



INTERNATIONAL  
**BEST**  
PRACTICE  
COMPETITION

# A Virtual One-Stop Shop for Best Practices

A unique opportunity to listen and learn from exceptional best practices from around the globe

7<sup>th</sup> International Best Practice Competition, 2<sup>nd</sup> New Zealand Best Practice Competition & 3<sup>rd</sup> Organisation-Wide Innovation Award

<https://www.bestpracticecompetition.com>

Webinars 26 April to 4 May 2021,

New Zealand Business Excellence Conference 10/11 May 2021, Wellington, New Zealand

Organisers of the Best Practice Competition:



Host Country Organiser:



Partners:



Supporters:



## Webinar Schedule

Day	Time	Competition	Event	Register
<b>Monday, 26 April, 2021</b>	<b>Start:</b> UTC-6.00am, UAE-10.00am, NZ-6.00pm <b>Finish:</b> UTC-8.25am, UAE-12.25pm, NZ-8.25pm	International Best Practice Competition	Session 1 • <b>Social and environmental responsibility</b> • <b>Human Resources</b>	<a href="#">Click here</a> to register for these webinars
<b>Tuesday, 27 April, 2021</b>	<b>Start:</b> UTC-5.00am, UAE-9.00am, NZ-5.00pm <b>Finish:</b> UTC-7.05am, UAE-11.05am, NZ-7.05pm	International Best Practice Competition	Session 2 • <b>Digital/Smart Transformation</b>	
	<b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm <b>Finish:</b> UTC-11.05am, UAE-3.05pm, NZ-11.05pm	International Best Practice Competition	Session 3 • <b>Innovation Environment</b> • <b>Process Improvement/ Innovation in Products, Processes, Services</b>	
<b>Wednesday, 28 April, 2021</b>	<b>Start:</b> UTC-5.00am, UAE-9.00am, NZ-5.00pm <b>Finish:</b> UTC-7.05am, UAE-11.05am, NZ-7.05pm	International Best Practice Competition	Session 4 • <b>Digital/Smart Transformation</b>	
	<b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm <b>Finish:</b> UTC-11.05am, UAE-3.05pm, NZ-11.05pm	International Best Practice Competition	Session 5 • <b>Process Improvement/ Innovation in Products, Processes, Services</b>	
<b>Thursday, 29 April, 2021</b>	<b>Start:</b> UTC-5.00am, UAE-9.00am, NZ-5.00pm <b>Finish:</b> UTC-7.05am, UAE-11.05am, NZ-7.05pm	International Best Practice Competition	Session 6 • <b>Strategic Planning &amp; Deployment</b>	
	<b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm <b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm	International Best Practice Competition	Session 7 • <b>COVID-19 Response and Recovery</b>	
<b>Monday, 03 May, 2021</b>	<b>Start:</b> UTC-6.00am, UAE-10.00am, NZ-6.00pm <b>Finish:</b> UTC-8.25am, UAE-12.25pm, NZ-8.25pm	International Best Practice Competition	Session 8 • <b>Process Improvement in the Health Sector</b> • <b>Customer Focus in the Health Sector</b>	
<b>Tuesday, 04 May, 2021</b>	<b>Start:</b> UTC-6.00am, UAE-10.00am, NZ-6.00pm <b>Finish:</b> UTC-8.25am, UAE-12.25pm, NZ-8.25pm	International Best Practice Competition	Session 9 • <b>Customer Focus in the Health Sector</b> • <b>Process Improvement/ Innovation in Products, Processes, Services</b>	
<b>Monday, 10 May, 2021</b>	<b>Start:</b> UTC-2.30am, UAE-6.30am, NZ-2.30pm <b>Finish:</b> UTC-5.15am, UAE-9.15pm, NZ-5.15pm <b>Start:</b> UTC-7.00am, UAE-11.00am, NZ-7.00pm <b>Finish:</b> UTC-7.30am, UAE-11.30am, NZ-7.30pm	New Zealand Best Practice Competition (NZ organisations only)	<b>Final</b> • 8-10 Presentations Award Winner & Runners Up Announced NZBPC Best Practice Certificates issued to all participants by 24 May 2021	<a href="#">Click on this link</a> to register for the NZ Business Excellence Conference – not Virtual
<b>Tuesday, 11 May, 2021</b>	<b>Start:</b> UTC-2.30am, UAE-6.30am, NZ-2.30pm <b>Finish:</b> UTC-7.00am, UAE-11.00am, NZ-7.00pm	International Best Practice Competition	<b>Final</b> • 12 Presentations The winner of the New Zealand Best Practice Competition joins 11 of the international finalists to compete for the International Best Practice Competition	<a href="#">Click here</a> to register for these webinars
	<b>Start:</b> UTC-8.00am, UAE-12.00pm, NZ-8.00pm <b>Finish:</b> UTC-8.15am, UAE-12.15pm, NZ-8.15pm		Award Winner(s) Announced IBPC Best Practice Certificate Ratings issued to all participants by 24 May 2021	
	<b>Start:</b> UTC-10.00am, UAE-2.00pm, NZ-10.00pm <b>Finish:</b> UTC-11.30am, UAE-3.30pm, NZ-11.30pm	Organisation-Wide Innovation Award	<b>Final</b> • 3-5 Presentations	
	<b>Start:</b> UTC-11.45am, UAE-3.45pm, NZ-11.45pm <b>Finish:</b> UTC-12.00pm, UAE-4.00pm, NZ-12.00am		Award Winner(s) Announced OWIA Certificate Ratings issued	

#Presentation Teams are automatically registered for all events.

