

2ND ANNUAL ASIAN LEAN SIX SIGMA & PROCESS EXCELLENCE SUMMIT SINGAPORE 2012

"Excellent firms don't believe in excellence -- only in constant improvement and constant change." -- Tom Peters

Book & Pay
before 31st Nov
and save up
to **250 SGD** on the
registration fees!

Pre-Summit Master-Class 20 February ▪ Main Summit 21-22 February
Post-Summit Workshop 23 February ▪ Site Visit 24 February ▪ Venue Singapore

Creating Sustainable Infrastructure and Process Excellence Knowledge Pool Across

Industry research has determined that the main focus areas for this year's event should be:

1. Using Lean Six sigma to increase sustainability involving customers and employees in businesses
2. Incorporating lean six sigma to be ahead of competition that evolves from time to time
3. Thinking "out of the box" to employ creative solutions
4. Supporting quality culture and building infrastructure in new and established businesses with lean six sigma principles
5. Cutting across international borders beyond sectorial boundaries involving lean six sigma deployment

SECTOR WISE PREVIEW OF PRESENTING COMPANIES

MANUFACTURING

- Singapore Technologies Engineering Ltd
- Dell Singapore
- Bayer Singapore

TELECOMMUNICATION

- SingTel, Singapore
- Dialog Axiata, Sri Lanka
- Telekom PNG, Papua New Guinea

HOSPITAL & HEALTHCARE

- Roche Diagnostics, Singapore
- Tan Tock Seng Hospital, Singapore
- Singapore General Hospital

BANKING & FINANCE

- ING Life Insurance, Japan
- HSBC, Senior executive (TBC), Indonesia
- Allied Bank Senior executive (TBC), Pakistan

ENERGY

- GE Energy, Singapore
- Saudi Aramco, Saudi Arabia
- JIAP, Pakistan

FMCG

- Philips, Singapore
- Knowles Electronics, Malaysia
- NTUC Fairprice, Singapore

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Meet the Experts of the Industries from Different Sectors and Share their Knowledge and Expertise



Troy Barnes
Head Business Transformation Office
ING Life Insurance Ltd



Teo Seow Hian
Technical Leader Asia
GE Energy



Sanjay Sharma
Regional Head Business Excellence
MICROSOFT



Dr. Ruidong Ye
Head of Business Excellence
Abbott Manufacturing Singapore



Kelvin Chong
Head Quality Assurance
TetraPak



Lim Nian Hua
VP Yard
Singapore Technology Engineering



Ahmad Zainal
Senior Manager/ Lean Master
Knowles Electronics



S. Nadeem Ahmed
Senior Power Plant Engineer
JIAP Karachi



Kazutoshi Maki
Chairman
Genex Partners



Dr. Olaf Stange
Head Bayer Technology Services
Bayer



Lim Siang Ngin
Manager
National University Hospital



Phua Tien Beng
Manager Service Operations
Singapore General Hospital



Melody Tolisora
Senior Process Improvement Manager
ANZ



John Hamalian
Regional Lead- Asia
Dell Global Singapore



Abdullah Dhafer
Maintenance Planning Supervisor
Saudi Aramco



Praveen Agarwal
DY General Manager
Escort Limited



Agnes Oon Bautista
Regional Senior Advisor
DHL Global Forwarding



Seow Hong Xuan
Deputy Director, Lean six sigma & Center
for Operation Excellence, **SingTel**



Dumidu Ranaweera
Manager Process Excellence & LSS
Dialog Axiata PLC



Chong Nyet Chin
Director Food Safety & Quality
NTUC Fairprice CL



Jean Francois
President
Academie L6s



Daniel Chin
Manager Regional Consulting
Roche Diagnostics Asia Pacific



Vikas Gera
Head Worldwide Quality
Hewlett Packard



S.A. Arul Shalom
Director, Development Quality
Philips Consumer Lifestyle



Chong Pue Kim
Deputy Director
Tan Tock Seng Hospital

Dear Colleagues,

The 2nd Annual Asian Lean Six Sigma & Process Excellence Summit 2012 is back again in Singapore to expand the limits of excellence achieved over many years of its deployment. The Asian market benefits as lean six sigma & process excellence evolves since change is the only constant.

Albert Einstein says "The only source of knowledge is experience" and that is why we at Strategic Business Network strive to create such platforms to share know-how and improve your businesses. More than 25 companies will be at this summit to share their experiences with you.

The time has come to go beyond product efficiency and create service excellence within the company to achieve higher profits in monetary and stakeholder terms. Whether your company is at the beginner or advanced implementation stage there is something new for everybody.

