

Organized by



**Building  
Tomorrow's  
Boards**

In Association with



## Dubai Global Convention on **BUSINESS EXCELLENCE**

1 – 2 May 2013, Burj Al Arab, Dubai (UAE)

**Theme:**

***Business Excellence: Key to Achieving World Class Performance***

### PROGRAMME

#### WEDNESDAY, 01 MAY 2013

0800 hrs Registration, Networking & Welcome Refreshments

0845 – 1020 hrs Plenary Session IA Opening Session

Welcome Address	Dr. Yousef Ebrahim Al Akraf, Chairman, Dubai Quality Group
Opening Remarks	Lt Gen J S Ahluwalia, PVSM (retd), President, Institute of Directors, India
Guests of Honour	H.E. Lokesh M Kapanaiyah, Ambassador of India to United Arab Emirates H. E. Hani R. Al Hamli, Secretary General, Dubai Economic Council
Special Address	Sudhir Vasudeva, Chairman & MD, Oil and Natural Gas Corporation, India
Chief Guest Address	Hon'ble Ajit Singh, Union Minister for Civil Aviation, Govt. of India
Vote of Thanks	Ashok Kapur, IAS (retd), Director General, Institute of Directors, India

1030 – 1050 hrs Plenary Session IB Inaugural Session

Inaugural Address	His Highness Sheikh Nahyan bin Mubarak Al Nahyan, Minister of Culture, Youth and Community Development, Govt. of U.A.E.
-------------------	---

#### 1050 – 1115 hrs TEA & NETWORKING BREAK

1115 – 1215 hrs Plenary Session II Keynote Session

Chairman	H.E. Sanjay Verma, Consulate General of India, Dubai
Keynote Addresses	<b>Impact of Knowledge Management on Business Excellence</b> <i>Prof Colin Coulson-Thomas</i> , International Authority on Director, Board & Business Development & Transforming Performance, UK
	<b>Responsible Competiveness: Rebuilding Trust and Creating Value</b> <i>Sunil A. Misser</i> , Chief Executive Officer, AccountAbility
	<b>TATA Business Excellence Models</b> <i>Ramanathan Ramanan</i> , MD & CEO, CMC Ltd. (A TATA Enterprise), India

<b>1215 – 1330 hrs</b>	<b>Plenary Session – III Panel Discussion</b>	<b>Leadership for Business Excellence and Sustainability</b> <ul style="list-style-type: none"> <li>• Organizational leadership Challenges for Business Excellence in disruptive times.</li> <li>• Leading corporate transformation, Innovation and change management.</li> <li>• Role of Corporate Board in leading Quality and Sustainability.</li> <li>• How leaders communicate and reinforce values and high performance.</li> <li>• Leadership for employee and customer focused results</li> </ul> <p><b>Chairman</b> <b>Mohammad Abdullah Yusuf</b>, Chairman, Pakistan Institute of Corporate Governance</p> <p><b>Panelists</b> <b>Mohammed Ali Al Kamali</b>, Director – Export Markets Development, Department of Economic Development, Govt. of Dubai  <b>R. G. Rajan, CMD</b>, Rashtriya Chemicals and Fertilizers Ltd, India  <b>Nesar Ahmed</b>, Immediate Past President, ICSI and Council Member  <b>Pankaj Phatarphod</b>, MD, Royal Bank of Scotland (RBS Business Services)  <b>S. C. Mohanty</b>, Vice President ,The Institute of Chartered Accountants of India  <b>Ajay Poddar</b>, Chairman, Syenergy Environics Ltd.</p>
------------------------	---	---

**1330 – 1415 hrs** **LUNCH & NETWORKING BREAK**

<b>1415 – 1515hrs</b>	<b>Plenary Session – IV</b>	<b>Business Excellence Models</b> <p><b>Chair &amp; Moderator</b> <b>Dr. Kanak Madrecha</b>, Principal Consultant, Dubai</p> <p><b>Special Address</b> <b>Samira Shaloh</b>, Director Corp Strategy, Development &amp; Quality, World Security , Dubai WORLD, UAE and <b>Dr. Jasim Al Ali</b> followed by book release</p> <p><b>Speakers</b> <b>S. N. Goel</b>, Director, Power Trading Corporation Ltd., India  <b>Sunil Bahri</b>, CEO, Kaizensox &amp; Secretary General – Dubai Quality Group, UAE  <b>Rajendra Chaudhari</b>, ED, National Buildings Construction Corporation Ltd.</p>
-----------------------	-----------------------------	--

**1515 – 1545 hrs** **TEA & NETWORKING BREAK**

<b>1545 – 1815 hrs</b>	<b>Plenary Session – V</b>	<b>Learn Best Practices from Global Experiences in Business Excellence</b> <p><b>Chairman</b> <b>Pradeep Chaturvedi</b>, Vice President, Institute of Director, India</p> <p><b>Presenters</b></p> <ol style="list-style-type: none"> <li>1. WNS Global Services Pvt Ltd</li> <li>2. QBG Services, Dubai</li> <li>3. YES Bank Ltd, India</li> <li>4. DP World Pvt. Ltd</li> <li>5. Mahindra &amp; Mahindra Ltd, Farm Division, India</li> <li>6. Punjab National Bank</li> <li>7. Reliance Infrastructure Ltd</li> <li>8. MetLife Global Operations Support Center, India</li> <li>9. Birla Sun Life Asset Management Company Ltd</li> <li>10. Shree Cement Ltd., India</li> <li>11. KIMS Healthcare Management Ltd</li> <li>12. ICICI Lombard GIC Ltd</li> </ol>
------------------------	----------------------------	---