## Schedule for the 7<sup>th</sup> International Best Practice Competition



### Session 1 - International Best Practice Competition

Monday 26 April 2021

Time	Agenda
UTC-6.00am, UAE-10.00am, NZ-6.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Judges</b>	
<ul style="list-style-type: none"> <li>Beryl Oldham, Chair, New Zealand Business Excellence Foundation (NZ)</li> <li>Trish Wilson, Founder, CICE (NZ),</li> <li>Michael McLean, Managing Director, McLean Management Consultants Pty Ltd (Australia)</li> <li>Dr Mehran Doulat (Malaysia)</li> </ul>	
<b>Social and environmental responsibility</b>	
UTC-6.05am, UAE-10.05am, NZ, 6.05pm	<b>Excellence in CSR – “Aster Volunteers”</b> , Jaleel PA, Head – Corporate Social Responsibility (CSR) - Aster DM Healthcare, UAE
UTC-6.15am, UAE-10.15am, NZ-6.15pm	<b>Presentation Team</b> (Jaleel P.A., Head – Corporate Social Responsibilities, Dr. Malathi Arshanapalai, Group Chief Medical Officer & Group Chief Quality Officer, Mohamed Sohel Padi, Manager Admin & CSR) <b>&amp; Judges – Q &amp; A</b>
UTC-6.25am, UAE-10.25am, NZ-6.25pm	<b>Nature Befriends Global Education</b> , Sharmila Mallick Choudhri, Principal and Rathin Khandhadia, Head-Global Centre for Education Excellence - Global Indian International School SMART Campus (Bannerghatta), India
UTC-6.35am, UAE-10.35am, NZ-6.35pm	<b>Presentation Team</b> (Sharmila Mallick Choudhri, Principal, Rathin Khandhadia, Head-Global Centre for Education Excellence) <b>&amp; Judges – Q &amp; A</b>
UTC-6.45am, UAE-10.45am, NZ-6.45pm	<b>Al Tawar Center - Smart, Sustainable Customer Center</b> , Mansoor Alrais, Head of Technical Services Section - Dubai Municipality, UAE
UTC-6.55am, UAE-10.55am, NZ-6.55pm	<b>Presentation Team</b> (Mansoor Alrais, Head of Technical Services Section, Mohammed Misba Uddin, Principal Electro-Mechanical Engineer, Muna ALQassim, Electromechanical Maintenance Engineer) <b>&amp; Judges – Q &amp; A</b>
<b>Human Resources</b>	
UTC-7.05am, UAE-11.05am, NZ-7.05pm	<b>Smart HR Kiosk “HR Pulse”</b> , Dr. Mohamed Abdulwahab Alanasari, Manager of Strategic & Corporate Excellence Office - Dubai Sports Council, UAE
UTC-7.15am, UAE-11.15am, NZ-7.15pm	Presentation Team & Judges – Q & A
UTC, 7.25am, UAE-11.25am, NZ-7.25pm	<b>New Way of Working</b> , Nattakorn Chanthothai, Senior Officer-HR Corporate Alignment - PTT Exploration and Production Public Company Limited, Thailand
UTC-7.35am, UAE-11.35am, NZ-7.35pm	<b>Presentation Team</b> (Nattakorn Chanthothai, Senior Officer-HR Corporate Alignment, Adisorn Smathimanant, Senior Vice President-Human Resources Division, Suwattana, Boonyaprasop, Acting Manager-Organization Effectiveness Section) <b>&amp; Judges – Q &amp; A</b>
UTC-7.45am, UAE-11.45am, NZ-7.45pm	<b>“Your Health First”</b> : Establishing a Health and Wellbeing Program for Nurses, Nelson Bautista, Clinical Nurse Educator - Tawam Hospital, UAE
UTC-7.55am, UAE-11.55am, NZ-7.55pm	<b>Presentation Team</b> (Nelson Bautista, Clinical Nurse Educator) <b>&amp; Judges – Q &amp; A</b>
UTC-8.05am, UAE-12.05pm, NZ-8.05pm	<b>Dual Career Path as A Solution to Retain and Maintain Employees</b> , Somayeh Masoud, Human Resources Department Manager - Arya Sasol Polymer Company, Iran
UTC-8.15am, UAE-12.15pm, NZ-8.15pm	<b>Presentation Team</b> (Somayeh Masoud, Human Resources Department Manager, Ali Amjadi, Safety Manager, Fereshteh Bashiri, Risk & Reporting Senior Expert) <b>&amp; Judges – Q &amp; A</b>
UTC-8.25am, UAE-12.25pm, NZ-8.25pm	Close
UTC-8.35-8.55am, UAE-12.35-12.55pm, NZ-8.35-8.55pm	Judges Consensus Meeting – Private

\*Names of confirmed presenters are shown in green

## Session 2 - International Best Practice Competition

Tuesday 27 April 2021

Time	Agenda
UTC-5.00am, UAE-9.00am, NZ-5.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Judges</b> <ul style="list-style-type: none"> <li>Chia Beng Chye (Singapore)</li> <li>Trish Wilson, Founder, CICE (New Zealand)</li> <li>Keith Phillips, CEO, QLBS (New Zealand)</li> <li>Dr Siham El-Kafafi, Director, Arrows Research Consultancy (New Zealand)</li> </ul>	
<b>Digital/Smart Transformation</b>	
UTC-5.05am, UAE-9.05am, NZ, 5.05pm	<b>Smart Arrest and Search Permission Application</b> , Waleed Al Fouqaie, Head of Narcotic Drugs Prosecution - Dubai Public Prosecution UAE
UTC-5.15am, UAE-9.15am, NZ-5.15pm	<b>Presentation Team</b> (Waleed Al Fouqaie, Head of Narcotic Drugs Prosecution, Abdulla Raiesi, Senior Prosecutor, Zainab Alboushi, Sr. Computer Programmer) <b>&amp; Judges – Q &amp; A</b>
UTC-5.25am, UAE-9.25am, NZ-5.25pm	<b>Re-engineering the Inpatient Discharge Process in a Tertiary Care Hospital using Digital Technology</b> , Dr. Bijoy Johnson, Consultant in Healthcare Data Analytics - Baby Memorial Hospital, India
UTC-5.35am, UAE-9.35am, NZ-5.35pm	Presentation Team & Judges – Q & A
UTC-5.45am, UAE-9.45am, NZ-5.45pm	<b>Electronic Medical Consultation Process</b> , Antonio C. Pascual, Chief, Division of Ambulatory Care (Outpatient Division) - Philippine Heart Center, Philippines
UTC-5.55am, UAE-9.55am, NZ-5.55pm	Presentation Team & Judges – Q & A
UTC-6.05am, UAE-10.05am, NZ-6.05pm	<b>BIM E-Submission platform</b> , Noora Bin Haider, GIS Engineer, Dubai Municipality, UAE
UTC-6.15am, UAE-10.15am, NZ-6.15pm	<b>Presentation Team</b> (Noora Bin Haider, GIS Engineer, Ali Ismail, GIS specialist, Mohammed Hamoud, GIS Expert) <b>&amp; Judges – Q &amp; A</b>
UTC, 6.25am, UAE-10.25am, NZ-6.25pm	<b>Robotic Process Automation (RPA) in Healthcare Procurement</b> , Fatma Alsharaf, Director - Corporate Quality & Excellence - Dubai Health Authority, UAE
UTC-6.35am, UAE-10.35am, NZ-6.35pm	<b>Presentation Team</b> (Fatma Alsharaf, Director - Corporate Quality & Excellence, Ayesha Ramadhan AlMehairbi, Director, Tame Kamal Ahmed Ibrahim, Senior Specialist, Mohammad Adnan Moqbel, Specialist, Milad Farajallah, Consultant) <b>&amp; Judges – Q &amp; A</b>
UTC-6.45am, UAE-10.45am, NZ-6.45pm	<b>The Way Beyond Traditional Procurement</b> . Ali Essa, Acting Head of Specialized Contracts Section, Dubai Municipality, UAE
UTC-6.55am, UAE-10.55am, NZ-6.55pm	<b>Presentation Team</b> (Ali Essa, Acting Head of Specialized Contracts Section, Aziza Alammadi, Tender Officer, Noura Alamri, Tender Officer, Mariam Aloghani, Support Officer, Rafeea Aleghfeli, Head of Excellence Programs Section) <b>&amp; Judges – Q &amp; A</b>
UTC-7.05am, UAE-11.05am, NZ-7.05pm	Close
UTC-7.15-7.35am, UAE-11.15-11.35am, NZ-7.15-7.35pm	Judges Consensus Meeting – Private