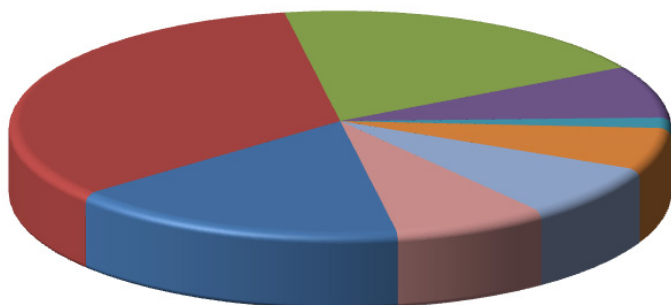
This year's focus is on

- The customer driven outlook, sustainability, change management and integration of various tools within lean six sigma systems to secure tangible progress, build trust and build a pathway forward.
- Understanding incentives, seeking risk-free guarantees, and achieving within limited-time deadlines to achieve faster, quicker and secured results.
- Benchmarking your approach against global standards to see your progression.

I look forward to seeing you in February!

Meghna Laghate Daver
Conference Manager

Who Will Attend?



- Manufacturing
- Finance & Consulting
- Technology & Logistics
- Healthcare & Pharmaceuticals
- Retail
- Telecommunications
- Energy & Consumption
- Others

Pre-Conference Masterclass

Monday, 20st February 2012

09:00-16.30 (Includes networking lunch & coffee breaks)

Bank on six sigma - Lean Six sigma success measures in Banking and Finance. Our inspirational pre- conference masterclass are this year's must-attend event for senior executives, change agents and everyone who wants to transform their service performance. We have created this platform to help delegates improve the effectiveness of their Lean or Lean Six Sigma activities and upgrade their deployment skills. The class specifically addresses how to get traction for continuous improvement in today's very difficult environment where organisations are under severe short term pressure, cash is tight, and immediate results are demanded.

About the trainer:

TBC

CONTENT

Understanding theoretical principles of lean six sigma in the services sector

Deploying lean six sigma strategies with a streamlined focused approach and planning

Raising quality and productivity of the company goals with value enriching plans

Reducing costs, waste, defects in the banking sector to increase profitability

Automating transactions and building infrastructure within the system using technological advancements

Increase customer satisfaction and employees' morale to sustain the success for lean


Recognizing opportunities and eliminating defects in your service and production departments

Delivering high quality services for customer satisfaction by involving customer feedback

Focus on maximizing process velocity to achieve higher turnover


Getting all the necessary tools for analysing and preventing process flows and delay times for each activity in a business process

08.00	Registration
08.30	Welcome note
08.45	Chairman's Opening Remarks
09.00	Striking a Balance between Theory and Deployment of Six Sigma for Gaining Business Excellence <ul style="list-style-type: none"> Setting the platform for six sigma practice in an organization Setting the right pace for deployment- training and execution Understanding theory but customizing implementation to suit organizational need  Sanjay Sharma, Regional Head Business Excellence, MICROSOFT Mr. Sanjay Sharma currently works as a regional director for Business Excellence and Quality in Microsoft Corporation Singapore and has an impressive track record of over 17 years of hands-on & leadership experience in general management, strategic planning, Operational Excellence, Quality/Six Sigma (Certified Master Black Belt), Services, Product Technical Support & project management with Proven ability to successfully analyze an organization's critical business requirements, identify gaps and potential opportunities to develop & execute sustainable improved solutions for business growth & competitiveness, with "Customer Always First" Mindset.
09.30	Creating well- defined steps to establish the culture of improvement <ul style="list-style-type: none"> Fostering the environment for the growth of the organisational DNA Bringing process hub through cross functional point of reference Building ownership to energise grass root levels  Dr. Olaf Stange, Head of Bayer Technology Services South East Asia, Bayer Dr. Olaf Stange is Head of Bayer Technology Services for the South East Asia Region, focusing on fully-integrated solutions along the life cycle of chemical/pharmaceutical plants – from development through engineering and construction to process optimization for existing plants. He holds a PhD in process engineering accomplished in Germany and the USA and has 10 years' experience in different positions within the Bayer group.
10.00	Benchmarking- comparative view of organizational performance, product quality or customer satisfaction <ul style="list-style-type: none"> Applying the tool as both as a process and project Reducing variability and following a set procedure Benchmarking examples to be above an "average company"  Seow Hong Xuan, Deputy Director, Lean Six Sigma & Center for Operation Excellence, SingTel Mr. Xuan has Masters in quality excellence and has strategized LSS at corporate level to drive operational excellence in SingTel. He has partnered Six Sigma Groups to lead and drive LSS Projects across the organization - SingTel and NCS (13,000 staff). He drives the Business Process Management (BPM) across SingTel and regional associates (Singapore, Thailand, Philippines, India, Australia, Pakistan and Indonesia). He has conducted LSS Trainings to various levels across the organization (SingTel and NCS) and facilitated regional collaborations with overseas subsidiary biz units for LSS Summit and exchange learning programs.

