2nd Announcement

APQO INTERNATIONAL CONFERENCE
25th ASIA PACIFIC QUALITY ORGANIZATION INTERNATIONAL CONFERENCE
&
INTERNATIONAL QUALITY & PRODUCTIVITY CONVENTION 2019

IQPMA
INDONESIA QUALITY & PRODUCTIVITY MANAGEMENT ASSOCIATION

APQO
ASIA PACIFIC QUALITY ORGANIZATION

WKM
WAHANA KENDALI MUTU

25th APQO International Conference 2019
and
International Quality & Productivity Convention 2019

October 14-16, 2019
The Stones Hotel, Legian – Bali, Indonesia

"Pursuing Excellence, Futureproofing Sustainability"

19th Global Performance Excellence Awards 2019

4th ACE Team International Awards Competition 2019

APQO International Individual Awards 2019

ACE
AWARD FOR CONTRIBUTING TO EXCELLENCE

GPEA
GLOBAL PERFORMANCE EXCELLENCE AWARD

AIA
APQO INTERNATIONAL INDIVIDUAL AWARD

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tg	**DAY 1 – REGISTRATION AND APQO CORE COUNCIL MEMBERS ACTIVITY**
01.00 pm - 05.00 pm	Conference Registration and AV/equipment test for ACE Teams
01.30 pm - 05.00 pm	APQO Core Council Meeting 2019 (Group Photo taking at 1.30 PM – CC members requested to be on time)
05.00 pm – 06.00 pm	Technical Meeting for participating ACE Competition Teams & ACE Team Assessors
14th October Monday	**DAY 2 – OPENING CEREMONY, KEYNOTE ADDRESSES, PLENARY SESSION, PRESENTATION CONCURRENT SESSION, AND ACE TEAM COMPETITION**
08.00 am – 09.00 am	Registrations
09.00 am – 09.45 am	**Grand Ballroom** **Opening Ceremony** • **Welcome** **Welcome from Host** – Mr. Budihartono – Head, Organising Commitee of 25th APQO International Conference & IQPC 2019, Indonesia **Welcome Remarks** – Mr . Harnek Singh, President of APQO **Welcome Speech** – Ministry of Manpower of Republic of Indonesia*
09.45 am - 10.45 am	**Grand Ballroom** **KEYNOTE ADDRESSES** • Mr. Wahyu Hidayat – Founder of The Excellence Forum of State-Owned Enterprises **"Commitment of State Institutions in encouraging the sustainability of State-Owned Enterprise businesses through the Business Excellence concept"**– 30 minutes • Mr. Charles Aubrey – Chairman of APQO International Advisory Panel **"Leadership, Teams and Measurement Pursuing Excellence"**- 30 minutes
10.45 am – 11.05 am	Refreshment
11.05 am – 12.30 pm	**Grand Ballroom** **PLENARY SESSION 1 - Panel Discussion Theme – "Pursuing Excellence, Futureproofing Sustainability" -** Panel Moderator – Mr. Harnek Singh, President APQO, & Chairman GPEA, APQO, Singapore Panelist **1)** Mr. Bagya Sugihartana - Production Director of PT Pupuk Kalimantan Timur **"Strategy & Approaches for Quality & Productivity Innovation, Global Performance Excellence Experience"** **2)** Mr. Sunil Thawani, ASQ Fellow and Board Member, Dubai Quality Group **"Successful Strategies for Creating, Achieving & Sustaining Culture of Excellence"** **3)** Dr. Martin Andrew - Board Member of Australian Organisation for Quality Ltd. **"Delighting Customers/Stakeholders"** **4)** Dr. Ahmad Magad - Honorary President, Singapore Productivity Association and Secretary-General, Singapore Manufacturing Federation **"Industry 4.0"**
12.30 pm – 01. 30 pm	Lunch Break

