

Global Organisational Excellence Congress 2018

Abu Dhabi, 10 – 12 December



The Congress includes

- **24th Asia Pacific Quality Organisation International Conference**
 - 3rd ACE Team Awards Competition
 - 18th Global Performance Excellence Award
- **12th International Benchmarking Conference**
 - 6th Global Benchmarking Awards
- **6th International Best Practice Competition**
 - 2nd Organisation-wide Innovation Award
- **Sheikh Khalifa Excellence Award's Best Practice Sharing Conference**



Organisers



Host



Partners



& all the member institutions of the Asia Pacific Quality Organisation & Global Benchmarking Network

Organising Committee



Abdullah Al Qubaisi
Deputy Director-General of the
Abu Dhabi Chamber of
Commerce & Industry



Professor Hadi El Tigani
Organising Committee
Chairman
Coordinator General of the
Sheikh Khalifa Excellence
Award



Harnek Singh
President Asia Pacific Quality
Organisation, Singapore



Dr Robin Mann
Chairman GBN & Head of
Centre for Organisational
Excellence Research, NZ

The Programme

- **15 Congress themes**
- **10 Keynote presentations**
- **27 Expert presentations**
- **36 Best Practice Competition presentations**
- **20 ACE Team presentations**
- **6 Organisation-wide Innovation presentations**
- **6 Benchmarking Award presentations**
- **3 Panel Discussions (with 11 presentations)**

Total of 130 presentations!

Summary of Events Day 1: 10th December 2018

Congress Opening 9:00 AM

- Official welcome and conference overview
- Addresses by Prof. Hadi Eltigani (SKEA), Harnek Singh (APQO), Dr. James Harrington (Harrington Institute, US)
- **Business Excellence Administrator's Panel Discussion** – The Role of Excellence Models in Nation Building

Break and Move Rooms 12:00PM

Parallel Sessions Covering: -

- Keynote & Expert presentations on a range of subjects; Organisational Excellence, Customer Focus, Strategy, Leadership, Quality Management, Supplier Relationship, Digital Transformation
- International Best Practice Competition
- ACE Teams Competition
- **Lunch from 2:05PM to 3:05PM**

Abu Dhabi Tour- 6:00 PM

Summary of Events Day 2: 11th December 2018

Congress Opening 8:30 AM

Parallel Sessions Covering: -

- Keynote & Expert presentations on a range of subjects; Customer Focus, Strategy, Leadership, Quality Management
- Benchmarking - Global Benchmarking Network (GBN) Session
- International Best Practice Competition

Business Excellence Award Winner Panel Discussion

Break from 12:00 PM to 12:25 PM

Afternoon Parallel Sessions Include: -

- Keynote & Expert presentations on a range of subjects; Organisational Excellence, Quality Management, Supplier Relationships, Strategy, Innovation.
- Panel Discussion – Engaged BE Assessors and Award Secretariat
- International Best Practice Competition