10.30	Networking Coffee
11.00	Achieving Excellence in 'Product Development' with Outsource Models using DFSS & Lean Principles <ul style="list-style-type: none"> Creating an environment for leveraging best in-house product development practices. Embedding the culture of 'Lean Product Development' in strategic suppliers. Building Competency and Ownership to foster and facilitate business win-win.  S.A. Arul Shalom, Director, Development Quality, Philips Consumer Lifestyle Singapore Mr. Arul Shalom joined Philips in 2006, in Quality being responsible for the deployment Design for Six Sigma (DFSS) in the Singapore. He has pioneered implementing DFSS methodology in the Architecture, Design Development and Execution phases for various consumer centric products. He has also engaged with the Original Design Manufacturing (ODM) Suppliers to deploy DFSS methodology in products they design and develop for Philips. These have brought significant financial benefits and non-tangible benefits to the Organization over the past years. He has trained and certified numerous Black Belts and Green Belts in various Business Organizations of Philips in both Asia and Europe. Prior to joining Philips, he has served as Six Sigma Black Belt and Master Black Belt for about 5 years in Seagate Technology, Singapore where he worked for 10 years in functions including Process Engineering, Industrial and Quality.
11.30	Utilizing the Failure Mode and Effects Analysis philosophy <ul style="list-style-type: none"> Reduces failures along supply chain Ensure safe and quality products to be sold Improve company image and competitiveness  Chong Nyet Chin, Food Safety and Quality Director, NTUC FairPrice Co-operative Limited Ms Chong holds a Science degree in Chemistry from National University of Singapore, and an MBA from Leicester University, UK. She has over 20 years' experience in the areas of quality assurance and food safety, well-versed in GMP, HACCP, ISO 9001, 6 Sigma and Total Quality Management. She was invited to share her experiences in various conferences such as food safety congress, ECR and Lean Six Sigma. In her current position in FairPrice, she is responsible for the overall control of the food safety management and quality assurance system. Due to keen interest in quality management systems and strong belief that a strong foundation in system will build a strong brand, she has helped FairPrice in developing the risk management framework and various control measures in fulfilling the vision of assuring food safety from source to store.
12.00	Networking Lunch