\*Names of confirmed presenters are shown in green

## Session 3 - International Best Practice Competition

Tuesday 27 April 2021

Time	Agenda
UTC-9.00am, NZ-9.00pm UAE-1.00pm,	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Judges</b> <ul style="list-style-type: none"> <li>• Dr Sunil Gupta, CEO, Ideas Management Consultants (Oman),</li> <li>• Michael McLean, Managing Director, McLean Management Consultants Pty Ltd (Australia)</li> <li>• Harnek Singh (Singapore)</li> <li>• Dr Siham El-Kafafi, Director, Arrows Research Consultancy (New Zealand)</li> </ul>	
<b>Innovation Environment</b>	
UTC-9.05am, NZ, 9.05pm UAE-1.05pm,	<b>Innovation Champion Program</b> , Sumant Sood, Head-Innovation - Titan Company Limited, India
UTC-9.15am, NZ-9.15pm UAE-1.15pm,	<b>Presentation Team</b> (Sumant Sood, Head - Innovation, Nirmal Joseph J, Manager-Innovation) <b>&amp; Judges – Q &amp; A</b>
UTC-9.25am, NZ-9.25pm UAE-1.25pm,	<b>Smart Innovator Platform</b> , Omar Alqaryouti, Lead IT Planning and Service Innovation, Corporate Excellence Senior Officer - Dubai Customs, UAE
UTC-9.35am, NZ-9.35pm UAE-1.35pm,	<b>Presentation Team</b> (Omar Alqaryouti, Lead IT Planning and Service Innovation, Oussama Jousou, Lead Knowledge Management, Mohammed AlBishtawi, Innovation Analyst) <b>&amp; Judges – Q &amp; A</b>
UTC-9.45am, NZ-9.45pm UAE-1.45pm,	<b>The Digital Innovation Module</b> , Abdullah Alshamsi, Senior Director of Future of Things - Dubai Aviation Engineering Projects (DAEP), UAE
UTC-9.55am, NZ-9.55pm UAE-1.55pm,	<b>Presentation Team</b> (Abdullah Alshamsi, Senior Director of Future of Things) <b>&amp; Judges – Q &amp; A</b>
UTC-10.05am, NZ-10.05pm UAE-2.05pm,	<b>Ideation to Life</b> , Surya Vignesh, GCIE Head & Heena Rach, Principal - Global Indian International School (Abu Dhabi), UAE
UTC-10.15am, NZ-10.15pm UAE-2.15pm,	<b>Presentation Team</b> (Surya Vignesh, GCIE Head, Heena Rach, Principal, Rathin Khandhadia, Head - Global Centre for Education Excellence) <b>&amp; Judges – Q &amp; A</b>
<b>Process Improvement/Innovation in Products, Processes, Services</b>	
UTC, 10.25am, NZ-10.25pm UAE-2.25pm,	<b>Hyper Productivity &amp; Secured Product Engineering in IT industry</b> , Naresh Choudhary, VP-Reuse and Tools, Aswin Kumar, Senior Industry Principal, Vasudeva Niranjan, Principal Consultant, Baskaran S., Lead Principal - Reuse and Tools - Infosys Ltd, India
UTC-10.35am, NZ-10.35pm UAE-2.35pm,	<b>Presentation Team</b> (Naresh Choudhary, VP-Reuse and Tools, Aswin Kumar, Senior Industry Principal, Vasudeva Niranjan, Principal Consultant, Baskaran S., Lead Principal - Reuse and Tools) <b>&amp; Judges – Q &amp; A</b>
UTC-10.45am, NZ-10.45pm UAE-2.45pm,	<b>Dealing with Extraordinary Circumstances Affecting the Certification &amp; Inspection Services</b> , Arif Al Marzooqi, Products Conformity Assessment Section Manager - Dubai Municipality, UAE
UTC-10.55am, NZ-10.55pm UAE-2.55pm,	<b>Presentation Team</b> (Arif Husain Al Marzooqi, Products Conformity Assessment Section Manager, Omar Mahmood Khalaf, Products Quality Specialist, Yusuf Khader Abu Sadaa, Products Quality Engineer) <b>&amp; Judges – Q &amp; A</b>
UTC-11.05am, NZ-11.05pm UAE-3.05pm,	<b>Value Creation Model</b> , Mujeeb Ullah Khan, Chief Execution Officer, iTextiles Private Limited, Pakistan
UTC-11.15am, NZ-11.15pm UAE-3.15pm,	<b>Presentation Team</b> (Mujeebullah Khan, Chief Execution Officer, Syed Arshad Ali, Director and Group GM-Sales & Operations) <b>&amp; Judges – Q &amp; A</b>
UTC-11.25am, NZ-11.25pm UAE-3.25pm,	Close
UTC-11.35-11.55am, NZ-11.35-11.55pm UAE-2.35-2.45am,	Judges Consensus Meeting – Private

\*Names of confirmed presenters are shown in green



## Session 4 - International Best Practice Competition

Wednesday 28 April 2021

Time	Agenda
UTC-5.00am, UAE-9.00am, NZ-5.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Judges</b> <ul style="list-style-type: none"> <li>• Michael McLean, Managing Director, McLean Management Consultants Pty Ltd (Australia),</li> <li>• Abraham Fenn, President, New Zealand Organisation for Quality (New Zealand),</li> <li>• Dr Alan Samuel, (New Zealand)</li> <li>• Atif Baig (New Zealand)</li> </ul>	
<b>Digital/Smart Transformation</b>	
UTC-5.05am, UAE-9.05am, NZ, 5.05pm	<b>Cross Border Ecommerce</b> , Nemanand Bobade, Project Manager - Dubai Customs, UAE
UTC-5.15am, UAE-9.15am, NZ-5.15pm	<b>Presentation Team</b> (Project Manager) & <b>Judges – Q &amp; A</b>
UTC-5.25am, UAE-9.25am, NZ-5.25pm	<b>Emirates Charity (E-Charity) - www.ecp.ae</b> , Abdulla AlDallal, Strategy & Excellence Advisor - Director of Corporate Strategy & Excellence - The Islamic Affairs and Charitable Activities Department in Dubai (IACAD), UAE
UTC-5.35am, UAE-9.35am, NZ-5.35pm	<b>Presentation Team</b> (Abdulla AlDallal, Strategy & Excellence Advisor - Director of Corporate Strategy & Excellence, Nassir Mubarak, IT Department Director, Mohammed Musabeh, Director of Charitable Institutions) & <b>Judges – Q &amp; A</b>
UTC-5.45am, UAE-9.45am, NZ-5.45pm	<b>Implementation of the Electronic Financial Assistance Schemes System (eFASS) for the management of disability schemes in Singapore</b> , Esther Chan, Senior Assistant Director-Grants Division, Kelvin Lim, Chief-Grants Division, Bhavani Nyanajegaran, Assistant Director - Agency for Integrated Care Pte Ltd, Singapore
UTC-5.55am, UAE-9.55am, NZ-5.55pm	Presentation Team (Esther Chan, Senior Assistant Director, Grants Division, Kelvin Lim, Chief-Grants Division, Bhavani Nyanajegaran, Assistant Director) & <b>Judges – Q &amp; A</b>
UTC-6.05am, UAE-10.05am, NZ-6.05pm	<b>Mollak – The Governance System for Jointly Owned Property</b> , Ahmed Al Hamdani, Senior Specialist Auditor - Dubai Land Department, UAE
UTC-6.15am, UAE-10.15am, NZ-6.15pm	<b>Presentation Team</b> (Ahmed Al Hamdani, Senior Specialist Auditor, Mahmoud Al Burai, Senior Advisor, Marwan Bin Ghalita, RERA CEO) & <b>Judges – Q &amp; A</b>
UTC, 6.25am, UAE-10.25am, NZ-6.25pm	<b>Makani units addressing</b> , Zamzam Al Hammadi, Project Manager - Dubai Municipality, UAE
UTC-6.35am, UAE-10.35am, NZ-6.35pm	<b>Presentation Team</b> (Zamzam Al Hammadi, Project Manager, Mohamed El Mustafa, GIS Expert, Alaa Ali, Technical project manager) & <b>Judges – Q &amp; A</b>
UTC-6.45am, UAE-10.45am, NZ-6.45pm	<b>Remote Litigation</b> , Fatima bin Haider, Director of Information Technology Department - Dubai Public Prosecution, UAE
UTC-6.55am, UAE-10.55am, NZ-6.55pm	<b>Presentation Team</b> (Fatima bin Haider, Director of Information Technology Department, Khaled Al-Zarouni, Attorney General, Sharhbeel Alrefai, Senior Expert Corporate Excellence) & <b>Judges – Q &amp; A</b>
UTC-7.05am, UAE-11.05am, NZ-7.05pm	Close
UTC-7.15-7.35am, UAE-11.15-11.35am, NZ-7.15-7.35pm	Judges Consensus Meeting – Private