1930 – 2130 hrs

## WELCOME BANQUET DINNER

at THE RITZ-CARLTON, DUBAI INTERNATIONAL FINANCIAL CENTRE

PO Box 482032, Gate Village, DIFC, Dubai United Arab Emirates

( Hosted by IBPC)

**Chief Guest : Hon'ble Ajit Singh , Union Minister for Civil Aviation, India**

**Welcome address : Paras Shahdadpuri, Chairman , Nikai Group and President, IBPC**

## THURSDAY, 02 MAY, 2013

0830 – 0945 hrs	<b>Plenary Session – VI</b>	<b>Driving Business Excellence through Co-creation strategies with Customers</b>
	<b>Panel Discussion</b>	<ul style="list-style-type: none"><li>• Drive growth through value creation</li><li>• How 'Co-Creation' is driven through increased use of internet and social media</li><li>• How quality principles are embedded in organizational practices and culture.</li><li>• Innovation Through Co-creation: Consumers Can be Creative</li></ul>
	<b>Chair</b>	<b>Arvind Jadhav, IAS</b> , Addl. Chief Secretary, Tourism Dept., Govt. of Karnataka
	<b>Co - Chair</b>	<b>Saleh Janeeh</b> , Head – Business Excellence, Dubai Aluminium (DUBAL)
	<b>Panelists</b>	<b>G. Sai Prasad, CMD</b> , NHPC Ltd., India <b>Rohit Adya</b> , Director – External Affairs, Vodafone India <b>R. P. Singh</b> , CMD, Satluj Jal Vidyut Nigam Ltd, India <b>Suhaib Ilyasi</b> , Editor-in-Chief, Bureaucracy Today, India <b>Dr S. Gopinadhan</b> , Director, Gurudev Institute of Management Studies, India <b>Tauseef Zia Siddiqui</b> , Ma'aden Aluminium Company, Saudi Arabia
0945 – 1100 hrs	<b>Plenary Session – VII</b>	<b>Implementing Business Excellence Model</b>
	<b>Panel Discussion</b>	<ul style="list-style-type: none"><li>• Key Characteristic of Performance Excellence</li><li>• Business Excellence Assurance &amp; Assessment Processes</li><li>• Drive Business Excellence through Balanced Scorecard</li></ul>
	<b>Chairman</b>	<b>Anand Bardhan, IAS</b> Counsellor, Community Affairs, Embassy of India, UAE
	<b>Panelists</b>	<b>S. P. S. Bakshi</b> , Chairman & MD, Engineering Projects (India) Ltd. <b>Dr. Zeyad Mohamed El Kahlout</b> , Quality & Excellence Advisor, Dubai Govt. Excellence Program, UAE <b>Dr. Ajit K. Nagpal</b> , Chairman & Director General, Amity Middle East Initiative <b>B.G. Shenoy</b> , Director, Global Centre for Education Excellence, Global Schools Foundation, Singapore <b>Sumaira Isaacs</b> , Regional Managing Director – IMEA Region, MCI Group

1100 – 1130 hrs

TEA & NETWORKING BREAK

**1130 – 1230 hrs Plenary Session – VIII Business Excellence : Leadership for Creating a World-Class Organization**

- Stakeholder buy-in – Critical to business success
- Governance of stakeholder engagement and relationship
- Success and mapping Business Excellence for good Governance
- Lean Strategy for Survival in Tough Times
- Getting the Right Things Done – a Leader's Guide to Strategy Development

**Chair** **Satnam Singh**, Chairman & MD, Power Finance Corporation of India

**Co-Chair** **A. K. Jain**, CMD, Rajasthan Electronics & Instrumentation Ltd.

**Speakers**  
**Sanjay Anand**, Chairperson, SOX, GRC and CMP Institutes, USA  
**Mahesh Krishnamurti**, MD, Resources Global Professionals, India, Middle East & Africa  
**Vivek Mohan**, Senior Global Director, Abbott Healthcare  
**Jon Long**, Head – Executive Programmes, International Cricket Council

**1230 - 1345 hrs Plenary Session – IX GOLDEN PEACOCK AWARDS CEREMONY**

**Opening Remarks** **G. R. Mehta**, Managing Director, Kaane American, UAE

**Welcome Address** **Lt Gen J S Ahluwalia**, PVSM (retd), President, Institute of Directors, India

**Special Address** **Sudhir Vasudeva**, Chairman & MD, Oil and Natural Gas Corporation, India

**Guests of Honour** **H.E. Hon. Sayyad ABD–AL-Cader SAYED–HOSSSEN**, Minister of Industry, Commerce and Consumer Protection, Govt. of Mauritius

**Hon'ble K. M. Mani**, Minister for Finance, Law and Housing, Govt. of Kerala State, India

**IOD's Distinguished Fellowship Awards & Acceptance addresses** **H. E. Hussain Abdulla Ali Al Shafar**, Chairman, Emirates International Insurance Brokers

**Mishal H. Kanoo**, Deputy Chairman, The Kanoo Group

**Abdulla J M Kalban**, President & CEO, Dubai Aluminium, UAE

**Mohan G. Valrani**, Sr. Vice Chairman & MD, Al Shirawi Group, UAE

***Presentation of Golden Peacock Awards (National & Global) for Leadership and Business Excellence for the year 2012***

**1345 – 1445 hrs LUNCH & NETWORKING BREAK**

**1445 – 1615 hrs Plenary Session - X BUSINESS NETWORKING MEET  
Doing Business with UAE & MENA Regions**

**1630 hrs onwards TEA / COFFEE & REFRESHMENTS**