

23rd NATIONAL QUALITY FORUM

Uniting the Voices of Quality

September 15 and 16, 2011, EDSA Shangri-La Manila, Mandaluyong City, Philippines

Witness the gathering of distinguished local and international Quality Practitioners and Business Excellence Champions from different fields and expertise as they share best practices and insights in the different voices of quality. Join the delegates from various industries merge at the EDSA Shangri-La Manila on the 23rd Annual National Quality Forum presented by the Philippine Society for Quality, Inc.

KEY NOTE ADDRESS



HON. JEJOMAR BINAY
Vice President
Republic of the Philippines



SHIAN RUPRAI
President
Asia Pacific Quality
Organization



ROMMEL JUAN
President
Binalot Fiesta Foods, Inc.



ELEANOR TAN, M.D.
President
Healthway Medical



LMYAW GENER
EVP & COO
Yuchengco Group of Companies



FERDINAND TUMPALÁN
President
San Miguel Yamamura
Packaging Corporation

PANELISTS: CEO FORUM

GUEST SPEAKERS



KAMARULZAMAN SALLEH
Regional Director - Stakeholder
Management (South Asia)
TNS Global



PINKY YEE
Marketing Director
Goldlocks Bakeshop, Inc.



JP ORBETA
Managing Director &
Group Head for Corporate
Resources
Ayala Corporation



JEROME CIPRIANO
Certification Manager for EMS
SGS Philippines



SREE KRISHNA
Delivery Manager &
Senior Process Consultant
ECCI Philippines



ADITYA BHALLA
Innovation Practice Head,
QAI Global &
President of TRIZ
Association of Asia.



MARY ANNE CONCIO
President
Neville-Clarke Philippines, Inc.



RAMIL VILLAR
Consultant
Neville-Clarke Philippines, Inc.



BRIAN HACHEZ
Master Black Belt, Head of
Workflow Excellence
Banco De Oro



RICHARD CRUZ
Chief Finance Officer
Asian Institute of Management



MA. ELIZABETH NASOL
VP-Corporate Human Resources
Roxas Holdings, Inc.



IAN AITCHISON
Chief Executive Officer
COPC Asia Pacific, Inc.

KEY CONFERENCE TOPICS

DAY 1: September 15, 2011, Thursday (8:00 a.m. – 5:00 p.m.)

KEYNOTE: "Operational Excellence through the Different Voices of Quality"

Part 1: "Voice of the Customer" - Using Customer Feedbacks in Driving Business Strategies

- Customer Analytics: Translating Consumer Insight into Action
- The Advantage of Turning Satisfied Buyers to Loyal Customers
- Employee Engagement : Driving Distinct Customer Experience

Part 2: "Voice of the Process" (First Part) - Providing the best in class product and service with the right quality methodologies & tools

- ISO...Building the Foundation for Operational Excellence
- Leveraging Capability Maturity Model Integration (CMMI) Processes to Improve Organizational Effectiveness and System Performance"
- Lean...Applying Manufacturing Companies' Best Practice to Service Organizations
- Process Maturity Framework for Moving Up The Value Chain in BPOs"

DAY 2: September 16, 2011, Friday (8:00 a.m. – 5:00 p.m.)

KEYNOTE: "Operational Excellence in the Government: A True Commitment to Quality"

Part 2: "Voice of the Process" (Second Part) - Providing the best in class product and service with the right quality methodologies & tools

- Achieving Six Sigma Success through Enterprise-wide Deployment
- The 7 Core Skills of Innovators

Part 3: "Voice of the Business"- Success through management's involvement in driving Quality

- Walk the Talk: Management's Challenge in leading a Quality Journey
- Accelerating Business Transformation
- Secrets to Successful Quality Strategy Execution

Part 4: "Uniting the Voices of Quality" - Operational Excellence...benchmarking on effective Business Models that link the different voices of quality

- CEO Forum: "CEOs as Quality & Operational Excellence Champions"

Register Now!

CONFERENCE FEES:

PSQ Members @ Php 9,500 per person • Non-PSQ Members @ Php 11,000 per person • Academe @ Php 6,000 per person

Discounts: (a) 50% discount on the 6th participant and (b) free conference fee for the 11th participant

Fees are inclusive of 2 days pass, snacks, lunch & conference kit.

For more information, please contact our PSQ Secretariat at Tel. Nos. 899-5925 and 403-6619 and look for Ms. Tess Herbo or Ms. Christine de Guia or send an email to psq@pldtel.net or psqualityinc@yahoo.com

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