\*Names of confirmed presenters are shown in green

## Session 5 - International Best Practice Competition

Wednesday 28 April 2021

Time	Agenda
UTC-9.00am, UAE-1.00pm, NZ-9.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Judges</b> <ul style="list-style-type: none"> <li>• Dr Sunil Gupta, CEO, Ideas Management Consultants (Oman),</li> <li>• Professor Dotun Adebajo, University of Greenwich (UK),</li> <li>• Dr Alan Samuel (New Zealand)</li> <li>• Dr Mehran Doulat (Malaysia)</li> </ul>	
<b>Process Improvement/Innovation in Products, Processes, Services</b>	
UTC-9.05am, UAE-1.05pm, NZ, 9.05pm	<b>The One Day Case</b> , Khalid Junaibi, Senior Chief Prosecutor - Head of the Nationality and Residency Prosecution - Dubai Public Prosecution, UAE
UTC-9.15am, UAE-1.15pm, NZ-9.15pm	<b>Presentation Team</b> (Khalid Junaibi, Senior Chief Prosecutor – Deira Prosecution, Yousuf Foulad, Head of Deira Prosecution, Ahmed Salem, Corporate Excellence Specialist) <b>&amp; Judges – Q &amp; A</b>
UTC-9.25am, UAE-1.25pm, NZ-9.25pm	<b>Next Generation Immigration (NGA)</b> , Hashim Al Hashimi, Head of Support & Development Section - General Directorate of Residency and Foreigners' Affairs (GDRFA), UAE
UTC-9.35am, UAE-1.35pm, NZ-9.35pm	<b>Presentation Team</b> (Hashim Al Hashimi, Head of Support & Development Section, Haitham Ahli, Passport Officer) <b>&amp; Judges – Q &amp; A</b>
UTC-9.45am, UAE-1.45pm, NZ-9.45pm	<b>Project Management System</b> , Hanaa Abed Al Majid Naser, Architect - Dubai Municipality, UAE
UTC-9.55am, UAE-1.55pm, NZ-9.55pm	<b>Presentation Team</b> (Hanaa Naser, Architect, Saleh Johari, Principal Construction Engineer, Fareed AbdulSattar, Senior System Analyst) <b>&amp; Judges – Q &amp; A</b>
UTC-10.05am, UAE-2.05pm, NZ-10.05pm	<b>Metal (Lead-Pb) recovery improvement using sulphuric acid in beneficiation plant</b> , Kailash Vishnoi, Deputy Manager- Mineral Processing - Hindustan Zinc Limited, India
UTC-10.15am, UAE-2.15pm, NZ-10.15pm	<b>Presentation Team</b> (Kailash Vishnoi, Deputy Manager-Mineral Processing, Balasubramanian Jayaraman, General Manager-Mineral Processing, Akshara Raghav, Engineer-Mineral Processing) <b>&amp; Judges – Q &amp; A</b>
UTC, 10.25am, UAE-2.25pm, NZ-10.25pm	<b>Perfect Bond - An Innovative Locking Method for Rubber Moulds used in Lost Wax Casting of Gold Jewellery</b> , Sumant Sood, Head-Innovation - Titan Company Limited, India
UTC-10.35am, UAE-2.35pm, NZ-10.35pm	<b>Presentation Team</b> (Sumant Sood, Head - Innovation, Kamalakkannan P, Manager-Production-Upstream Casting, Nallasivam V, Manager-Production-Upstream Waxing) <b>&amp; Judges – Q &amp; A</b>
UTC-10.45am, UAE-2.45pm, NZ-10.45pm	<b>MCN´s Journey of Excellence</b> , Héctor Godoy, General Manager - MCN S.A., Chile
UTC-10.55am, UAE-2.55pm, NZ-10.55pm	Presentation Team & Judges – Q & A
UTC-11.05am, UAE-3.05pm, NZ-11.05pm	Close
UTC-11.15-11.35am, UAE-3.15-3.35am, NZ-11.15-11.35pm	Judges Consensus Meeting – Private

\*Names of confirmed presenters are shown in green

## Session 6 - International Best Practice Competition

Thursday 29 April 2021

Time	Agenda
UTC-5.00am, NZ-5.00pm, UAE-9.00am	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Judges</b> <ul style="list-style-type: none"> <li>• Suresh Lulla, Founder, BestPrax Club (India),</li> <li>• Trish Wilson, Founder, CICE (New Zealand)</li> <li>• Dr Wayne MacPherson, Massey University (New Zealand)</li> <li>• Dr André Moll, Executive Secretary at Initiative Ludwig-Erhard-Preis e.V (Germany)</li> </ul>	
<b>Strategic Planning &amp; Deployment</b>	
UTC-5.05am, NZ, 5.05pm, UAE-9.05am	<b>Future Foresight in Dubai Aviation Engineering Projects (DAEP)</b> , Abdullah Alshamsi, Senior Director of Future of Things - Dubai Aviation Engineering Projects (DAEP), UAE
UTC-5.15am, NZ-5.15pm, UAE-9.15am	<b>Presentation Team</b> (Abdullah Alshamsi, Senior Director of Future of Things) & <b>Judges – Q &amp; A</b>
UTC-5.25am, NZ-5.25pm, UAE-9.25am	<b>Rabdan Academy Three-Dimensions (3 D) Strategy Planning Methodology</b> , Sumaya Al Hosani, Acting Sr. Director – Capabilities Development & Innovation Sector and Nada El Gazzar, Organizational Excellence Expert - Rabdan Academy, UAE
UTC-5.35am, NZ-5.35pm, UAE-9.35am	<b>Presentation Team</b> (Sumaya Al Hosani, Acting Sr. Director – Capabilities Development & Innovation Sector, Nada El Gazzar, Organizational Excellence Expert – Capabilities Development & Innovation Sector, Layal Mohsin Alawlaqi, Specialist Strategic Planning, Yara Dalilah, Sr. Officer, Mariam Al Blooshi, Division Manager) & <b>Judges – Q &amp; A</b>
UTC-5.45am, NZ-5.45pm, UAE-9.45am	<b>Sustaining business excellence through unit scoreboards as consistent execution mechanism for increased individual performance and breakthrough results over 10 years</b> , Juliet J. Balderas, Department Manager III, Gerardo Manzo, Deputy Executive Director, Medical Services, Glorilyn Joy Laceste, Planning Officer III- Philippine Heart Center, Philippines
UTC-5.55am, NZ-5.55pm, UAE-9.55am	<b>Presentation Team</b> (Juliet Balderas, Department Manager III, Gerardo Manzo, Deputy Executive Director, Medical Services, Glorilyn Joy Laceste, Planning Officer III) & <b>Judges – Q &amp; A</b>
UTC-6.05am, NZ-6.05pm, UAE-10.05am	<b>Benefits Realization Management Framework</b> , Yousif AlAwadhi, Director of Project Delivery - Dubai Customs, UAE.
UTC-6.15am, NZ-6.15pm, UAE-10.15am	<b>Presentation Team</b> (Yousif AlAwadhi, Director of Project Delivery, Basel AlBishtawi, Head of Portfolio Management, Ajith Nair, Senior Demand Analyst) & <b>Judges – Q &amp; A</b>
UTC, 6.25am, NZ-6.25pm, UAE-10.25am	<b>Cooperative Integrated System (CIS)</b> , Ahmad Ali Khadeem Abdulla, Head of Process Design Section - General Directorate of Residency and Foreigners' Affairs (GDRFA), UAE
UTC-6.35am, NZ-6.35pm, UAE-10.35am	<b>Presentation Team</b> (Ahmad Ali Khadeem Abdulla, Head of Process Design Section, Ayman Ghassan Aljaysousi, Excellence Expert, Muna Hussain Alqallaf, Amna Saeed Almutawa, Head of Benchmarking Section) & <b>Judges – Q &amp; A</b>
UTC-6.45am, NZ-6.45pm, UAE-10.45am	<b>“PERFORMANCE FACTORY” as an integrated performance Solution to Operational Excellence</b> , Morteza Moalagh, Head ERP Functional - Arya Sasol Polymer Company, Iran
UTC-6.55am, NZ-6.55pm, UAE-10.55am	<b>Presentation Team</b> (Morteza Moalagh, Head of ERP Functional, Ali Shariat, Project Development Division Manager, Bahador Khodakhah, Manager Section Planning and Management Systems) & <b>Judges – Q &amp; A</b>
UTC-7.05am, NZ-7.05pm, UAE-11.05am	Close
UTC-7.15-7.35am, NZ-7.15-7.35pm, UAE-11.15-11.35am	Judges Consensus Meeting – Private

