networking Break

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**CONFERENCE DAY TWO**

**THURSDAY, 27 FEBRUARY 2014**

**13.50**

**Understanding the Lean value stream in achieving long-term performance excellence and implementing excellent project management**
- Taking the lead in applying Lean approaches to your organisation for continuous improvements to multi-projects, processes, systems and behaviours
- Improving quality and cost performance across the entire network
- Using pilot programs to evolve approaches for different sites, garner greater stakeholder buy-in and achieve faster tangible results
- How to implement effective cross-functional project management
- Applying tools at the strategic rather than operational level for better quality service outcomes

**Facilitator:**
Dr Khwaja Moinuddin
General Manager – Process Excellence, MAERSK LINE, INDIA

**Panel Members:**
- Gerry Meegan
  Operational Excellence Manager, Global Business Services, Europe and Eurasia
  THE COCA-COLA COMPANY, UK
- John Hamalian,
  Former Regional Director of Business Excellence, DELL & current Owner,
  SUSTAINABLE ORGANISATIONAL EXCELLENCE, SINGAPORE

**Mathias von Bescherer, Director of Operations, MICROSOFT, SINGAPORE**

**14.30**

**Improving customer value creation through innovations in process and services in an end-to-end supply chain using the latest LSS approaches**
- Assessing the benefits of Lean, low cost, waste elimination across the supply chain to yield quicker and more effective results
- Implementing value stream mapping to eliminate non-added value processes, increase delivery efficiencies and improve customer satisfaction

**Kong Siew Mui**
Senior Vice President, Global Business Excellence, FLEXTRONICS, MALAYSIA

**15.10**

**Afternoon Tea Break**

**15.30**

**Delivering better value faster by demonstrating your early PEX success**
- Demonstrating and validating early ROI’s for shorter projects
- Meeting the growing need to deliver better value, faster
- Effectively quantifying, demonstrating and communicating the business benefits and value of business process improvements to gain project support and commitment of stakeholders

**16.10**

**Achieving transformational change with the organisation, colleagues and customers**
- Ensuring projects are strategically aligned with the goals of the company to sustain growth in Asia
- Understanding the evolving needs of your customers, staff and business environments in which you operate and service
- Integrating Six Sigma into internal cultural change programmes, risk analysis, document control, standards harmonisation and customer engagement strategies

**Amanda Low**
Director of APJ Finance Shared Services, MERCK SHARP & DOHME INTERNATIONAL, SINGAPORE

**16.50**

**Aligning processes to customer experience points: Building the foundation for sustainable results**
- This session will discuss in detail how to handle customer experience through a structured process identification and deployment plan, helping you to:
  - Identify your customer experience points – those moments of truth!

**Prasad Nair**
Head-Customer Care & Quality
MUMBAI INTERNATIONAL AIRPORT PVT LTD

**Closing Remarks from the Chairperson & Close of Conference**

**17.40**

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POST CONFERENCE WORKSHOPS
FRIDAY, 28 FEBRUARY 2014

POST CONFERENCE WORKSHOP 1:
Registration: 08.30
Workshop 1: 09.00-12.30
Morning, lunch and afternoon refreshments will be provided each day

Process Excellence (PEX) 101 – for participants with 1-2 years experience in PEX

This one-day workshop enables participants to gain an understanding of how to start the implementation of a PEX programme within their organisation

- Defining your PEX requirements
  - Identifying, prioritising and selecting the opportunities for process excellence improvements
  - Developing project team charters
  - Building an effective team
  - Identifying customers and their requirements

- Developing performance measures
  - Determining what processes and performances to measure
  - Understanding variations in performance
  - Evaluating the measurement system
  - Determining the process performances to change

- Analysing opportunities to improve
  - Identifying potential root causes
  - Implementing comparative methods
  - Conducting correlation analysis

- Implementing an improvement phase
  - Generate PEX solutions, select the best options
  - Communicate and implement solutions

- Developing a control plan
  - Implementing monitoring systems
  - Reviewing, evaluating and reporting on change results
  - Documenting process changes
  - Developing a plan to achieve sustainability of results
  - Closing off the projects

How will you benefit? Attend this workshop and:
- Gain an understanding of new approaches to shift your organisation’s performance
- Examine and attain new insights into using yourself as a leader and instrument of change
- Discuss common issues which arise as lean leaders and options to solving them
- Evaluate your leadership approach and how to improve your effectiveness

About your workshop Leader:

John Hamalian,
Former Regional Director of Business Excellence, DELL & current Owner,
SUSTAINABLE ORGANISATIONAL EXCELLENCE, SINGAPORE

John has worked at Fortune 50 companies in the Automotive and IT industries (GM and Dell) for more than 25 years, with assignments based in the USA, China, Korea and Singapore, most recently as Asia Regional Lead of Business Excellence. Since working for a former Toyota manager in the 1990s, John has been leading strategy and Lean execution in (15) countries in total, mainly in Asia-pacific. He is now the owner of Sustainable Organisational Excellence, providing consulting, facilitation and training to help clients across Asia improve their performance.

