



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

8th International Best Practice Competition,
1st Environmental, Social, & Governance (ESG) Excellence Award,
4th Organisation-Wide Innovation Award, and 7th Global Benchmarking Award

Best of the Best – Award Finals: 21 July – 11 August 2022

Organisers of the International Best Practice Competition:



Partners:



Supporters:



Register at: <https://www.bestpracticecompetition.com/register-now/>

Contents

	Page
Webinar Schedule	3
International Best Practice Competition - Finals	4
Organisation Wide Innovation Award	6
Global Benchmarking Award	6
Environmental, Social and Governance Excellence Award	7

Webinar Schedule

Day	Time	Competition	Session	Webinar Link
Thursday 21 July, 2022	Start: UTC-4.00am, UAE-8.00am, NZ-4.00pm Finish: UTC-6.25am, UAE-10.25am, NZ-6.25pm	International Best Practice Competition	FINAL Session 1 7 presentations	<p>Links will be sent directly to presenters and judges.</p> <p>All others please register at: https://www.bestpracticecompetition.com/register-now/</p>
	Start: UTC-9.00am, UAE-13.00pm, NZ-9.00pm Finish: UTC-11.25am, UAE-3.25pm, NZ-11.25pm	International Best Practice Competition	FINAL Session 2 7 presentations	
	Start: UTC-12.30pm, UAE-3.30pm, NZ-12.30am Finish: UTC-12.45pm, UAE-3.45pm, NZ-12.45am	Award Winner(s) Announced		
Thursday 4 August, 2022	Start: UTC-6.00am, UAE-10.00am, NZ-6.00pm Finish: UTC-8.45am, UAE-12.45pm, NZ-8.45pm	Organisation-Wide Innovation Award	FINAL • Maximum of 6 Presentations	
	Start: UTC-10.00am, UAE-2.00pm, NZ-10.00pm Finish: UTC-11.50am, UAE-3.50pm, NZ-11.40pm	Global Benchmarking Award	FINAL • Maximum of 6 Presentations	
	Start: UTC-12.30pm, UAE-4.30pm, NZ-12.30am Finish: UTC-12.50pm, UAE-4.50pm, NZ-12.50am	Award Winner(s) Announced		
Thursday 11 August, 2022	Start: UTC-4.00am, UAE-8.00am, NZ-4.00pm Finish: UTC-5.50am, UAE-9.50am, NZ-5.50pm	Environmental, Social, & Governance (ESG) Excellence Award	FINAL • Maximum of 5 Presentations	
	Start: UTC-6.30am, UAE-10.30am, NZ-6.30pm Finish: UTC-6.45am, UAE-10.45am, NZ-6.45pm	Award Winner(s) Announced		