\*Names of confirmed presenters are shown in green



## Session 7 - International Best Practice Competition

Thursday 29 April 2021

Time	Agenda
UTC-9.00am, UAE-1.00pm, NZ-9.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Judges</b> <ul style="list-style-type: none"> <li>• Professor Dotun Adebajo, University of Greenwich (UK),</li> <li>• Abraham Fenn, President, (New Zealand) Organisation for Quality (New Zealand)</li> <li>• John Bullivant, Fellow of the Royal College of Physicians of Edinburgh (UK)</li> <li>• Carrie Marr, Chief Executive, Clinical Excellence Commission – New South Wales Government (Australia)</li> </ul>	
<b>COVID-19 Response and Recovery</b>	
UTC-9.05am, UAE-1.05pm, NZ, 9.05pm	<b>Reshape the New Normal (AHS Strategy for Business Continuity)</b> , Dr. Aysha Ahmed Al Khoori, Chief Quality Officer, SEHA-Ambulatory Healthcare Services, UAE
UTC-9.15am, UAE-1.15pm, NZ-9.15pm	<b>Presentation Team</b> (Dr. Aysha Ahmed Al Khoori, Chief Quality Officer, Dr. Noura Alghaithi, Chief Operations Officer, Dr. Dana Al Marzooqi, Health Centre Manager - Specialist) <b>&amp; Judges – Q &amp; A</b>
UTC-9.25am, UAE-1.25pm, NZ-9.25pm	<b>BPH Business Recovery Strategy during COVID Pandemic</b> , Adjariya Ezor, Strategic Management Manager - Bangkok Hospital Pattaya, Thailand
UTC-9.35am, UAE-1.35pm, NZ-9.35pm	<b>Presentation Team</b> (Adjariya Ezor, Strategic Management Manager, Dr. Seeharach Lohachitranont, Managing Director/Hospital Director, Dr. Piyaporn Thipayarat, Deputy Hospital Director) <b>&amp; Judges – Q &amp; A</b>
UTC-9.45am, UAE-1.45pm, NZ-9.45pm	<b>Transformational Care: From Zero to Global Hero</b> , Dr. Kawthar Al Ameri, Specialist Physician - SEHA-Ambulatory Healthcare Services, UAE
UTC-9.55am, UAE-1.55pm, NZ-9.55pm	<b>Presentation Team</b> (Dr. Kawthar Al Ameri, Specialist Physician, Dr. Noura Alghaithi, Chief Operations Officer, Dr. Khuloud Al Dhaleei, Health Centres Director) <b>&amp; Judges – Q &amp; A</b>
UTC-10.05am, UAE-2.05pm, NZ-10.05pm	<b>Support vulnerable seniors during COVID-19 circuit breaker</b> , Eric Chen, Deputy Director - Agency for Integrated Care Pte Ltd, Singapore
UTC-10.15am, UAE-2.15pm, NZ-10.15pm	<b>Presentation Team</b> (Eric Chen, Deputy Director, Eyung Lim, Director) <b>&amp; Judges – Q &amp; A</b>
UTC, 10.25am, UAE-2.25pm, NZ-10.25pm	<b>AHS COVID-19 National Drive Thru Screening Centers</b> , Dr. Noura Alghaithi, Chief Operations Officer - SEHA-Ambulatory Healthcare Services, UAE
UTC-10.35am, UAE-2.35pm, NZ-10.35pm	<b>Presentation Team</b> (Dr. Noura Alghaithi, Chief Operations Officer, Dr. Aysha Al Khoori, Chief Quality Officer, Dr. Khuloud Al Dhaleei, Health Centres Director) <b>&amp; Judges – Q &amp; A</b>
UTC-10.45am, UAE-2.45pm, NZ-10.45pm	<b>COVID 19 management – adapting to the new normal using proactive risk management</b> , Dr Malathi Arshanapalai, Group chief medical officer - Aster DM Healthcare, UAE
UTC-10.55am, UAE-2.55pm, NZ-10.55pm	<b>Presentation Team</b> (Dr Malathi Arshanapalai, Group chief medical officer and Group chief quality officer, Amitabh Johri Johri, Chief Financial Officer-GCC, Dr Neesha Nair, Senior Manager Medical Affairs & Quality) <b>&amp; Judges – Q &amp; A</b>
UTC-11.05am, UAE-3.05pm, NZ-11.05pm	<b>COVID-19 Vaccination Drive- AHS-SEHA and Beyond</b> , Dr. Dana Al Marzooqi, Health Centre Manager – Specialist - SEHA-Ambulatory Healthcare Services, UAE
UTC-11.15am, UAE-3.15pm, NZ-11.15pm	<b>Presentation Team</b> (Dr. Noura Alghaithi, Chief Operations Officer, Dr. Aysha Al Khoori, Chief Quality Officer, Dr. Aysha Ahmed Al Khoori, Chief Quality Officer) <b>&amp; Judges – Q &amp; A</b>
UTC-11.25am, UAE-3.25pm, NZ-11.25pm	Close
UTC-11.35-11.55am, UAE-2.35-2.45am, NZ-11.35-11.55pm	Judges Consensus Meeting – Private

\*Names of confirmed presenters are shown in green

## Session 8 - International Best Practice Competition

Monday 3 May 2021

Time	Agenda
UTC-6.00am, UAE-10.00am, NZ-6.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Judges</b> <ul style="list-style-type: none"> <li>• Keith Phillips, CEO, QLBS (New Zealand)</li> <li>• Dr Alaa Garad, University of Portsmouth (UK)</li> <li>• Dr Mehran Doulat (Malaysia)</li> <li>• Carrie Marr, Chief Executive, Clinical Excellence Commission – New South Wales Government (Australia)</li> </ul>	
<b>Process Improvement in the Health Sector</b>	
UTC-6.05am, UAE-10.05am, NZ, 6.05pm	<b>Implementation of Early Mobility Program to reduce patient's Length of Stay (LoS) in Intensive Care Unit</b> , Hala Abuzeid, Chair, Critical care Medicine, Lynn Petrie, Senior Charge Nurse (Nurse Manager)/ ICU, Theresa Coelho, Clinical Nurse Educator/ ICU - Tawam Hospital, UAE
UTC-6.15am, UAE-10.15am, NZ-6.15pm	<b>Presentation Team</b> (Hala Abuzeid, Chair, Critical care Medicine, Lynn Petrie, Senior Charge Nurse (Nurse Manager)/ ICU, Theresa Coelho, Clinical Nurse Educator/ ICU) <b>&amp; Judges – Q &amp; A</b>
UTC-6.25am, UAE-10.25am, NZ-6.25pm	<b>Making Cashless a seamless affair - To improve Insurance patient services by implementing Gemba Kaizen (5S)</b> , Dr. Suman Ramaswamy, CEO - Nethradhma Super Speciality Eye Hospital, India
UTC-6.35am, UAE-10.35am, NZ-6.35pm	<b>Presentation Team</b> (Suman Ramaswamy, CEO and Director, HOD Anaesthesiology, Sahana H S, Manager Corporate relations, Shankar Puttappa, Vice President Operations) <b>&amp; Judges – Q &amp; A</b>
UTC-6.45am, UAE-10.45am, NZ-6.45pm	<b>Reducing time from ER to angioplasty saves lives in heart attack: a process improvement in a developing country</b> , Dr. Jhoanna Marcelo, Interventional Cardiologist - Philippine Heart Center, Philippines
UTC-6.55am, UAE-10.55am, NZ-6.55pm	<b>Presentation Team</b> (Dr. Jhoanna Marcelo, Interventional Cardiologist) <b>&amp; Judges – Q &amp; A</b>
UTC-7.05am, UAE-11.05am, NZ-7.05pm	<b>Constipation No More: An implementation of a Nurse-Led Bowel Management Protocol to improve patient outcomes</b> , Richard Sagasag, Clinical Resource Nurse - Tawam Hospital, UAE
UTC-7.15am, UAE-11.15am, NZ-7.15pm	<b>Presentation Team</b> (Richard Sagasag, Clinical Resource Nurse, Eiman Al Shamsi, Senior Charge Nurse, Sophia Rani Anthonisamy, Staff Nurse) <b>&amp; Judges – Q &amp; A</b>
UTC, 7.25am, UAE-11.25am, NZ-7.25pm	<b>An Improved Overall Patient Experience and Safety after Angioplasty</b> , Dr. Jhoanna Marcelo, Interventional Cardiologist - Philippine Heart Center, Philippines
UTC-7.35am, UAE-11.35am, NZ-7.35pm	<b>Presentation Team</b> (Jhoanna Marcelo, Interventional Cardiologist) <b>&amp; Judges – Q &amp; A</b>
<b>Customer Focus in the Health Sector</b>	
UTC-7.45am, UAE-11.45am, NZ-7.45pm	<b>Great Business via Great Service – The Aster Pharmacy Journey of Reinventing Service Excellence</b> , Siddharth Biswakarma, Assistant General Manager – Customer Experience - Aster Pharmacy, UAE
UTC-7.55am, UAE-11.55am, NZ-7.55pm	<b>Presentation Team</b> (Assistant General Manager – Customer Experience) <b>&amp; Judges – Q &amp; A</b>
UTC-8.05am, UAE-12.05pm, NZ-8.05pm	<b>Telephone Call Assisted Reinforcement of Client Education (TeleCARE)</b> , Eric Mazo, Staff Nurse - Philippine Heart Center, Philippines
UTC-8.15am, UAE-12.15pm, NZ-8.15pm	<b>Presentation Team</b> (Eric Mazo, Staff Nurse, Katrina Micah Collong, Coordinator, Dexter Benatiro, Staff Nurse) <b>&amp; Judges – Q &amp; A</b>
UTC-8.25am, UAE-12.25pm, NZ-8.25pm	Close
UTC-8.35-8.55am, UAE-12.35-12.55pm, NZ-8.35-8.55pm	Judges Consensus Meeting – Private