POST CONFERENCE WORKSHOP 2:
Registration: 08.30
Workshop 2: 09.00-4.30
Morning, lunch and afternoon refreshments will be provided each day

Improving your Lean Leadership - Skills Workshop – for participants with 2+ years in PEX

This one-day workshop enables participants to evaluate their present skill levels in different lean leadership competencies. ‘Why is it so hard when it seems so obvious?’ People have all these skills but it just doesn’t happen as it is supposed to. What can you do to change that and what skills help you make the difference (personally and organisationally)?

What will be covered?
- Identifying what’s important for you as a lean leader
- Typical issues that get in the way of leadership
- Organisational Approaches
- How do you shift the organisation?
  - What’s the role of culture in your country and company
  - Culture change versus value approaches
  - Tolerating imperfection gets you there faster. Things never go to plan. How to get to the end goal

- Keys to managing programs: It’s not all about rigour and discipline. Minimising overhead and visibly distributing accountability
- Preventing deployment failures
- Scaling your impact and Building a coalition. You will fail to deliver by yourself.
- Empowering others and what you have to give up.
- Organisational Change 101: Change model for organisations and how this relates to what you are trying to achieve

How will you benefit? Attend this workshop and:
- Gain an understanding of new approaches to shift your organisation’s performance
- Examine and attain new insights into using yourself as a leader and instrument of change
- Discuss common issues which arise as lean leaders and options to solving them
- Evaluate your leadership approach and how to improve your effectiveness

About your workshop Leader:

Philip Sullivan
Senior Consultant – Process Leadership,
SHELL ASIA PACIFIC, SINGAPORE

Philip is responsible for supporting Continuous Improvement (CI) for Shell in Asia Pacific, with an additional current focus on Upstream globally. Originally from an operational and engineering background he has spent much of the last 12 of his 23 years in Shell on focusing on continuous improvement.

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DO YOU OFFER TECHNOLOGY OR SOLUTIONS TO IMPROVE PROCESS EXCELLENCE AND PERFORMANCE?

There are limited partnership opportunities at this event. If you would like to display thought leadership and deliver a technical presentation or command presence by booking a customized exhibition space in our Technology Networking Hall then get in touch today.

Why do you need to be there?

Conference delegates are qualified, senior level decision makers with proven budget control. You’ll be meeting and doing business with leaders driving performance excellence and who have chosen to invest their money and time in addressing the specific challenges listed in the agenda.

Our delegates come looking for solutions, and sponsoring puts you on a platform to demonstrate your expertise and win their business. By aligning yourself with the experts speaking on the conference agenda you will be able to demonstrate how your solutions overcome the obstacles faced by your clients.

Sponsorship opportunities are limited

Get in touch today to explore the partnership opportunities you can use to position your products and services at the PEX Asia in Singapore. Email us on: sponsorship@iqpc.com.sg Or call +65 6722 9388

WHO COMES TO OUR PEX EVENTS?

Past attendees include senior representatives from:

- Alghanim Industries
- Ang Mo Kio Thye Huat Kwan Hospital
- ANZ Global Services and Operations Manila Inc
- Asurion
- Barclays Shared Services
- Baxter BioScience Manufacturing
- Bio-Rad Laboratories
- BP Business Service Centre Asia Sendirian Berhad
- Centre Hospitalier du Nord
- Chikka Philippines
- CIMB Investment Bank Berhad
- Commonwealth Bank of Australia
- Continental Sime Tyre PJ Sdn. Bhd
- DBS Bank Ltd
- Department of Human Services, Australia
- Diageo Singapore Pte. Ltd.
- Digi Telecommunications Sdn Bhd
- Dowell Schlumberger International Inc
- Felda Vegetable Oil Products Sdn Bhd
- GrameenPhone Ltd.
- GS Caltex Corporation
- HCL BPO Services
- HCL Technologies Limited
- Health Sciences Authority, Singapore
- Hitachi Global
- Storage Technologies Philippines Corp
- Implement Consulting Group
- Jabil Life Sciences Limited
- K and N Kenanga Holdings Berhad
- Knowles Electronics Malaysia Sendirian Berhad
- Kraft Foods
- Kulicke & Soffa
- Kuwait Petroleum Corporation
- LEGO Company Limited
- Lego System A/S
- Microsoft Singapore Pte. Ltd.
- Molex Singapore Pte Ltd
- Mondelez Malaysia Sdn Bhd Plant Morpheus
- National University of Singapore - Office of Quality Management
- Petronas Penapisan Melaka Sendirian Berhad
- PT Bank Negara Indonesia Persero Tbk
- PT Cipta Kridatama
- PT Nusa Halmahera Minerals - Gosowong
- PT Nusa Halmahera Minerals - Manado
- RasGas Company Limited
- Raytheon Australia Pty Ltd
- Saudi Aramco
- Sime Darby Berhad
- Singapore Airlines Limited
- Singapore Refining Company Private Limited
- Singapore Telecommunications Limited
- Smart Communications Incorporated
- SPI CRM Inc
- SPRING Singapore
- Standard Chartered Bank
- Thales Solutions Asia Pte Ltd
- Thales Solutions Asia Pte Ltd
- Total Flow Europe
- UPI Your Service
- West Pharmaceutical Services Singapore Pte Ltd
- Xeva Technologies, Inc

+ many more...
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**PAYMENT TERMS**

Registrations/orders received without immediate payment or credit card details will incur a processing fee of SGD99 per order. Payment is due in full upon receipt of invoice. Full payment prior to the event is mandatory for attendance.