MANUFACTURING		TELECOMMUNICATIONS	
13.00	Identifying the waste and defects and maximizing flow in the system / process  Kelvin Cheong, Assistant Quality Manager, TETRA PAK Mr. Kelvin Cheong is currently working as Assistant QA Manager Converting Factor at Tetra Pak, Singapore. He holds Bachelor Degree in Electronic & Electrical Engineering from the University of Birmingham, UK. He is also Certified Six Sigma Black Belt from PSB. Expertise in implementing & driving Six Sigma methodology & integrate it with existing system : World Class Manufacturing (WCM), Training & developing core Process Control teams to drive for process & product capability improvement, defining & improving conditions to zero defect & eradicate customer claims and developing in-house process control systems to improve on product capability.	Applying an existing Lean Six Sigma tool by devising new means <ul style="list-style-type: none"> Re-structuring business processes to cater to new environment Producing positive outcomes for a sustainable foundation Balancing organisation and customer benefits to make profit Ellen Pamun, Senior Performance Analyst, Telekom PNG	
13.30	Sustaining the 5S Gain <ul style="list-style-type: none"> Why so difficult to sustain Create the right structure Reward and Recognition Behavioral Change  Ruidong Ye, Head Business Excellence, Abbot Manufacturing Singapore Mr Ruidong Ye joined Abbott in Oct 2007. He is the Head of Business Excellence at Abbott Manufacturing Singapore, responsible for leading Lean Six Sigma Deployment; Class A Implementation, Project & Change Management, Knowledge & Performance Management, Staff Training and Strategic Planning on site.	Establishing improvement of client value through lean six sigma principles <ul style="list-style-type: none"> deployment of client value into products creating a 'for the client, of the client exterior' to internalise the value implementing lean six sigma principles from a client's perspective Speaker: TBC VP Corporate Quality & Continuous Improvement, Bayan Telecom	
14.00	Dealing with Challenges of Employee Engagement to maximize Organizational Growth <ul style="list-style-type: none"> Employee engagement is a key success factor for Organization Growth Similar challenges of Employee engagement even at Old and Mature organizations How to deal with those challenges to maximize employee engagement to gain Organization Growth Employees engagement can contribute exponential growth of the Organization  Praveen Agarwal, DY General Manager, Escort Limited Mr. Praveen has earned his Bachelor degree in Mechanical Engineering from BITS Pilani, MBA in Operations & International Business Management from IMT Ghaziabad and currently pursuing his Doctorate in Quality & Supply Chain Management from Birla Institute of Management Technology Greater Noida. He carries with him approx. 14 years of industrial experience which includes experience in manufacturing, engineering, automotive, power plants and service industry. Currently Praveen is associated with Escorts Limited, Faridabad as Dy General Manager and leading Business Excellence & Six Sigma initiatives. He has previously worked with GMR Infrastructure, Delhi International Airport (P) Limited, Asahi India Glass Limited, Gates India (P) Limited and Bridgestone India (P) Limited.	Role of Leadership, in supporting Lean Six Sigma deployment <ul style="list-style-type: none"> Creating Leadership buy-in Building a shared mission across teams Essentials in LSS deployment  Dumidu Ranaweera, Manager Process excellence & LSS, Dialog Axiata PLC Mr. Dumidu is the Lean Six Sigma Master Black Belt for Dialog Axiata PLC, the No.01 Mobile and Satellite TV operator in Sri Lanka. He has more than a decade's experience in the area of business process excellence and has consulted over 30+ companies in Sri Lanka, India, Bangladesh and Cambodia. He has received his Lean Six Sigma training and certification from BMGI, ASQ, ISI and Motorola University. Dumidu is also an ASQ COA, ASQ CQE, ASQ CMQ/OE, MSA (Sri J.), Telecoms mini MBA (Informa-UK), BBA (Colombo), PMP (USA), ACMA (CIMA-UK), PGDM (CIM-UK), ACMA (SL) and NDHRM (IPM). He is also a Senior member of ASQ, Council member of Sri Lanka Association for Quality and the Winner of IT-BPO Young Outstanding Professional Sri Lanka Award in 2007.	
14.30	Networking Coffee		
FINANCIAL SERVICES AND BANKING		ENERGY	
15.00	Demonstrating the need for lean six sigma in today's business environment to exceed customer expectations <ul style="list-style-type: none"> Improving customer satisfaction and retention by understanding the voice of the customer Involving the customers from the 'cradle – to – grave' stage of the product and problem solving to create and maintain relationships Linking customer feedback to achieve process excellence  Troy Barnes, Head Business Transformation Office, ING Life Insurance Ltd	Long term sustainable organisational change management tips <ul style="list-style-type: none"> Application of Benefits Realisation Management within lean six sigma framework Effective communications strategy to involve stakeholders for top- down clarity Aligning strategic direction by education, training and/or skills upgrading schemes by factoring people  Teo Seow Hian, Technical Leader Asia, GE Energy Mr. Teo Seow Hian is a technical leader and a Blackbelt with GE energy services. He has over 10 years of experience and has a degree in BEng Mechanical Engineering – Nanyang Technological University Singapore and a MSc Industrial and Systems Engineering – National University of Singapore, Singapore.	
15.30	Applying an existing Lean Six Sigma tool by devising new means <ul style="list-style-type: none"> Re-structuring business processes to cater to new environment Producing positive outcomes for a sustainable foundation Balancing organisation and customer benefits to make profit  Melody Tolisora, Senior Process Improvement Manager, Business Management and Transformation-Process Re-engineering Wave 2 Integration, ANZ Ms. Melody Tolisora has a proven record in driving change profitably in the organization through process improvement, change management, process optimization and variation reduction through Six Sigma, Lean or project management. In her most recent 7 year period with HSBC, Mhel excelled in deploying Six Sigma, promote continuous improvement culture and deliver sustainable cost savings close to 1 million USD savings per annum. Mhel ranked 8th among the project managers across entire Change Delivery Global Resourcing in delivering sustainable cost savings. Also, Mhel was able to implement e-workforce management for Asia Pacific processes that yielded accurate forecasting and increase in service levels. Mhel is a Six Sigma Black Belt, Green Belt and Lean Six Sigma professional.	Cost cutting through LSS in Engineering MROs <ul style="list-style-type: none"> MROs Trends and forecast in Aviation, Transport and Oil & gas Sectors (Downstream) How much room for efficiency improvement Applying Lean six sigma in Aviation MROs, (Transport MROs), O&G Downstream Lean maintenance for Light and Heavy maintenance categories Understanding the Maintenance processes for application of LSS Change Management , Addressing the Mind set  S. Nadeem Ahmed, Senior Power Plant Engineer, JIAP Karachi Mr. Nadeem Ahmed has twenty 20 years plus of diverse engineering experience in Industrial sectors with career as a Mechanical Engineer with Manufacturing and Engineering MRO Industry. For the past 14 years working with PIA Engineering MRO facility on Maintenance Repair , Overhaul , Testing and Evaluation of Turbo Machinery including Aero and Aero derivative Gas Turbine Power Plants . Diversified Experience on General Electric, Rolls Royce and Pratt & Whitney Machines. Present assignments include the Lean Six Sigma Integration with Reliability Programs and Third Party MRO Business Development of Aero Gas Turbine / Aero derivative Gas Turbine Repair, Refurbishment and Overhaul.	
16.00	Banking on Theory of Constraints- "A chain is no stronger than its weakest link" <ul style="list-style-type: none"> Understanding the layers of resistance in the system To improve customer delight To improve the profits & market Deepti Kawoor, Vice President – Change Delivery, HSBC Technology and Services, India Ms. Deepti Kawoor has over 11 years of rich experience in driving Business Transformation in diverse domains like Banking, Insurance and Travel. She has experience across various functions i.e. Operations / Support functions / Front-end sales. Deepti has rolled out Quality Deployment Model – A comprehensive framework used to deployment six sigma / lean methodology in fresh domains. Additionally she has provided program management support for strategic programmes / flagship initiatives driven by the HSBC Group / Asia Pacific Region, having participation from over 5 geographies and different group entities, having over 15 projects running at any given time. She has the ability to deliver results from projects by managing teams working in multiple locations, functions and levels and drove " Environment Conservation" initiatives as an HSBC Climate Champion	Introduction of Lean Six Sigma principles into Plant Maintenance Work Orders <ul style="list-style-type: none"> Understanding the need for change and the capability to change within the organisation Transition planning within individuals, team, and organisation for desired outcome Empowering employees to achieve and corroborate ownership  Abdullah Dhafer, Maintenance Planning Supervisor, Saudi Aramco Mr Abdullah Dhafer is an experienced maintenance Planner with over twenty years of experience in maintenance, Mechanical and Planning field. Having served as Mechanical Shop Foreman and as a planner/scheduler for over ten years, Worked at Gas Plant, Producing, Mechanical shops and refining. Certified in Planning & Scheduling from Marshall Institute, USA. Certified as Lean Six sigma green belt. Member of Aramco Refining & NGL Planning Best Practice team. BA graduate. Open University.	
16.30	Chairman's Closing Remarks		
16.45	Dinner and Cocktail		