\*Names of confirmed presenters are shown in green

## Session 9 - International Best Practice Competition

Tuesday 4 May 2021

Time	Agenda
UTC-6.00am, UAE-10.00am, NZ-6.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Judges</b> <ul style="list-style-type: none"> <li>• Trish Wilson, Founder, CICE (New Zealand)</li> <li>• Dr Alaa Garad, University of Portsmouth (UK)</li> <li>• Dr Mehran Doulat (Malaysia)</li> <li>• Harnek Singh (Singapore)</li> </ul>	
<b>Customer Focus in the Health Sector</b>	
UTC-6.05am, UAE-10.05am, NZ-6.05pm	<b>The Pediatric Holistic Care (PHC): Partnership with Parents in the Critical Care Setting</b> , Kiziah Limjuco, Staff Nurse - Philippine Heart Center, Philippines
UTC-6.15am, UAE-10.15am, NZ-6.15pm	<b>Presentation Team</b> (Kiziah Limjuco, Staff Nurse, Clarisza Arceo, Staff Nurse) <b>&amp; Judges – Q &amp; A</b>
UTC-6.25am, UAE-10.25am, NZ-6.25pm	<b>MEDCARE Blossom – A beautiful journey into parenthood</b> , Dr. Shamsa Abdulla Ali Bin Hammad, Chief Operating Officer - Medcare Women & Children Hospital, UAE
UTC-6.35am, UAE-10.35am, NZ-6.35pm	<b>Presentation Team</b> (Dr. Shamsa Abdulla Ali Bin Hammad, Chief Operating Officer, Grace Asmar, Head - Marketing & Communications, Deepthi Nair, Asst. Manger – Quality) <b>&amp; Judges – Q &amp; A</b>
UTC-6.45am, UAE-10.45am, NZ-6.45pm	<b>The Effect of Patient Experience Care Nurse (PECN) Towards Patient Satisfaction</b> , Joseph Peter Regondola, Nurse Manager, Irwin Manere, Staff Nurse - Philippine Heart Center, Philippines
UTC-6.55am, UAE-10.55am, NZ-6.55pm	<b>Presentation Team</b> (Joseph Peter Regondola, Nurse Manager, Irwin Manere, Staff Nurse) <b>&amp; Judges – Q &amp; A</b>
<b>Process Improvement/Innovation in Products, Processes, Services</b>	
UTC-7.05am, UAE-11.05am, NZ-7.05pm	<b>Safe Bags - Accuracy and Efficiency of Airport Hold Baggage Screening (HBS) System</b> , 1st Lt. Eng. Ahmed Al Mulla, Head of Section - Dubai Police, UAE
UTC-7.15am, UAE-11.15am, NZ-7.15pm	<b>Presentation Team</b> (Ahmad Abdul Karim Al Mulla, Head of Section, Mohammed Mahmood Zainal, Senior Engineer, Hassan Yousuf Hassan, Administrator) <b>&amp; Judges – Q &amp; A</b>
UTC-7.25am, UAE-11.25am, NZ-7.25pm	<b>Products Certification through Factory Assessment Scheme</b> , Arif Al Marzooqi, Products Conformity Assessment Section Manager - Dubai Municipality, UAE
UTC-7.35am, UAE-11.35am, NZ-7.35pm	<b>Presentation Team</b> (Arif Husain Al Marzooqi, Products Conformity Assessment Section Manager, Omar Mahmood Khalaf, Products Quality Specialist, Yusuf Khader Abu Sadaa, Products Quality Engineer) <b>&amp; Judges – Q &amp; A</b>
UTC-7.45am, UAE-11.45am, NZ-7.45pm	<b>Engineering Excellence (EE) @ Infosys</b> , Amit Gulati, Group Project Manager, Dhanashree Nikhil Thosar, Unit Quality Head, Jayeeta Dutta, Senior Unit Quality Head, Mir Riyaz Ahmed, Principal Consultant - Infosys Ltd, India
UTC-7.55am, UAE-11.55am, NZ-7.55pm	<b>Presentation Team</b> (Amit Gulati, Group Project Manager, Dhanashree Nikhil Thosar, Unit Quality Head, Jayeeta Dutta, Senior Unit Quality Head, Mir Riyaz Ahmed, Principal Consultant) <b>&amp; Judges – Q &amp; A</b>
UTC-8.05am, UAE-12.05pm, NZ-8.05pm	<b>Dubai RECAT-Enhanced Wake Turbulence Separation (eWTS) Minima within the Dubai CTA</b> , Talal Al Hammadi, Vice President - Air Traffic Development - Dubai Air Navigation Services, UAE
UTC-8.15am, UAE-12.15pm, NZ-8.15pm	<b>Presentation Teams</b> (Talal Al Hammadi, Vice President - Air Traffic Development, Gianluca Valente, Senior Specialist Airspace Harmonization & Management, Marco Fantauzzi, Organisational Analyst) <b>&amp; Judges – Q &amp; A</b>
UTC-8.25am, UAE-12.25pm, NZ-8.25pm	Close
UTC-8.35-8.55am, UAE-12.35-12.55pm, NZ-8.35-8.55pm	Judges Consensus Meeting – Private

