

BALLROOM

WEDNESDAY, 1 NOVEMBER 2017		Speaker and Designation	Company	Focus Area
08:00- 15:00	Registration and Exhibition			
08:00- 09:00	Networking Break			
09:00- 09:15	Welcome Speech	Andrew Baines Managing Director ASQ Global	ASQ Global Milwaukee, Wisconsin-USA	Introduction
09:15-09:30	Guest Speaker			
09:35 - 10:15	Keynote Presentation: Paradigms, Perspectives, And Psychological Inertia	Dave Verduyn President C2C Solutions Inc.	C2C Solutions Inc. Michigan-USA	Focus on the Customer
10:20- 10:50	Disruptive Thinking On Quality: Adapting New Ways Of Thinking In Ever-Changing Times	Faten-Abu-Ghazaleh President Service-Hero	Service - Hero Kuwait	Risk and Change
10:55 -11:10	Networking Break			
11:15 -11:45	Crafting Disruptive Thinking to Influence Organizational Excellence	Milton Krivokuca President Milton Krivokuca & Associates	Milton Krivokuca & Associates Wilmington - NC	Operational Excellence
11:50- 12:20	Quality As A Transformative Tool In Pharma Marketing Strategy	Shaddad Y. Abdul Haq Product Head KSA & GCC / Diabetes and Alimentary	Hikma Pharmaceuticals - KSA	Quality as a Competitive Advantage
12:25-12:55	The Way Quality Is Measured And Driven In Luxury Hotels	Alejandro Helbling Vice President - Group Services Jumeirah Group	Jumeirah Group UAE	Operational Excellence; Quality as a competitive advantage
13:00-13.45	Lunch			
13:50-14:20	Disruptive Innovation & The Race For Customer Experience	Qabas Shaer Founder Riforma Consulting	Riforma Consulting Dubai - UAE	Focus on the Customer
14:25-14:55	Innovation Invigorated Through Lean Six Sigma and Design for Six Sigma	Jim Spichiger Chair, ASQ Inspection Division Assistant Vice President Process Transformation Team	Process Transformation Team Ohio- USA	Quality as a competitive advantage
15:00-15:40	Keynote Presentation: Divergent, Disruptive Thinking And The Continuous Creation Of Value	Bharat Wakhlu President The Wakhlu Advisory	The Wakhlu Advisory Delhi - India	Risk and Change Quality Technology and Solution
16:00 - 16:30	Networking Break			

BALLROOM / MEETING ROOM

THURSDAY, 2 NOVEMBER 2017		Speaker and Designation	Company	Focus Area
08:00- 15:00	Registration and Exhibition			
08:00- 09:00	Networking Break			
09:00- 09:15	Introduction And Overview Of Day 1	Mark Olson Product Manager ASQ Global	ASQ - Milwaukee, Wisconsin - USA	Overview
09:15- 10:45	ASQ UAE Quality Professionals Award			
10:50- 11:10	Networking Break			
11:15 -11:45	Innovative Leadership: Leading An Organization Through Disruption	Amitabh Saxena CEO Anexas Europe	Anexas Europe Copenhagen - Denmark	Quality Technology and Solution
11:50-12:20	A Framework To Optimize Quality Of Municipal Service Delivery	Calvin Naidoo Works at City of Ekurhuleni, Local Government	City of Ekurhuleni, Johannesburg South Africa	Focus on the Customer Operational Excellence
12:25-12:55	MSS 1000: The Antidote To Fragmented Management and Standards Proliferation	Ian Dalling Chair CQI Integrated Management Special Interest Group	The Chartered Quality Institute Hampshire - UK	Operational Excellence
12:25-12:55	Bow Tie Risk Method: Innovation In Healthcare Management	Samer Ellahham Chief Quality Officer	Sheikh Khalifa Medical City (SKMC) Abu Dhabi - UAE	Risk and Change
13:00-13:45	Lunch			
13:50-14:20	TBC:	Mohamad Fawaz President Lebanese Society for Quality	Beirut - Lebanon	
13:50-14:20	A New Job Description For The Quality Practitioner In The South African Economy	Prof. RR Ramphal	UNISA School of Business Leadership - South Africa	Operational Excellence
15:55 -16:55	Round Table Discussion Moderator Dr. Samer Ellahham Chief Quality Officer Mark Olson, Product Manager, ASQ Global Topics of Interest TOPIC: TBD			
16:55-17:00	Closing Remarks - TBD			
17:00-17:15	Networking Break			