- 08.30 Registration
- 09.00 Welcome note
- 09.15 Chairman's Opening Remarks
- 09.30 **Incorporating Business Process Prioritization beyond Lean Six Sigma using Business Process Management**
- Understanding the complementary nature to compensate for areas of weakness
 - Identifying gaps in the process of no profit
 - Measuring performance through BPM monitoring systems to continuously achieve process excellence
- Speaker: TBC
Anatta Limited Managing Partner
- 10.15 **How to improve the efficiency of Lean Six Sigma programs:**
- By taking an holistic approach (Lean, Six Sigma, TOC and VHC)
 - By reducing the cost of the program with learning 2.0

 **Jean-François Litt, President of the Club and of the Academie Lean Six Sigma, France**
Mr. Jean-François Litt is a certified Six Sigma Master Black Belt since over ten years. He is the President of the Club Lean Six Sigma in France. He was recently responsible of a public-benefit mission for the standardization of the competencies of the Green Belt and Black Belt in Lean and Six Sigma. Prior to his current assignment, Mr. Litt worked as a Master Black Belt for General Electric Medical Systems in Europe. He successfully lead the implementation of a major Six Sigma initiative called Six Sigma At the Customer for the Customer (ACFC) for General Electric Medical Systems in Europe. Mr Litt has lived and worked in Asia for over ten years. His last assignment in Asia was as President of a profit center for General Electric.

- 11.00 Networking Coffee
- 11.30 **There is something for everyone: beginner- intermediate- advanced**
- Identifying the waste and defects and maximizing flow in the system/ process
 - Tailor- made systems for various Lean Six Sigma maturity levels
 - Re- engineering work processes for better efficiency

 **Agnes Oon Bautista, Regional Senior Advisor, DHL Global Forwarding**
Ms. Agnes joined DHL Global Forwarding in March 2008 as Asia Pacific Regional Senior Advisor, to manage and support the fourteen countries in First Choice & Performance Improvement. Agnes is a qualified "Senior Advisor" which is the internal DP DHL Six Sigma Black Belt equivalent qualification.