\*Names of confirmed presenters are shown in green

## Final – International Best Practice Competition

Tuesday 11 May 2021

Time	Agenda
<b>Final Session 1</b>	
UTC-2.30am, UAE-6.30am, NZ-2.30pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Judges</b> <ul style="list-style-type: none"> <li>• Ravi Fernando, Director, Business Excellence Australia (Australia)</li> <li>• Shayne Silcox, Principle, Strategic Leadership Consulting Group (Australia)</li> <li>• Michael Voss, Managing Director, Pyxis, (New Zealand)</li> <li>• Carew Hatherley, Board Member, New Zealand Business Excellence Foundation (New Zealand)</li> </ul>	
UTC-2.35am, UAE-6.35am, NZ-2.35pm	<b>Sustaining business excellence through unit scoreboards as consistent execution mechanism for increased individual performance and breakthrough results over 10 years</b> , Juliet J. Balderas, Department Manager III, Gerardo Manzo, Deputy Executive Director, Medical Services, Glorilyn Joy Laceste, Planning Officer III- Philippine Heart Center, Philippines
UTC-2.45am, UAE-6.45am, NZ-2.45pm	<b>Presentation Team</b> (Juliet Balderas, Department Manager III, Gerardo Manzo, Deputy Executive Director, Medical Services, Glorilyn Joy Laceste, Planning Officer III) <b>&amp; Judges – Q &amp; A</b>
UTC-2.55am, UAE-6.55am, NZ-2.55pm	<b>BPH Business Recovery Strategy during COVID Pandemic</b> , Adjariya Ezor, Strategic Management Manager - Bangkok Hospital Pattaya, Thailand
UTC-3.05am, UAE-7.05am, NZ-3.05pm	<b>Presentation Team</b> (Adjariya Ezor, Strategic Management Manager, Dr. Seeharach Lohachitranont, Managing Director/Hospital Director, Dr. Piyaporn Thipayarat, Deputy Hospital Director) <b>&amp; Judges – Q &amp; A</b>
UTC-3.15am, UAE-7.15am, NZ-3.15pm	<b>Cross Border Ecommerce</b> , Nemanand Bobade, Project Manager - Dubai Customs, UAE
UTC-3.25am, UAE-7.25am, NZ-3.25pm	<b>Presentation Team</b> (Nemanand Bobade, Project Manager) <b>&amp; Judges – Q &amp; A</b>
UTC-3.35am, UAE-7.35am, NZ-3.35pm	<b>The Way Beyond Traditional Procurement</b> . Ali Essa, Acting Head of Specialized Contracts Section, Dubai Municipality, UAE
UTC-3.45am, UAE-7.45am, NZ-3.45pm	<b>Presentation Team</b> (Ali Essa, Acting Head of Specialized Contracts Section, Aziza Alammadi, Tender Officer, Noura Alamri, Tender Officer, Mariam Aloghani, Support Officer, Rafeea Aleghfeli, Head of Excellence Programs Section) <b>&amp; Judges – Q &amp; A</b>
UTC-3.55am, UAE-7.55am, NZ-3.55pm	<b>Excellence in CSR – “Aster Volunteers”</b> , Jaleel PA, Head – Corporate Social Responsibility (CSR) - Aster DM Healthcare, UAE
UTC-4.05am, UAE-8.05am, NZ-4.05pm	<b>Presentation Team</b> (Jaleel P.A., Head – Corporate Social Responsibilities, Dr. Malathi Arshanapalai, Group Chief Medical Officer & Group Chief Quality Officer, Mohamed Sohel Padi, Manager Admin & CSR) <b>&amp; Judges – Q &amp; A</b>
UTC-4.15am, UAE-8.15am, NZ-4.15pm	<b>New Zealand Best Practice Competition Winner presentation.</b>
UTC-4.25am, UAE-8.25am, NZ-4.25pm	<b>Presentation Team &amp; Judges – Q &amp; A</b>
UTC-4.35am, UAE-8.35am, NZ-4.35pm	Break & Judges Consensus Meeting
<b>Final Session 2</b>	
UTC-5.00am, UAE-9.00am, NZ-5.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
UTC-5.05am, UAE-9.05am, NZ-5.05pm	<b>AHS COVID-19 National Drive Thru Screening Centers</b> , Dr. Noura Alghaithi, Chief Operations Officer - SEHA-Ambulatory Healthcare Services, UAE
UTC-5.15am, UAE-9.15am, NZ-5.15pm	<b>Presentation Team</b> (Dr. Noura Alghaithi, Chief Operations Officer, Dr. Aysha Al Khoori, Chief Quality Officer, Dr. Khuloud Al Dhaleei, Health Centres Director) <b>&amp; Judges – Q &amp; A</b>
UTC-5.25am, UAE-9.25am, NZ-5.25pm	<b>Dubai RECAT-Enhanced Wake Turbulence Separation (eWTS) Minima within the Dubai CTA</b> , Talal Al Hammadi, Vice President - Air Traffic Development - Dubai Air Navigation Services, UAE
UTC-5.35am, UAE-9.35am, NZ-5.35pm	<b>Presentation Teams</b> (Talal Al Hammadi, Vice President - Air Traffic Development, Gianluca Valente, Senior Specialist Airspace Harmonization & Management, Marco Fantauzzi, Organisational Analyst) <b>&amp; Judges – Q &amp; A</b>
UTC-5.45am, UAE-9.45am, NZ-5.45pm	<b>Ideation to Life</b> , Surya Vignesh, GCIE Head & Heena Rach, Principal - Global Indian International School (Abu Dhabi), UAE
UTC-5.55am, UAE-9.55am, NZ-5.55pm	<b>Presentation Team</b> (Surya Vignesh, GCIE Head, Heena Rach, Principal, Rathin Khandhadia, Head - Global Centre for Education Excellence) <b>&amp; Judges – Q &amp; A</b>
UTC-6.05am, UAE-10.05am, NZ-6.05pm	<b>Perfect Bond - An Innovative Locking Method for Rubber Moulds used in Lost Wax Casting of Gold Jewellery</b> , Sumant Sood, Head-Innovation - Titan Company Limited, India
UTC-6.15am, UAE-10.15am, NZ-6.15pm	<b>Presentation Team</b> (Sumant Sood, Head - Innovation, Kamalakkannan P, Manager-Production-Upstream Casting, Nallasivam V, Manager-Production-Upstream Waxing) <b>&amp; Judges – Q &amp; A</b>
UTC-6.25am, UAE-10.25am, NZ-6.25pm	<b>Implementation of Early Mobility Program to reduce patient’s Length of Stay (LoS) in Intensive Care Unit</b> , Hala Abuzeid, Chair, Critical care Medicine, Lynn Petrie, Senior Charge Nurse (Nurse Manager)/ ICU, Theresa Coelho, Clinical Nurse Educator/ ICU - Tawam Hospital, UAE
UTC-6.35am, UAE-10.35am, NZ-6.35pm	<b>Presentation Team</b> (Hala Abuzeid, Chair, Critical care Medicine, Lynn Petrie, Senior Charge Nurse (Nurse Manager)/ ICU, Theresa Coelho, Clinical Nurse Educator/ ICU) <b>&amp; Judges – Q &amp; A</b>
UTC-6.45am, UAE-10.45am, NZ-6.45pm	<b>Safe Bags - Accuracy and Efficiency of Airport Hold Baggage Screening (HBS) System</b> , 1st Lt. Eng. Ahmed Al Mulla, Head of Section - Dubai Police, UAE
UTC-6.55am, UAE-10.55am, NZ-6.55pm	<b>Presentation Team</b> (Ahmad Abdul Karim Al Mulla, Head of Section, Mohammed Mahmood Zainal, Senior Engineer, Hassan Yousuf Hassan, Administrator) <b>&amp; Judges – Q &amp; A</b>

UTC-7.05am, UAE-11.05am, NZ-7.05pm	Break & Judges Consensus Meeting
UTC-7.30am, UAE-11.30am, NZ-7.30pm	Award Winner(s) Announced IBPC Best Practice Certificate Ratings issued to all participants by 24 May 2021
UTC-7.45am, UAE-11.45am, NZ-7.45am	Close