Final – International Best Practice Competition

Thursday 21 July 2022

Time	Final – Session 1	Thursday 21 July 2022
UTC-4.00am, UAE-8.00am, NZ-4.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand	
Judges Dale Weeks, President and CEO, Global Leadership and Benchmarking Associates, United States Andrew Baines, CEO, Exemplar Global, New Zealand Peter Holtmann, Founder & Managing Director, Holtmann Professional Services, Australia Garvin Chow, Talent Planning Lead (APAC), Wells Fargo Bank, Singapore		
UTC-4.05am, UAE-8.05am, NZ, 4.05pm	TAM Optimization Factory Intel Corporation, Costa Rica Presenter(s): Sebastian Murillo, Manager, Esteban Vargas, Manager, and Daniela Arroyo, Statistics and Quality Specialist	
UTC-4.15am, UAE-8.15am, NZ-4.15pm	Q & A Team: Sebastian Murillo, Manager, Esteban Vargas, Manager, and Daniela Arroyo, Statistics and Quality Specialist & Judges –	
UTC-4.25am, UAE-8.25am, NZ-4.25pm	Purchase of land for the conservation of the forest, water, and landscape in the Juan Castro Blanco National Water Park Rural Electrification Cooperative of San Carlos, Costa Rica. Presenter(s): Laura Leiton Morera, Leader of Social and Environmental Management, Noylin Cruz Suarez, Vice-manager, and Marco Antonio Murcia Monge, Digital Media Manager	
UTC-4.35am, UAE-8.35am, NZ-4.35pm	Q & A Team: Laura Leiton Morera, Leader of Social and Environmental Management, Noylin Cruz Suarez, Vice-manager, and Marco Antonio Murcia Monge, Digital Media Manager	
UTC-4.45am, UAE-8.45am, NZ-4.45pm	Strategic Planning Process using the Balanced Scorecard BN Valores Puesto de Bolsa S.A., Costa Rica Presenter(s): Melvin Garita Mora, Chief Executive Officer	
UTC-4.55am, UAE-8.55am, NZ-4.55pm	Q & A Team: Melvin Garita Mora, Chief Executive Officer, Verania Rodriguez Salazar, Commercial Director, and Carlos Zamora Quesada, Chief Financial Officer	
UTC-5.05am, UAE-9.05am, NZ-5.05pm	Good Catch Program: Your Key to Patient Safety Ambulatory Healthcare Services, UAE Presenter(s): Dan Dabon, Senior Risk Management Officer	
UTC-5.15am, UAE-9.15am, NZ-5.15pm	Q & A Team: Dan Dabon, Senior Risk Management Officer, Aysha Al Khoori, Chief Quality Officer, and Reem Al Falasi, Specialist Physician – Neima Healthcare Center Manager	
UTC, 5.25am, UAE-9.25am, NZ-5.25pm	Project Xovis - A Best Practice Passenger Inspection System Utilising Thermal Sensors Dubai Police, UAE Presenter(s): Sergeant Shatha Taiseer Thabet, Administrator	
UTC-5.35am, UAE-9.35am, NZ-5.35pm	Q & A Team: Sergeant Shatha Taiseer Thabet, Administrator, Colonel Abdulla Faisal Al Dossari, Director, and Corporal Hassan Yousuf Hassan, Quality Clerk–	
UTC-5.45am, UAE-9.45am, NZ-5.45pm	Obeikan Operational Optimizer Digital Platform (O3) Obeikan Investment Group (OIG), Saudi Arabia Presenter(s): Khaled Hassan, Safety and Quality Director	
UTC-5.55am, UAE-9.55am, NZ-5.55pm	Q & A Team: Khaled Hassan, Safety and Quality Director, Foud Toumert, Smart Operation Director, and Mohammed Javed Siddiqui, Smart manufacturing Consultant	
UTC-6.05am, UAE-10.05am, NZ-6.05pm	Environmental Artificial Intelligence Lab (Mobile Lab) Ajman Municipality & Planning Department, UAE Presenter(s): Humaid Abdullah Al Mualla, Director of Environmental Management and Development Department, Yaser Kayed, Environmental and Sustainability Specialist, and Shaikha Hassan Alshehhi, Head of Natural Resources and Biodiversity Section	
UTC-6.15am, UAE-10.15am, NZ-6.15pm	Q & A Team: Humaid Abdullah Al Mualla, Director of Environmental Management and Development Department, Yaser Kayed, Environmental and Sustainability Specialist, and Shaikha Hassan Alshehhi, Head of Natural Resources and Biodiversity Section	
UTC-6.25am, UAE-10.25am, NZ-6.25pm	Close	
UTC-6.30-7.00am, UAE-10.30-11.00am, NZ-6.30-7.00pm	Judges Consensus Meeting – Private	