- 12.15 **Awareness of operational excellence at a major brand fashion store in Japan**
- Avoid losing customers and customer satisfaction
 - Shop renewals and introduction of new brands not the only solution
 - Benchmarking operational excellence methods.
 - Selecting the right issues to solve and the right leaders

 **Kazutoshi Maki, Chairman, Genex Partners**
Mr. Kazutoshi Maki launched GENEX Partners in 2002. His recent engagements include the project asked by the ministry of economy, trade and industry, total revitalization of a major car manufacturer undergoing a successful turnaround, and competitive improvement program for various manufacturing companies. He published several books in Japan, Korea, and China and frequently writes articles for various magazines. He has experience as an engineer at GE Medical Systems. Keio University, BS and MS, Engineering.

- 13.00 **Lean in Reality**
- make the improvement initiative sustainable
 - quality lean
 - create a new culture
 - develop a world class operation
 - learn the hidden or un-connected strategies and tools that makes improvement initiatives go beyond the current platform

 **Ahmad Ruzaini Bin Zainal, Operation Director, Knowles Electronic (M) Sdb. Bhd**
Mr. Ahmad Ruzaini has a track record in the field of Operation Management for 13 years and 3 year's experience in Research Development field. He had extensive experience in Lean and Operational Excellence program and certified as a Lean Master since the year of 2000. He has led a few of Multinationals Organization as an Operational Excellence and Lean Manufacturing Manager. To his credit, he has been one pioneer group who engage with Lean Manufacturing program in Malaysia with one of the multinationals Company. In his previous appointment with one of MMC, he has carried out training programs and consultancy projects locally, within Asia Pacific (Singapore, Thailand & China) and in United States which has brought several benefits to the companies concerned. He is also has involved academically in the field of operational management where he is supporting some degree programs for Lean Management at a few higher education institutions.

- 13.45 Networking Lunch

HEALTHCARE & HOSPITALS

TECHNOLOGY

14.45 **How to Achieve Process Excellence in Laboratory with Lean Six Sigma**

- Time to result delivery and Cost effectiveness of operations
- Case study: application of Lean Six Sigma in Laboratory

 **Daniel Chin, Manager Regional Consulting, Roche Diagnostics Asia Pacific**
Mr. Daniel Chin recently joined the Asia Pacific team of Lab IT & Workflow Solutions as Regional Consulting Manager. Based in Singapore, he is responsible for workflow consultation projects for customer sites. He will also support affiliates by providing them with training and guidance on their consultation projects. Prior to joining Roche, Daniel was a manager with National University Health System, Singapore. Before that, he was a Principal Process Engineer with Micron Semiconductor Asia where he had 8 years of experience in process improvement using Lean and Six Sigma. In his 3 years with National University Health System, he facilitated large-scale process improvement initiatives in key clinical or administrative patient value streams at various disciplines and departments within NUH. Two of the projects he facilitated won the Most Outstanding Project (Departmental Service Improvement Project category) in the Asian Hospital Management Awards for two consecutive years (2009 & 2010). Daniel is a certified Lean Consultant and Six Sigma Black Belt and was one of the speakers in the 2011 Asian Lean Six Sigma & Process Excellence Summit. He was also featured in the Singapore Career Guide 2011 under the healthcare sector.


How to Build a Solid Business Strategy to Drive Your Lean Six Sigma Initiatives

- To do a deep-dive on how to make a solid strategy, and what are the pitfalls seen from experience which could destroy a good strategy,
- Highlight examples of what people think are strategies when actually they are not really a strategy at all.
- Developing leadership behaviors required to develop and maintain the strategy.
- Tying together the strategy with lean six sigma initiatives

 **John Hamalian, Regional Lead- Asia, Dell Global Singapore**
Mr. John Hamalian has worked in the Automotive and IT industries for more than 25 years, with assignments based in the USA, China, Korea and Singapore, and roles ranging from Production Manager to Lean Director. Since working for a former Toyota manager in the late 1990s, John has been leading Lean execution in (14) countries in total. At Dell, John was one of the key members who combined separate Lean and Six Sigma programmes into a new enterprise-wide approach known as Business Excellence. In his role as Asia lead, John has established Business Excellence in Asia as an internal consulting entity, leading dozens of strategy sessions and process improvement activities across all functions of the company.


15.15 **Application of 6S in Healthcare – Safety, Sort & Scrap, Straighten, Shine & Service, Standardize & Sustain**

- 6S – a simple and effective tool to organize the workplace for safety and flow
- Applications of 6S in NUH (patient care and admin areas) & its benefits
- Use of change management methods to sustain the gains

 **Lim Siang Ngin, Manager, NUHS Way, National University Hospital**
Ms. Lim Siang Ngin has graduated with a Bachelor of Science degree (2nd class lower) with a major in Computational Finance, NUS joined NUH in Oct 2006. She has attended lean six sigma black belt course (PSB) in 2010. She has also obtained Certificate of Lean Competency (Simpler Gold Certification – LCS Technical Level 2b, certified by Cardiff University) in Jan 2011 and has facilitated more than 20 improvement events in the last 2.5 years, with several projects winning internal and/or external awards.

