

## WEDNESDAY, 1 NOVEMBER 2017

### 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 Guest Speaker	Andrew Baines Managing Director ASQ Global	ASQ Global Milwaukee, Wisconsin-USA	Introduction
09:15- 09:55	Paradigms, Perspectives, And Psychological Inertia	Dave Verduyn President C2C Solutions Inc.	C2C Solutions Inc. Michigan-USA	Focus on the Customer
10:00- 10:30	Building Preparedness To Capitalize On And Reap The Benefits Of Emerging Changes Influencing Quality And Excellence			
10:35 -10:55	Networking Break			
11:00 -11:30	Crafting Disruptive Thinking to Influence Organizational Excellence	Milton Krivokuca President Milton Krivokuca & Associates	Milton Krivokuca & Associates Wilmington - NC	Operational Excellence
11:35- 12:05	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
12:10-12.55	Lunch			
13:00-13:30	TOPIC: TBD	Jacob Kristiansen Director Projects	Motivation speaker	
13:35-14:05	An Integrated Approach Implementing Total Quality Management In The Air Force A Case Study	Prof. Jacobus Johannes Oschman	University of South Africa Pretoria - South Africa	Operational Excellence
14:10-14:40	Levers Of Change – Triggers For Innovation In Quality			
14:45-15:25	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
15:30-16:15	Student Case Study Finalist Presentation			Breakout Room
16:15-16:30	Networking Break			

## THURSDAY, 2 NOVEMBER 2017

### BALLROOM / MEETING ROOM

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	Introduction And Overview Of Day 1	Mark Olson Product Manager ASQ Global	ASQ - Milwaukee, Wisconsin - USA	Overview
09:15- 11:15	ASQ UAE Quality Professionals Award			
11:20-11:40	Networking Break			
11:45 -12:15	A Framework To Optimise 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
12:20-12:55	Machine Learning For Quality Improvement – Applications In Health Care, Manufacturing And Agriculture	Dinesh Kumar Professor - IIM	Indian Institute of Management Bangalore -India	Quality Technology and Solution
12:20-12:55	Incubating Disruptive Ideas And Scaling Them To Measurable ROI			
13:00-13:30	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
13:35-14:35	Lunch			
14:40-15:10	Disruptive Innovation & The Race For Customer Experience	Qabas Shaer Founder Riforma Consulting	Riforma Consulting Dubai - UAE	Focus on the Customer
14:40-15:10	Innovative Leadership: Leading An Organization Through Disruption			
15:15 -15:45	Bow Tie Risk Method: Innovation In Healthcare Management	Samer Ellahham Chief Quality Officer	Sheikh Khalifa Medical City (SKMC) Abu Dhabi - UAE	Risk and Change
15:15 -15:45	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
15:50 -16:50	Round Table Discussion  <b>Moderator</b> Dr. Samer Ellahham Chief Quality Officer  <b>Panelists</b> • Shaddad Y. Abdul Haq Product Head KSA & GCC / Diabetes and Alimentary • Nadia Abdul Aziz (NAFL)  <b>Topics of Interest</b> TOPIC: TBD			
16:50-17:00	Closing Remarks - TBD			
17:00-17:15	Networking Break			