Time	Final - Session 2	Thursday 21 July 2022
UTC-9.00am, UAE-13.00pm, NZ-9.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand	
Judges Professor Tony Bendell, Managing Director, Services Ltd & Chief Trainer, Anti-Fragility Academy, UK Ravi Fernando, Founder and Director, Thrive35, Director, Business Excellence Australia, Australia Dr Lars Sörqvist, CEO Sandholm Associates, Sweden Dr Alan Samuel, Researcher (Futurist & Best Practice), New Zealand		
UTC-9.05am, UAE-1.05pm, NZ, 9.05pm	The ASTAR (Arya Sasol Total Asset Reliability) project; the story of an internal best practice journey from the reactive domain of "Maintenance" to the proactive domain of "Physical Asset Management" Arya Sasol Polymer Company, Iran Presenter(s): Vahid Hekmatshoar, Maintenance Planning Section Manager, Alireza Shiri, Asset Integrity Manager, Ehsan Esmaeili, Work Management Practitioner	
UTC-9.15am, UAE-1.15pm, NZ-9.15pm	Q & A Team: Vahid Hekmatshoar, Maintenance Planning Section Manager, Alireza Shiri, Asset Integrity Manager, Ehsan Esmaeili, Work Management Practitioner	
UTC-9.25am, UAE-1.25pm, NZ-9.25pm	Caring for Caregivers: Supporting Nurses' Wellbeing Through Hospital-based Programs Abu Dhabi Health Services Company (SEHA), UAE Presenter(s): Nelson Bautista, Clinical Nurse Educator	
UTC-9.35am, UAE-1.35pm, NZ-9.35pm	Q & A Team: Nelson Bautista, Clinical Nurse Educator, and Baqlah Hassan Ali, Nurse Manager	
UTC-9.45am, UAE-1.45pm, NZ-9.45pm	PEEK (Pyramid of Education Excellence through Kaizen) Global Indian International School Pte Ltd, Singapore, Presenter(s): Rathin Khandhadia, Head Global Centre for Education Excellence, Sweetey Gathani	
UTC-9.55am, UAE-1.55pm, NZ-9.55pm	Q & A Team: Rathin Khandhadia, Head Global Centre for Education Excellence, Sweetey Gathani, Global PMO, and Jacinta George, Award In charge	
UTC-10.05am, UAE-2.05pm, NZ-10.05pm	Impact Driven Institutional Performance Framework (IPF) & Management – A practice for building excellence in Performance – Public Higher Education Higher Colleges of Technology, UAE Presenter(s): Dr. Ahmed Samy, Executive Director, Strategy & Future, Hana Al Yazeedi, Sr. Manager, Institutional Performance, Strategy & Future, and Hari Prasad, Analyst, Strategy & Performance	
UTC-10.15am, UAE-2.15pm, NZ-10.15pm	Q & A Team: Dr. Ahmed Samy, Executive Director, Strategy & Future, Hana Al Yazeedi, Sr. Manager, Institutional Performance, Strategy & Future, and Hari Prasad, Analyst, Strategy & Performance	
UTC-10.25am, UAE-2.25pm, NZ-10.25pm	The first outpatient antimicrobial stewardship program in the region led by ambulatory clinical pharmacists, Ambulatory Healthcare Services Ambulatory Healthcare Services, UAE Q & A Team: Said Koabari, Clinical Pharmacist	
UTC-10.35am, UAE-2.35pm, NZ-10.35pm	Q & A Team: Said Koabari, Clinical Pharmacist, Aysha Al Bloushi, Pharmacy Manger, and Bedeer Elsherbiny, Pharmacist 1	
UTC-10.45am, UAE-2.45pm, NZ-10.45pm	Accelerated product development with DevSecOps Insights and Developer Analytics Infosys Ltd, India Presenter(s): Baskaran S, Lead Principal, Raghu Alvandar, Principal Consultant	
UTC-10.55am, UAE-2.55pm, NZ-10.55pm	Q & A Team: Baskaran S, Lead Principal, Raghu Alvandar, Principal Consultant, Amrit Bordoloi, Senior Consultant, Senthil Shanmugam, Senior Technology Architect, and Mitul Gupta, Senior Technology Architect	
UTC-11.05am, UAE-3.05pm, NZ-11.05pm	Electronic Certificate Integration Dubai Municipality, UAE Presenter(s): Essam Al Hashimi, Head of Food Trade Section, Alyaa AlMahr, Senior Food Trade Hygiene Officer	
UTC-11.15am, UAE-3.15pm, NZ, 11.15pm	Q & A Team: Essam Al Hashimi, Head of Food Trade Section, Alyaa AlMahr, Senior Food Trade Hygiene Officer, and Ahmad AbouRaia, Senior Food Trade Hygiene Officer	
UTC-11.25am, UAE-3.25pm, NZ-11.25pm	Close	
UTC-11.30-12.00pm, UAE-2.30-3.00pm, NZ-11.30-12.00am	Judges Consensus Meeting – Private	
Time	Awards Announcement	Thursday 21 July 2022
UTC-12.30pm, UAE-3.30pm, NZ-12.30am	<ul style="list-style-type: none"> Winner(s) announced based on highest star rating 	
UTC-12.45pm, UAE-3.45pm, NZ-12.45am	Close	