Step Up your Lean Six Sigma Program for your organization

- Understand what it takes for successful deployment
- Enablers & Pain point for Lean Six Sigma Quality Professionals

 **Vikas Gera, Head Worldwide Quality, Hewlett Packard**
As a senior Level Management Professional, Mr. Vikas Vera bring 20 years of experience in managing Quality Operations; establishing Client Relationships; Setting Up new manufacturing units, greenfield Projects, New set-ups; evolving & enhancing Business Processes. He has the drive to develop business relationships, generate profits and create winning business strategies. He is presently working with Global e Business Operations Pvt. Ltd (Hewlett Packard) as Business Planning and Operational Excellence Leader for Enterprise Business Operations, India for Global Business Services, Hewlett Packard. He formerly served Hewlett Packard's Global Business Services as Worldwide Quality Head and Worldwide Service Line Engineering Head.

15.45 Networking Coffee

16.15 **Redesign Care using Value Stream Mapping (Lean Methodology) in Health care**

- Overview of NHG MyCare Framework - an over-arching framework to provide direction for quality improvement efforts
- Application of Lean Methodology in Healthcare Setting

 **Chong Pue Kim, Deputy Director, Tan Tock Seng Hospital**
Ms. Chong Pue Kim is a currently a Lean Facilitator at TTSH/NHG where she works with multi-disciplinary teams to redesign care using lean methodology. She has more than 10 years' experience in quality and process improvement efforts in healthcare, civil service and manufacturing industries. She is also a 6 sigma Black Belt with experience in implementing Innovations, SQC, SIC, ISO 9001, 14001, OHSAS 18001 and Joint Commission International Accreditation projects. She obtained her MSc (Industrial and System Engineering) from National University of Singapore and BEng (Mechanical) from Nanyang Technological University.

Develop a strong support base in an organisation for Lean

- fast wins to generate interests
- promotion using different forums to sustain interest
- develop KPI to motivate employees to contribute actively in Lean

Lim Nian Hua, VP Yard, Singapore Technology Engineering

16.45 **Patients. At the heart of all we do. Improving the patient's journey at the ED**

- Quality in the eyes of the customers
- Managing a service quality program at the ED

 **Phua Tien Beng, Manager, Department of Emergency Medicine, Singapore General Hospital**
Mr. Phua Tien Beng currently works as a Manager, Department of Emergency Medicine, Singapore General Hospital. Tien Beng is a certified PMP and has a MSc Health Science (Management) from the University of Sydney. He has rotated to various portfolios in SGH - Dietitian, Improvement Specialist and now, an Operations Manager. He has been involved in hospital wide transformational improvements using PDCA, LEAN philosophy and Six Sigma Methodology for the last 8 years.

Striking a balance between theory and deployment of six sigma for gaining business excellence

- Setting the platform for six sigma practice in an organization
- Setting the right pace for deployment- training and execution
- Understanding theory but customizing implementation to suit organizational needs

Speaker: TBC

17.15 Chairman's Closing Remarks

17.30 Dinner and Cocktail

Post-Conference Workshop A

23rd February 2012 8:30am - 11:30am

Practical Application of LSS in Engineering MROs
(Maintenance, repair & Overhaul)

- MROs Trends and forecast in Aviation , Rail and Oil & gas Sectors (Downstream)
- Productivity issues in current Economic market, LSS Spending and ROI.
- Applying Lean maintenance strategy in Aviation MROs, Transport MROs , O&G Downstream
- Overhauls of Engines , Aircraft Checks, Maintenance of Tracks, Carriages
- Change Management , Addressing the Mindset in an experienced MROs



S. Nadeem Ahmed,

Senior Power Plant Engineer, **JIAP Karachi**

Mr. S Nadeem Ahmed has twenty years plus of diverse engineering experience in Industrial sectors with career as a Mechanical Engineer with Manufacturing and Engineering MRO Industry. For the past 14 years working with PIA Engineering MRO facility on Maintenance Repair, Overhaul , Testing and Evaluation of Turbo Machinery including Aero and Aero derivative Gas Turbine Power Plants. Diversified Experience on General Electric, Rolls Royce and Pratt & Whitney Machines. Present assignments include the Lean Six Sigma Integration with Reliability Programs and Third Party MRO Business Development of Aero Gas Turbine / Aero derivative Gas Turbine Repair, Refurbishment and Overhaul.

