



A One-Stop Shop for Best Practices

The 3rd International Best Practice Competition to be held at the Abu Dhabi Chamber of Commerce, 24/25 November, Abu Dhabi, United Arab Emirates.

Listen to and learn from these best practices – 8 minute presentations on ...

1. **Internal Audit - Beyond Financial Boundaries**, Dr. Saba Abdul Hameed, Manager Internal Audit (Healthcare Specialist), Aga Khan University Hospital, Pakistan
2. **Effective Management of Engineering & Maintenance Work Orders for Patient Safety**, Waqar Ahmed Mirza, Manager, Engineering Management Department, Aga Khan University Hospital, Pakistan
3. **Financial Inclusion through Frugal Innovation & Strategy**, Ajay Desai, Senior President & Chief Financial Inclusion Officer, YES Bank Ltd., India
4. **Customer Engagement through Social Media**, Rajat Mehta, Group Executive Vice President, YES Bank Ltd., India
5. **Mitigating Risk through Second Factor Authentication**, Vivek Venugopalan Nair, Vice President, YES Bank Ltd., India
6. **SPEARS Methodology for Employee Empowerment and Inculcating Excellence**, Robby Thommy, Managing Director and Loganathan Murthy, HSET Head, Al Jazeera International Catering LLC, UAE
7. **MRSM Educational Excellence (Edex)**, Azizah Jalil, Deputy Director II, Majlis Amanah Rakyat, Malaysia
8. **Virtual Application**, Lieutenant-colonel Engineer Dr. Ahmed bin Sabih, VP The General Department of Smart Services, Dubai Police H.Q., UAE
9. **Sheikh Mohammed Bin Rashid Al Maktoum Sports & Physical Fitness Program (Keep Fit)**, Humaid Al Ansari, Head of Sports Awareness Sec., Dubai Police H.Q., UAE
10. **The Heart Patient Service**, Omar Al Shamsi, Director of Command and Control Centre and Khazraj Al khazraji, Deputy Officer of Command and Control Centre, Dubai Police H.Q., UAE
11. **EFQM Model as a Tool for the Development of Functional Criteria**, Major AbdulRahman Al Mansouri, Director of Strategy & Performance Development Department, Ministry of Interior, UAE
12. **MPA E-Finance: Connecting MPA with our Customers**, Manin Kaur, Assistant Director, Organisational Excellence Department, Maritime and Port Authority of Singapore (MPA), Singapore
13. **MPA Future Ready Project**, Manin Kaur, Assistant Director, Organisational Excellence Department, Maritime and Port Authority of Singapore (MPA), Singapore
14. **Working with our Patients as a Team**, Raquel Benito Ruiz de la Peña, Cruces University Hospital, Spain
15. **Medical Device Manual E-Library**, Salah Alkhalagi, Director, King Abdulaziz Medical City - Jeddah, Saudi Arabia
16. **Health Education Courses in the Street: A Service to the Citizen**, Sr. Jordi Pujol Colomer, Chief Executive Officer, Hospital Plató, Spain
17. **Special Handling Service Charge Notes Process & Environment Improvement**, Sameer Chougale, Quality Assurance Controller and Fatima Al-Akrabi, Service Delivery Controller, dnata Airport Operations, UAE

18. **Creating a Performance Management System to Drive Accountability at all Levels**, Alia Rashed Al Dhaheri, Corporate Senior Performance Officer, SEHA, UAE
19. **Change that Comes from Employees!**, Tala Al Ansari, Manager-Business Transformation Projects & Innovation Management, Emirates National Oil Company (ENOC), UAE
20. **Strategic & Operation KPI Audit System**, Omar Rashid Saif Alali, Organizational Performance Specialist, Securities and Commodities Authority, UAE

More presentations to be added soon, entries close on 24 October 2014.

This is an event you do not want to miss!

For further information visit www.bestpracticecompetition.com.



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