There will be a special awards announcement on Thursday 4 August 2022 to recognize organisations that have had the most best practices certified as 4 stars and 5 stars and above:

Time	Awards Announcement	Thursday 4 August 2022
UTC-12.30pm, UAE-4.30pm, NZ-12.30am	<ul style="list-style-type: none"> Pioneer in Excellence Prizes: <ul style="list-style-type: none"> Awarded to organisation(s) that have had the most best practices assessed at 4-Stars ★ ★ ★ ★ or above Awarded to organisation(s) that have had the most best practices assessed at 5-Stars ★ ★ ★ ★ ★ or above 	
UTC-1.00pm, UAE-5.00pm, NZ-1.00am	Close	



Organisation-Wide
Innovation Award



**Final - Organisation-Wide Innovation Award &
Final - Global Benchmarking Award**

Thursday 4 August 2022

Time	Final - Organisation-Wide Innovation Award
UTC-6.00am, UAE-10.00am, NZ-6.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
Judges	Suhail S Gupta, Managing Director, Ideas Management Consultants, India Teresa Bagaman, Vice President, Center for Innovation and Lifelong Learning, The Medical City, Philippines Dr Alan Samuel, Researcher (Futurist & Best Practice), New Zealand Miguel Jiménez, CEO & Founder of FFWD - Futures Intelligence and Strategic Foresight, Spain
UTC-6.10am, UAE-10.10am, NZ-6.10pm	Securities & Commodities Authority, UAE Presenter(s): Othman Al Ali, Director of Strategy & Future
UTC-6.25am, UAE-10.25am, NZ-6.25pm	Q & A Team: Othman Al Ali, Director of Strategy & Future & Judges –
UTC-6.35am, UAE-10.35am, NZ-6.35pm	King Abdulaziz University, Saudi Arabia Presenter(s): Khadijah Turkistani, Vice Dean of Quality, Deanship of Quality and Academic Accreditation
UTC-6.50am, UAE-10.50am, NZ-6.50pm	Q & A Team & Judges –
UTC-7.00am, UAE-11.00am, NZ-7.00pm	Ajman Municipality & Planning Department, UAE Presenter(s): SHK. Noora Humaid AlNuami, Director of AjmanX
UTC-7.15am, UAE-11.15am, NZ-7.15pm	Q & A Team: SHK. Noora Humaid AlNuami, Director of Ajman, Fatima Ahmed AlShamsi, Senior Innovation Administrator, Heba Mohammed AlFalasi, Senior Knowledge Researcher Administrator & Judges –
UTC-7.25am, UAE-11.25am, NZ-7.25pm	Ministry Of Interior, UAE Presenter(s): Waddah Alharthi, Deputy Director of Employee Performance Appraisal, Taif Alrayssi, Strategic Planning Branch Head, and Mahmoud Hassouna, HR consultant
UTC-7.40am, UAE-11.40am, NZ-7.40pm	Q & A Team: Waddah Alharthi, Deputy Director of Employee Performance Appraisal, Taif Alrayssi, Strategic Planning Branch Head, and Mahmoud Hassouna, HR consultant & Judges –
UTC-7.55am, UAE-11.55am, NZ-7.55pm	Other finalists to be announced soon...
UTC-8.10am, UAE-12.10pm, NZ-8.10pm	Q & A Team & Judges –
UTC-8.20am, UAE-12.20pm, NZ-8.20pm	Other finalists to be announced soon...
UTC-8.35am, UAE-12.35pm, NZ-8.35pm	Q & A Team & Judges –
UTC-8.45am, UAE-12.45pm, NZ-8.45pm	Close
UTC-8.50-9.15am, UAE-12.50-1.15pm, NZ-8.50-9.15pm	Judges Consensus Meeting – Private
Time	Final - Global Benchmarking Award
UTC-10.00am, UAE-2.00pm, NZ-10.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
Judges	Suresh Lulla, Managing Trustee, Qimpro Foundation & ex-GBN Board Member, India Teresa Bagaman, Vice President, Center for Innovation and Lifelong Learning, The Medical City & GBN Board Member, Philippines
UTC-10.10am, UAE-2.10pm, NZ-10.10pm	Dubai Police, UAE Presenter(s): Dr Jorge J.Román Gárate, Excellence & Pioneering Consultant,
UTC-10.25am, UAE-2.25pm, NZ-10.25pm	Q & A Team & Judges –
UTC-10.35am, UAE-2.35pm, NZ-10.35pm	Other finalists to be announced soon...
UTC-10.50am, UAE-2.50pm, NZ-10.50pm	Q & A Team & Judges –
UTC-11.00am, UAE-3.00pm, NZ-11.00pm	Other finalists to be announced soon...
UTC-11.15am, UAE-3.15pm, NZ-11.15pm	Q & A Team & Judges –
UTC-11.25am, UAE-3.25pm, NZ-11.25pm	Other finalists to be announced soon...
UTC-11.40am, UAE-3.40pm, NZ-11.40pm	Q & A Team & Judges –
UTC-11.50am, UAE-3.50pm, NZ-11.40pm	Close
UTC-11.55-12.15pm, UAE-3.55-4.15pm, NZ-11.55-12.15am	Judges Consensus Meeting – Private
Time	Awards Announcement
UTC-12.30pm, UAE-4.30pm, NZ-12.30am	Award Winner(s) Announced - Organisation-Wide Innovation Award Award Winner(s) Announced – Global Benchmarking Award There will also be a special awards announcement to recognize organisations that have had the most best practices certified as 4 stars and 5 stars and above in the International Best Practice Competition:
UTC-1.00pm, UAE-5.00pm, NZ-1.00am	Close