01.30 pm – 03.30 pm	**Ballroom 1** Presentation Concurrent Session Session Chair: William Lim Asst Executive Director, SPA, Singapore. **Presentation A1** **"Compliance Management in Australian Local Government – a case study with learnings for all organisations"** Jeff Ryall, Managing Director, RelianSys Pty Ltd, President, Australian Organisation for Quality Ltd., Australia **Presentation A2** **"Value Proposition Centered EQMS Framework"** Matthew Rathinam, Quality Director, Sydney Trains, Australia **Presentation A3** **"How to integrate Business Excellece (BE), Total Quality Management (TQM) and ISO (BeTI principle)"** Abdul Halim, Chairman of Professional Institution of Bussiness Excellence Assessor of Indonesia (LP ABEI) & IQPMA GPEA Assessor, Indonesia	**Ballroom 2** Presentation Concurrent Session Session Chair: Ari Budhono, Consultant of Wahana Kendali Mutu (WKM) **Presentation B1** **"Quality 4.0"** Patricia La Londe, American Society for Quality (ASQ), United State of America **Presentation B2** **"The cutting edge of quality standards; from creation to reality, and the role of the quality professional"** Dianne Gibert, Managing Director of Certex International Pty Ltd, Australia **Presentation B3** **"Advocating Business Excellence: Impact of Implementation on SMEs Sustainability in Malaysia"** Ab Rahim Yusoff, Deputy Director General, Malaysia Productivity Corporation, Malaysia	**Stream – 1 to 5** **(Meeting Room 1, 2, 3 and Junior Balroom 1 & 2)** **ACE Teams Award Competition** Presentations will be assessed by an Assessor Panel of 2 according to ACE Team Competition Criteria. Presentations by teams within 15 minutes of talk time will be followed by 3 minutes for Assessors to seek clarifications. 2 minutes for team preparation. Teams will be awarded the APQO Team Excellence Awards of either 1 Star, 2 Stars, 3 Stars. Based on presentations the APQO International ACE Award for Best of the Best in the following areas will be considered. - Best Impact on Productivity - Best Impact on Innovation - Best for Leveraging Technology - Best for impact on Transformation - Overall Best
03.30 pm – 03.50pm	Refreshment		
03.50 pm – 05.10 pm	**Ballroom 1** Presentation Concurrent Session Session Chair: Abdul Halim, Chairman of Professional Institution of Bussiness Excellence Assessor of Indonesia (LP ABEI) & IQPMA GPEA Assessor, Indonesia **Presentation A4** **"Service Design-The Competitive Edge for Service Productivity"** William Lim, Asst Executive Director of Singapore Productivity Association (SPA), Singapore **Presentation A5** **"Customer Experience Framework - A Strategy for Creating Customer Focused Organization"** Sunil Thawani, ASQ Fellow and Board Member, Dubai Quality Group, United Arab Emirates	**Ballroom 2** Presentation Concurrent Session Session Chair: Ari Budhono, Consultant of Wahana Kendali Mutu (WKM) **Presentation B4** **"Issues and challenges in pursuing organizational goals"** Mangalika de Silva, University of Sri Jayewardenepura,VP Admin & President (Elect) APQO, President, SLAQ, Sri Lanka **Presentation B5** **"Excellence Creates and Drives Sustainability"** Charles Aubrey, Executive Coach & Consultant, Aubrey Partners, Chairman, APQO International Advisory Panel	**Stream – 1 to 5** **(Meeting Room 1, 2, 3 and Junior Balroom 1 & 2)** **ACE Teams Award Competition** Presentations will be assessed by an Assessor Panel of 2 according to ACE Team Competition Criteria. Presentations by teams within 15 minutes of talk time will be followed by 3 minutes for Assessors to seek clarifications. 2 minutes for team preparation. Teams will be awarded the APQO Team Excellence Awards of either 1 Star, 2 Stars, 3 Stars. Based on presentations the APQO International ACE Award for Best of the Best in the following areas will be considered. - Best Impact on Productivity - Best Impact on Innovation - Best for Leveraging Technology - Best for impact on Transformation - Overall Best