**CONFERENCE DOCUMENTATION**

Orders without immediate payment or credit card details will incur a processing fee of SGD99 per order.

- I am registering as a delegate, please send me an extra set of Conference Documentation with Audio CD at a 20% discount: SGD699.
- I cannot attend the event, please send me the Conference Documentation and Audio CD at SGD799.
- I cannot attend the event, please send me the Conference Documentation only at SGD549.

**VENUE & ACCOMMODATION**

Shangri-La Hotel, Singapore
22 Orange Grove Road, Singapore 258350
Tel: (65) 6737 3644
Fax: (65) 6737 3257
Web: http://www.shangri-la.com/singapore/shangrila/

Hotel accommodation and travel costs are not included in the registration fee. A reduced corporate room rate has been arranged at Shangri-La Hotel, Singapore for attendees at this conference. To take advantage of this special rate, please process the hotel room reservation form provided upon confirmation of conference. To take advantage of this special rate, please process the hotel room reservation form provided upon confirmation of conference. To take advantage of this special rate, please process the hotel room reservation form provided upon confirmation of conference.

**TEAM DISCOUNTS**

IQPC recognises the value of learning in teams. Group bookings at the same time from the same company receive these discounts:

1. **3 or more 7%**
2. **5 or more 10%**
3. **8 or more 15%**

This offer is exclusive of the early bird discount. Call us for a special discount rate for teams of 10 and above. Not applicable to workshops only bookings.

**SUBSTITUTION POLICY**

For any cancellations occurring within seven (7) (inclusive) of the conference, 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.

**DATA PROTECTION**

Personal data is gathered in accordance with the Data Protection Act 1984. Your data may be passed to other companies who wish to communicate with you related to your business activities. If you do not wish to receive these offers, please tick the box below.

Please do not pass my information to any third party.

**BOOK AND PAY BEFORE 20 DECEMBER 2013 AND SAVE $600 ON THE CONFERENCE PACKAGE!**

- Early Bird Price (Payment Before 20 December 2013)
  - Conference + CPP Training Course and Full day Workshop: SGD4,298
  - Conference + CPP Training Course: SGD3,799
  - Conference + 1 Full Day Workshop: SGD3,298
  - Conference + Workshop only: SGD2,799

- Standard Price (Payment After 20 December 2013)
  - Conference + CPP Training Course and Full day Workshop: SGD4,498
  - Conference + CPP Training Course: SGD3,999
  - Conference + 1 Full Day Workshop: SGD3,498
  - Conference + Workshop only: SGD3,398

**Discounts**

- Discounts DO NOT apply to workshop(s)-only bookings
- Discounts DO NOT apply to workshop(s)-only bookings
- Discounts DO NOT apply to workshop(s)-only bookings

**DISCOUNTS**

- Early Bird Discount: SGD3,298 (SAVE 400)
- Early Bird Discount: SGD3,298 (SAVE 400)
- Early Bird Discount: SGD3,798 (SAVE 200)
- Early Bird Discount: SGD3,999

**EARLY BIRD PRICE**

- Early Bird Price: SGD3,298
- Early Bird Price: SGD3,298
- Early Bird Price: SGD3,798
- Early Bird Price: SGD3,999

**STANDARD PRICE**

- Standard Price: SGD3,298
- Standard Price: SGD3,298
- Standard Price: SGD3,798
- Standard Price: SGD3,999

**VENDOR OF THE EVENT**

IQPC Worldwide Pte Ltd, 61 Robinson Road, #14-01 Robinson Centre, Singapore 068893

**TECHNICAL SPEAK**

- Early Bird Discount: SGD3,298
- Early Bird Discount: SGD3,298
- Early Bird Discount: SGD3,798
- Early Bird Discount: SGD3,999

**EVENT CODE**

- Code 1
- Code 2

**DELEGATES REGISTRATION DETAILS**

Title: Mr. / Ms. / Mrs. / Dr. / Other
Surname:
First name:
Address:
Company:
Country:
Tel: (65) 6737 3644
Fax: (65) 6737 3257
Web: http://www.shangri-la.com/singapore/shangrila/

**Enquiry:** enquiry@iqpc.com.sg

**IQPC Bank Details**

- Account Name: IQPC Worldwide Pte Ltd
- Account Number: 147-048128-001
- Swift Code: HSBCSGSG

**Shangri-La, Singapore**

28 February 2014

**Post-Conference Workshops:**

- 26-27 February 2014

**ALL BANK CHARGES TO BE BORNE BY THE PAYER.**