Post-Conference Workshop B

23rd February 2012 12:00pm - 3:00pm

Business excellence through next generation process improvement in Healthcare sector

- Generating high performance growth & innovation
Choosing the right business excellence model & methodology
- Understanding your customer's true needs
- Achieving superior business results through a systems-based approach
- Key techniques to drive costs down
- Learning how to build on your senior management contributions
- Leveraging the use of balanced scorecards to implement business excellence programs

Post-Conference Site-Visit

24th February 2012 2:00pm - 5:00pm

The site tour caters to the businesses world-wide that would benefit from observing a tried and proven six sigma setting within a business unit. Located in Singapore and servicing all of South East Asia, it has been internationally recognized for its outstanding application of Lean Six Sigma techniques and its operational excellence.

Structure of Site Tour:

14.30	Arrival at facility
14.45	Opening Speech by General Manager
15.00	Outline of tour & Introduction of Site Hosts
15.10	Site Tour to see processes & quality service in action
16.30	Q&A
17.00	Leave

Post-Conference Workshop C

23rd February 2012 3:30pm - 6:30pm

Addressing challenges in Telecommunications sector using lean six sigma tools

- How does six sigma add to the telecommunication industry
- What are the infrastructural requirements to support the transition to a six sigma process
- Linking employee training and deployment of lean six sigma synergistically
- Automating processes within the system to ensure employee productivity
- Gathering customer satisfaction with linking feedback and innovation

2ND ANNUAL ASIAN LEAN SIX SIGMA & PROCESS EXCELLENCE SUMMIT SINGAPORE 2012

Pre-Summit Master-Class: 20 February
Main Summit: 21-22 February
Post-Summit Workshop: 23 February
Site Visit: 24 February

REGISTRATION FORM

4 WAYS TO REGISTER

Email kishure@strategicbiznet.com
Phone (65) 9067 3007
Fax (65) 6344 4607
Post Strategic Business Networks Pte Ltd
 14 Robinson Road
 #13-00 Far East Finance Building
 Singapore 048545

Please complete in BLOCK CAPITALS as information issued to produce delegate badges. Please photocopy for multiple bookings.
 Select items from below to make your own package and avail discounts of minimum S\$900 on your full package before 15th Nov 2011

CONFERENCE PACKAGE ITEM	STANDARD PRICE (S\$)	BOOK & PAY before 15 November 2012 (S\$)
<input type="checkbox"/> Gold Package (Conference + Masterclass + Site Tour + 3 Workshop)	8,294	7,394
<input type="checkbox"/> Platinum Package (Conference + Masterclass + Site Tour + 2 Workshop)	7,495	6,695
<input type="checkbox"/> Silver Package (Conference + Masterclass + Site Tour + 1 Workshop)	6,696	5,996
* Attending the conference is compulsory to avail the package items		
<input type="checkbox"/> Conference Only*	2,999	2,799
<input type="checkbox"/> Site Tour Only	1,599	1,399
<input type="checkbox"/> Masterclass Only	1,299	1,099
<input type="checkbox"/> Workshops Only Choose A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/>	799 each	699 each

* Price includes lunches, refreshment and course materials.

* A late administration fee of SGD100 will be added to the regular price after 15 February 2012.

DELEGATE DETAILS

Delegate 1: Mr Mrs Ms Dr Other
 Telephone: _____ Email: _____
 Job Title: _____ Department: _____
Delegate 2: Mr Mrs Ms Dr Other
 Telephone: _____ Email: _____
 Job Title: _____ Department: _____
Delegate 3: Mr Mrs Ms Dr Other
 Telephone: _____ Email: _____
 Job Title: _____ Department: _____
 Head of Department: _____
 Company: _____ Nature of Business: _____
 Address: _____
 Country: _____ Postal code: _____
 Attention Invoice to: _____
 Telephone: _____ Fax: _____
 Email: _____
 Signature: _____

Please note:
 Indicate if you have already registered by Phone Fax Email Web
 If you have not received an acknowledgement before the conference, please call us to confirm your booking.
 Photocopy this form to register multiple delegates.

PAYMENT METHODS

By DBS Bank
 By Direct Transfer: Please quote invoice number(s) with remittance advice
 Account name: **Strategic Business Networks P L**
 Bank Name: **HSBC Bank**
 Bank Number: **7232**
 Account number: **047-524798-001**
 Swift Code: **21 Collyer Quay HSBC Building Singapore 049320**
HSBCSGSG

Payment is due in full upon receipt of invoice. Full payment prior to the event is mandatory for attendance. I agree to SBN's payment terms.

TEAM DISCOUNTS

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- Team of 3 receive 5% off
- Team of 5 receive 7% off
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VENUE & ACCOMMODATION

SINGAPORE

PAYMENT POLICY: Payment is due in full at the time of registration. Full payment is mandatory for event attendance.

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