Lunch from 2:00PM to 3:00PM

Congress Gala Dinner from 7:00PM to 9:00PM

Summary of Events Day 3: 12th December 2018

Congress Opening 8:10 AM

Keynote presentations on Organisational Excellence

Transition from 09:05 AM to 09:10 AM

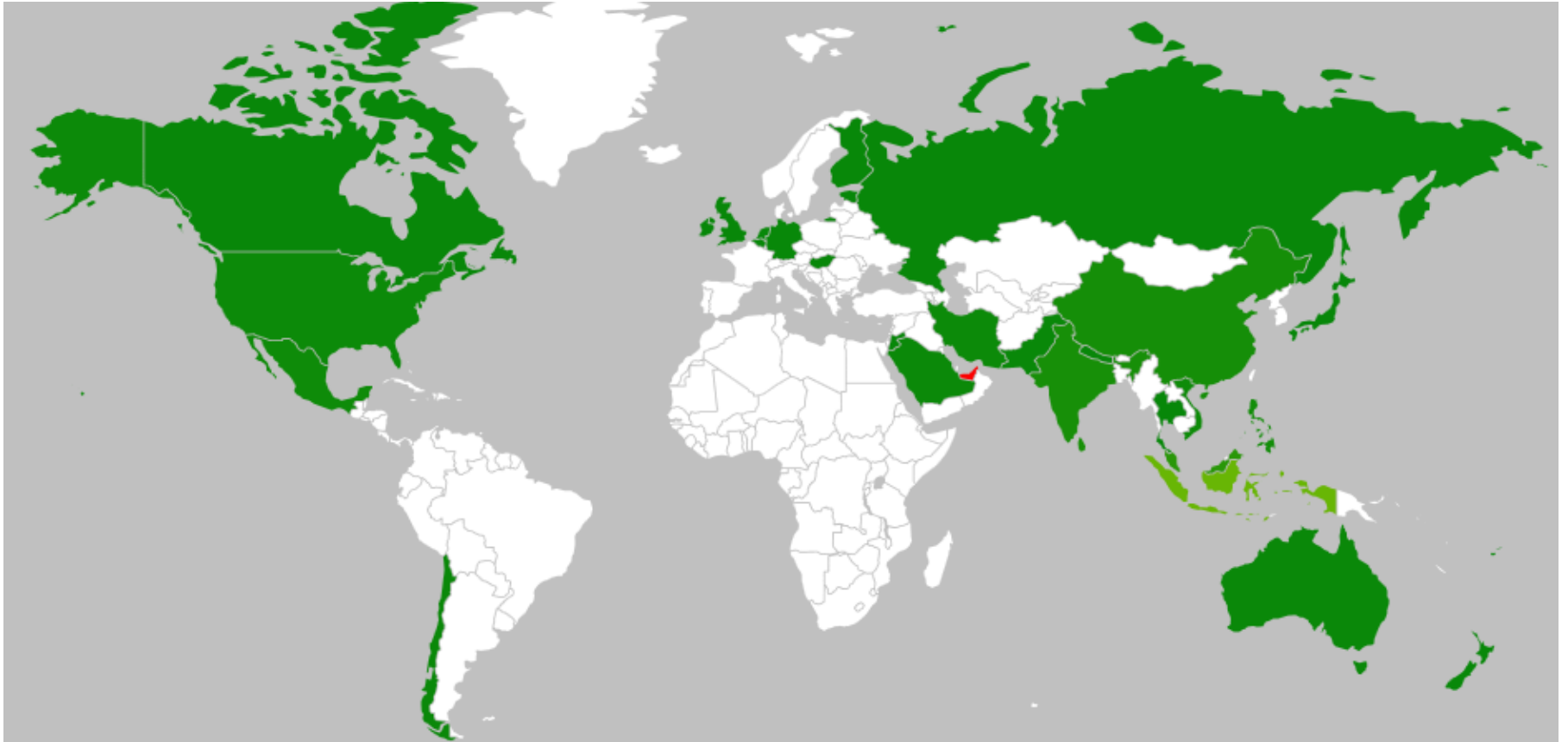
- **Final - Global Benchmarking Award** - Dubai Courts, Road and Transport, Saudi Aramco, Dubai Police, Bahrain Polytechnic, Dubai Electricity Water Authority.
- **Final – Organisation-Wide Innovation Award** – SEHA, Securities and Commodities Authority, Sport Star Academy, Dubai Customs, United Overseas Bank, Singapore & Dubai Municipality

Break from 12:45 PM to 01:15 PM

Afternoon Session Includes: -

- **Final – International Best Practice Competition**
- Announcement of Winners & Runners Up for all Awards
- **Closing Ceremony 3:25 PM to 3:45 PM**

Registrations



1300+ registered for the Congress from 34 countries

Where are we from?

Australia, Bahrain, Belgium, Canada, Chile, China, Estonia, Fiji, Finland, Germany, Hungary, India, Indonesia, Iran, Ireland, Japan, Jordan, Malaysia, Mexico, Nepal, Netherlands, New Zealand, Pakistan, Philippines, Russia, Saudi Arabia, Singapore, Sri Lanka, Thailand, Tonga, UAE, UK, US, and Vietnam.

