

## WEDNESDAY, 1 NOVEMBER 2017

### AL WASL BALLROOM

WEDNESDAY, 1 NOVEMBER 2017	Speaker and Designation	Company	Focus Area	
08:00 - 09:00 Registration & Networking Break - Pre Function Area				
09:00 - 09:05	Introduction	Mark Olson Product Manager	ASQ Global Wisconsin - USA	Introduction
09:05 - 09:15	Opening Speech on behalf of <a href="#">His Excellency Dr. Ahmed Abdulla Al Nuseirat</a>	Eng. Oussama Hammad Senior Consultant	Dubai Government Excellence Program The General Secretariat of the Executive Council of Dubai	Opening Speech
09:15 - 09:30	Guest Speaker on behalf of <a href="#">Her Excellency Maryam Al Hammadi</a>	Mohammad Habib Advisor of SKGEP	Sheikh Khalifa Government Excellence Programme UAE	Key initiatives of Government Excellence Programme
09:35 - 10:15	<b>Keynote Presentation:</b> Divergent, Disruptive Thinking And The Continuous Creation Of Value	Bharat Wakhlu President	The Wakhlu Advisory Delhi - India	Risk and Change Quality Technology and Solution
10:20 - 10:50	Disruptive Thinking in Quality: Adapting New Ways Of Thinking In Ever-Changing Times	Faten-Abu-Ghazaleh President	Service - Hero Kuwait / UAE	Risk and Change
10:55 - 11:10 Networking Break - Pre Function Area				
11:15 - 11:45	Quality As A Transformative Tool in Pharma Marketing Strategy	Shaddad Y. Abdul Haq Marketing Head Diabetes and Alimentary	Hikma Pharmaceuticals - KSA & GCC	Quality as a Competitive Advantage
11:50 - 12:20	Agile and Integrated Innovation Management as A Tool for Sustaining Outstanding Performance of Quality Management Systems in the Public Sector Organizations	Yusef Mohammad Qteit Quality and Business Excellence Expert National and Regional Change & Government Performance Improvement Advisor	Emirates Nuclear Energy Corporation UAE	Operational Excellence
12:25 - 12:55	The Way Quality Is Measured And Driven In Luxury Hotels	Alejandro Helbling Vice President - Group Services	Jumeirah Group UAE	Operational Excellence; Quality as a Competitive Advantage
13:00 - 13:45 Lunch - Pre Function Area				
13:50 - 14:20 Young Geniuses Presentation - <a href="#">Alia Al Mansoori</a> , Winner of Genes in Space   <a href="#">Rahul Lobo</a> , Honored for Academic Excellence				
14:25 - 15:05	<b>Keynote Presentation:</b> Paradigms, Perspectives, Patterns, and Psychological Inertia	David Verduyn President	C2C Solutions Inc. Michigan - USA	Quality as a Competitive Advantage
15:10 - 15:40	Growth Mindset-the New Paradigm About Success And Excellence That Is Transforming People And Boosting Performance	Dr. Sangeeth Ibrahim VP - Head of Learning & Development	Sharjah Islamic Bank UAE	Risk and Change Operational Excellence
15:45 - 16:15	Crafting Disruptive Thinking To Influence Organizational Excellence	Milton Krivokuca President	Milton Krivokuca & Associates Wilmington - NC	Operational Excellence
16:20 - 16:50	Disruptive Innovation & The Race For Customer Experience	Qabas Shaer Founder	Riforma Consulting Dubai - UAE	Focus on the Customer
16:50 - 17:15 Networking Break - Pre Function Area				

## THURSDAY, 2 NOVEMBER 2017

### AL WASL BALLROOM / MEETING ROOM

THURSDAY, 2 NOVEMBER 2017	Speaker and Designation	Company	Focus Area
08:00 - 09:00 Registration & Networking Break - Pre Function Area			
09:00 - 09:15 Ballroom	Introduction And Overview Of Day 1 <b>Mark Olson</b> Product Manager	ASQ Global Wisconsin - USA	Overview
09:15 - 10:45 ASQ UAE Quality Professionals Award, Team Innovation Award & Student Case Study Award Ballroom In Attendance Mr. Ali Ibrahim, Deputy DG, Dubai Economy, UAE			
10:50 - 11:10 Networking Break - Pre Function Area			
11:15 - 11:55 Ballroom	Keynote Speaker: The Science of Simplicity™ (aka LEAN) A Universal Strategy to Developing Sophisticated Personnel, Processes and Systems <b>Adil Dalal</b> CEO	Pinnacle Process Solutions Intl® - USA	Quality fundamentals Operational Excellence Quality as a Competitive Advantage
12:00 - 12:30 Ballroom	Lean Transformation Approach: How A Medium Scale Manufacturer in The Region Achieved Breakthrough Improvement Through Lean Application <b>Naveen Narayanan</b> Managing Director SSA International DWC LLC	SSA International DWC LLC UAE	Quality as a Competitive Advantage Quality fundamentals
12:00 - 12:30 Meeting Room	Bow Tie Risk Method: Innovation In Healthcare Management <b>Samer Ellahham</b> Chief Quality Officer	Sheikh Khalifa Medical City (SKMC) Abu Dhabi - UAE	Risk and Change
12:35 - 13:05 Ballroom	Innovative Leadership: Leading An Organization Through Disruption <b>Amitabh Saxena</b> CEO	Anexas Europe Copenhagen - Denmark	Quality Technology and Solution
12:35 - 13:05 Meeting Room	Lead Through Disruption To Ensure Sustainability And Achieve Excellence <b>Mohamad Fawaz</b> President	Lebanese Society for Quality Beirut - Lebanon	Operational Excellence
13:05 - 13:45 Lunch - Pre Function Area			
13:50 - 14:20 Ballroom	A New Job Description For The Quality Practitioner In The South African Economy <b>Prof. RR Ramphal</b> President	South African Society for Quality UNISA School of Business Leadership - South Africa	Operational Excellence
13:50 - 14:20 Meeting Room	Quality and Disruptive Thinking As The Main Enabler of Saudi Vision 2030 <b>Eng. Abdulaziz Alahmari</b> Quality Leader	Riyadh Saudi Arabia	Risk and Change Operational Excellence
14:25 - 15:55 Ballroom	Disruptive Thinking On Quality: Adapting New Ways Of Thinking In Ever-changing Times Quality Practices In The Digital Government World <b>Eng. Yara Kakish</b> Senior Specialist - Quality & Excellence	Smart Dubai Government UAE	Operational Excellence
14:25 - 15:55 Meeting Room	A Framework To Optimize Quality Of Municipal Service Delivery <b>Calvin Naidoo</b> Works at City of Ekurhuleni Local Government	City of Ekurhuleni Johannesburg South Africa	Focus on the Customer Operational Excellence
15:55 - 16:55 Ballroom	Round Table Discussion <b>Moderators:</b> <b>Dr. Samer Ellahham</b> , Chief Quality Officer, Sheikh Khalifa Medical City (SKMC) <b>Mark Olson</b> , Product Manager, ASQ Global		
16:55 - 17:00 Closing Remarks			
17:00 - 17:15 Networking Break - Pre Function Area			