## Schedule for the 2<sup>nd</sup> New Zealand Best Practice Competition



### Final – New Zealand Best Practice Competition

Monday 10 May 2021

Time	Agenda
UTC-2.30am, UAE-6.30am, NZ-2.30pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Judges</b>	<ul style="list-style-type: none"> <li>Beryl Oldham, Chair, New Zealand Business Excellence Foundation (New Zealand)</li> <li>Trish Wilson, Founder, CICE (New Zealand)</li> <li>Phil Guerin, President, Institute of Management Consultants New Zealand (New Zealand)</li> <li>Dr Alan Samuel, Management Consultant &amp; Futurist, Victoria University (New Zealand)</li> </ul>
<b>Leadership – Crisis Management</b>	
UTC-2.35am, UAE-6.35am, NZ-2.35pm	<b>Rapid Response for Crisis Management (White Island / Whakaari volcanic eruption)</b> , Murray Wu, Senior Advisor, Defence Excellence, LTCOL Mike Nochetti, Chief of Staff, HQ DJIATF, Zealand Defence Force
Presentation Team & Judges – Q & A	
<b>Human Resources -Employee Engagement/Recruitment</b>	
UTC-2.50am, UAE-6.50am, NZ-2.50pm	<b>Engaging Staff in Developing &amp; Implementing Operational-Service Principles</b> , Maria Thomson, Manager Organisational Performance and Improvement - The University of Auckland
Presentation Team & Judges – Q & A	
UTC-3.05am, UAE-7.05am, NZ-3.05pm	<b>Ambulance Double-Crewing Recruitment Initiative</b> , David Campbell, Head of Organisational Strategy and Diane Ashby, Business Excellence Manager - St John New Zealand, New Zealand
Presentation Team & Judges – Q & A	
<b>Partnership</b>	
UTC-3.20am, UAE-7.20am, NZ-3.20pm	<b>Babcock New Zealand Limited and Defence Logistics Command (Maritime) Collaborative Partnership</b> , Paula Dacey, Fleet Supply Officer/Supply Chain Manager - Defence Logistics Command (Maritime), New Zealand Defence Force and Babcock New Zealand Limited
Presentation Team & Judges – Q & A	
UTC-3.35am, UAE-7.35am, NZ-3.35pm	<b>Continuous improvement in a Partnership Contract</b> , James Morton, Chief Operating Officer - MEST Defence Logistics Command (Maritime), Navy, New Zealand Defence Force, and Babcock New Zealand Limited
Presentation Team & Judges – Q & A	
UTC-3.50am, UAE-7.50am, NZ-3.50pm	Break & Judges Consensus Meeting
UTC-4.15am, UAE-8.15am, NZ-4.15pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Customer Focus</b>	
UTC-4.20am, UAE-8.20am, NZ-4.20pm	<b>Capability building across the economic development profession</b> , Susan Houston, CEO - Economic Development New Zealand
Presentation Team & Judges – Q & A	
<b>Process Improvement/Innovation in Products, Processes, Services</b>	
UTC-4.35am, UAE-8.35am, NZ-4.35pm	<b>Introduction of a Mobile Practice – Portable Plasma Collection</b> , Jessie Tracy, Business Improvement Support - New Zealand Blood Service
Presentation Team & Judges – Q & A	
UTC-4.50am, UAE-8.50am, NZ-4.50pm	<b>iPads for deployable/ship-borne medics</b> , A.K. Seit, CI Manager Devonport – New Zealand Defence Force
Presentation Team & Judges – Q & A	
<b>Corporate Social Responsibility</b>	
UTC-5.05am, UAE-9.05am, NZ-5.05pm	<b>Altruism and Capitalism CAN Co-Exist (Inclusivity and Diversity in the Workplace)</b> , Jennifer Del Bel, Managing Director - Downlights
Presentation Team & Judges – Q & A	
UTC-5.30am, UAE-9.30am, NZ-5.30pm	Networking Drinks/Nibbles & Judges Consensus Meeting
UTC-7.00am, UAE-11.00am, NZ-7.00pm	Award Winner & Runners Up Announced NZBPC Best Practice Certificates issued to all participants by 24 May 2021
UTC-7.30am, UAE-11.30am, NZ-7.30pm	Close

\*Names of confirmed presenters are shown in green

## Schedule for the 3<sup>rd</sup> Organisation-Wide Innovation Award



Organisation-Wide  
Innovation Award

### Final - Organisation-Wide Innovation Award

Tuesday 11 May 2021

Time	Agenda
UTC-10.00am, UAE-2.00pm, NZ-10.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
<b>Judges</b> <ul style="list-style-type: none"> <li>Prashant Hoskoté, President and Lead L&amp;S Custodian, Striking Ideas LLC (India)</li> <li>Wayne Burroughs, Senior Consultant, Complete Learning &amp; Board Member, New Zealand Business Excellence Foundation (New Zealand)</li> <li>Dr Sunil Gupta, CEO, Ideas Management Consultants (Oman)</li> <li>Keith Phillips, CEO, QLBS &amp; Board Member, New Zealand Business Excellence Foundation (New Zealand)</li> </ul>	
UTC-10.05am, UAE-2.05pm, NZ-10.05pm	<b>Dubai Public Prosecution's Organisation-wide innovation approach, Sharhabeel Alrefai - Senior Expert Corporate Excellence, UAE</b>
UTC-10.20am, UAE-2.20pm, NZ-10.20pm	<b>Presentation Team</b> (Sharhabeel Alrefai, Senior Expert Corporate Excellence, Abdulla Buganim, Innovation Specialist, Noora Alshamsi, Chief Innovation System Officer) <b>&amp; Judges – Q &amp; A</b>
UTC-10.30am, UAE-2.30pm, NZ-10.30pm	<b>Dubai Municipality's Organisation-wide innovation approach, Ohood Abdulkarim Obaid Walid - Head of Innovation Care and Suggestions Section, UAE</b>
UTC-10.45am, UAE-2.45pm, NZ-10.45pm	<b>Presentation Team</b> (Ohood Abdulkarim, Innovation Care & Suggestion Section Manager, Alya Al Dabbah, Chief Suggestion Officer, Fatima Mohammed, Suggestion Officer) <b>&amp; Judges – Q &amp; A</b>
UTC-10.55am, UAE-2.55pm, NZ-10.55pm	<b>Dubai Aviation Engineering Projects' Organisation-wide innovation approach, Abdullah Alshamsi - Senior Director of Future of Things, UAE</b>
UTC-11.10am, UAE-3.10pm, NZ-11.10pm	<b>Presentation Team</b> (Abdullah Alshamsi, Senior Director of Future of Things) <b>&amp; Judges – Q &amp; A</b>
UTC-11.20am, UAE-3.20pm, NZ-11.20pm	Break & Judges Consensus Meeting
UTC-11.45am, UAE-3.45pm, NZ-11.45pm	Award Winner(s) Announced OWIA Certificate Ratings issued on 24 <sup>th</sup> May 2021
UTC-12.00pm, UAE-4.00pm, NZ-12.00am	Close

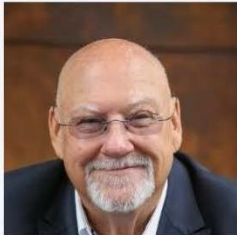


# NZBEF Conference 2021

## 10<sup>th</sup> & 11<sup>th</sup> May 2021 Wellington



We are lining up an incredible assortment of speakers for our Annual Conference. Here are a selection of those that have confirmed they will be talking and we have additional exciting personalities lined up to join them. We are also very proud to announce that we will be hosting both the New Zealand and International Best Practice Awards.



Sir Ray Avery



Sir Ian Taylor

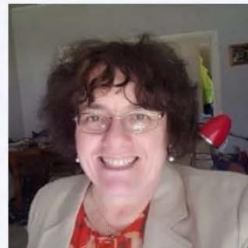
**Coming Soon:** the complete list of speakers and how to get your tickets.



Hilary Walton



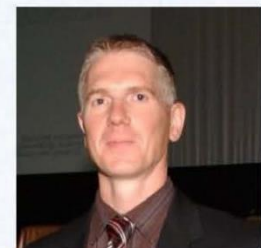
Dan Henderson



Kathryn Lockyer



Air Cdre Darryn Webb



Dr Robin Mann

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Hon Judith Collins



Damien Smith MP

## This is an event you do not want to miss!

For further information visit  
<https://nzbef.org.nz/event/nzbef-2021-conference/>  
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