UAE 63%

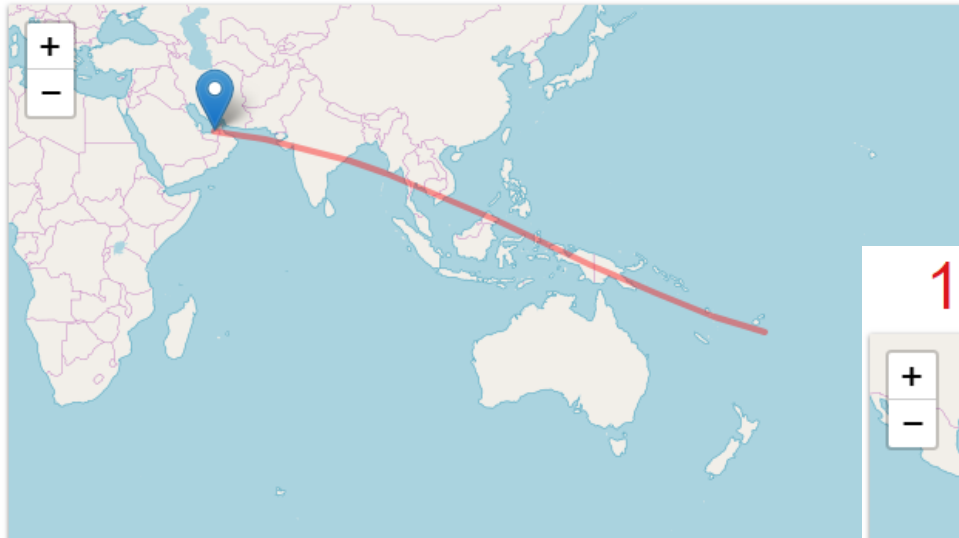
International 37%

Most common names?

- **Male: Mohamed, 64+**
- **Female: Fatima, 23+**

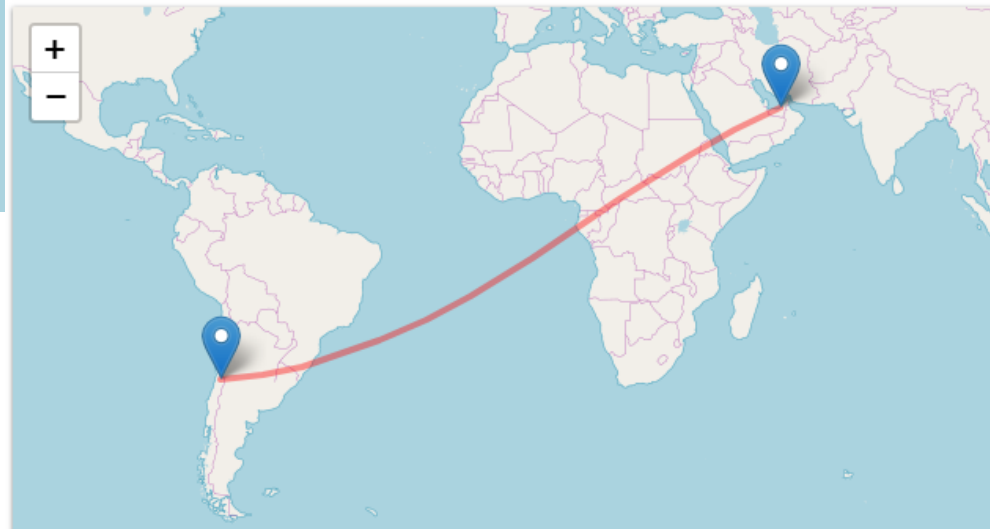
Furthest distance travelled?

14962.27 km 9297.12 miles



Nuku'alofa, Tonga

14653.06 km 9104.99 miles



Santiago, Chile



THE GLOBAL ORGANISATIONAL EXCELLENCE CONGRESS

Abu Dhabi , United Arab Emirates