15th October Tuesday	DAY 3 – CONTINUATION PRESENTATION CONCURRENT SESSION, ACE TEAM COMPETITION, PLENARY SESSION, ACE TEAM COMPETITION STAR AWARDS, AND CONFERENCE GALA DINNER & AWARDS NIGHT THAT IS NOT TO BE MISSED!		
07.00 am – 08.00 am	Registrations		
08.20 am – 10.20 am	**Ballroom 1** **Start from 08.20 am** Presentation Concurrent Session Session Chair: Mangalika de Silva, University of Sri Jayewardenepura,VP Admin & President (Elect) APQO, President, SLAQ, Sri Lanka **Presentation A6** **"Proving the Value of Business Excellence"** Beryl Oldham, New Zealand Business Excellence Foundation **Presentation A7** **"Lean Leadership: A Transformational Journey for Malaysia SMEs"** Muhar Murad, Principal Consultant, Lean Management Academy, Malaysia **Presentation A8** **"Talent Engagement: Lessons from Lean Sigma Deployment in Sime Darby Plantation"** Azman Shah Mohd Noor, VP, Head TQM, Sime Darby Plantation Berhad, Malaysia	**Ballroom 2** **Start from 08.20** Presentation Concurrent Session Session Chair: Ari Budhono, Consultant of Wahana Kendali Mutu (WKM) **Presentation B6** **"External Quality Auditors Education Framework: Meeting Clients' Present and Future Expectations"** Roslina Ab Wahid, Universiti Teknologi MARA, Malaysia **Presentation B7** **"Diagnosing and Designing Work Process Stability and Adaptability at Transpower New Zealand Limited using the Work Process Warrant of Fitness and the Viable Process Model"** Greg Lemaire, Massey University & NZOQ, New Zealand **Presentation B8** **"RPA and IVA for Operational Excellence"** Warren M Enteria, President, Philippines Society for Quality, Philippines	**Stream – 1 to 5** **(Meeting Room 1, 2, 3 and Junior Balroom 1 & 2)** **ACE Teams Award Competition** Presentations will be assessed by an Assessor Panel of 2 according to ACE Team Competition Criteria. Presentations by teams within 15 minutes of talk time will be followed by 3 minutes for Assessors to seek clarifications. 2 minutes for team preparation. Teams will be awarded the APQO Team Excellence Awards of either 1 Star, 2 Stars, 3 Stars. Based on presentations the APQO International ACE Award for Best of the Best in the following areas will be considered. - Best Impact on Productivity - Best Impact on Innovation - Best for Leveraging Technology - Best for impact on Transformation - Overall Best In addition in 25th APQO IC & IQPC 2019 the Organizer ....
10.20 am – 10.45 am	Refreshment		
10.45 am – 12.00 pm	**Ballroom 1 & 2** **APQO International Best Practice Award 2019 Competition** GPEA 2019 WINNERS - Presenting Selected Best Practices		
12.00 pm – 01.00 pm	Lunch break		
01.00 pm – 02.30 pm	**Grand Ballroom** **PLENARY SESSION 2 - Panel Discussion Theme – "Pursuing Excellence, Futureproofing Sustainability" -** Panel Moderator – Dr Charles Aubrey, Chairman of APQO International Advisory Panel, USA **Panelist** 1) Mr. Agung Yunanto - Chairman of the Excellence Forum of State-Owned Enterprises, Indonesia - **"The role of the Excellence Forum of State-Owned Enterprice (FEB) in Business Excellence implementation in Indonesia"** 2) Mr. Elvyn G. Masassya - President Director, PT Pelabuhan Indonesia II (Persero) - **"Presentation Title"** 3) Mr. Alex Denni - Director of Human Capital & Transformation, PT Jasa Marga (Persero) Tbk. - **"Presentation Title"**		

02.30 pm – 02.45 pm	Refreshment
02.45 pm – 04.00 pm	ACE/QEA Team Competition Award Presentation (Star Awards) All Teams
06.00 pm – 6.30 PM	GPEA 2019 Awards Winners – awardee/person receiving the award requested to register attendance in person
06.30 pm – 07.00 pm	Reception for Conference Gala Dinner and Awards Night
07.00 pm – 09.30 pm	Conference Gala Dinner and Awards Night (GPEA, APQO International Individual Awards (AIIA), ACE Teams - 5 X Best of Best awards)
16th October	**DAY 4 – INDUSTRIAL VISIT AND TOUR**
08.00 am – 08.30am	Registration
08.30 am– 03.00 pm	Industrial Visit and Tour

*to be confirmed

INTERNATIONAL CONFERENCE

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INTERNATIONAL QUALITY & PRODUCTIVITY CONVENTION 2019

For more information:

Reyza: +62895 610 5260 98, Liza: +62812 6704 917, Rita: +62813 8773 5135

INDONESIA QUALITY & PRODUCTIVITY MANAGEMENT ASSOCIATION

ASOSIASI MANAJEMEN MUTU DAN PRODUKTIVITAS INDONESIA

Jl. Ciputat Raya No. 8 Kebayoran Lama Jakarta Selatan

Telp. +6221 – 7210401, 7235682 Fax. +6221 – 7203350

Email: ammpiasosiasi@yahoo.co.id

wkm _indonesia@yahoo.com

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