Final - Environmental, Social & Governance (ESG) Excellence Award

Thursday 11 August 2022

Time	Final - Environmental, Social & Governance (ESG) Excellence Award
UTC-4.00am, UAE-8.00am, NZ-4.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
Judges Keith Phillips, CEO, QBLS, New Zealand Prof Gabriel Eweje, Director of the CSR and Sustainability Research Group, Massey University, New Zealand	
UTC-4.10am, UAE-8.10am, NZ-4.10pm	Eco Stock Supplies Ltd, New Zealand Presenter(s): Andrew Fisher, Managing Director/Owner Q & A Team: Andrew Fisher, Managing Director/Owner
UTC-4.30am, UAE-8.30am, NZ-4.30pm	Q & A Team: Andrew Fisher, Managing Director/Owner
UTC-4.45am, UAE-8.45am, NZ-4.45pm	Other finalists to be announced soon...
UTC-5.05am, UAE-9.05am, NZ-5.05pm	Q & A Team & Judges –
UTC-5.20am, UAE-9.20am, NZ-5.20pm	Other finalists to be announced soon...
UTC-5.35am, UAE-9.35am, NZ-5.35pm	Q & A Team & Judges –
UTC-5.50am, UAE-9.50am, NZ-5.50pm	Close
Time	Awards Announcement
UTC-6.30am, UAE-10.30am, NZ-6.30pm	Award Winner(s) Announced - Environmental, Social & Governance (ESG) Excellence Award
UTC-6.45am, UAE-10.45am, NZ-6.45pm	Close

This is an event you do not want to miss!

For further information visit

<https://www.bestpracticecompetition.com/register-now/>