DUBAI GLOBAL CONVENTION 2013
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
Chairman’s Address  Justice M N Venkatachaliah, Chairman, IOD India and former Chief Justice of India
Guests of Honour  H.E. Lokesh M Kapaniah, 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
Global Convention***  His Highness Sheikh Ahmed bin Saeed Al Maktoum, Chairman, Dubai
Opening Address  Aviation Authority and Chairman, The Emirates Group and Dubai World
( *** confirmation  Awaited )
Chief Guest Address  Hon’ble Ajit Singh, Union Minister for Civil Aviation, Govt. of 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  Dubai Role Model for Innovation & Excellence
                  Saed Al Awadi, Chief Executive Officer, DUBAI EXPORTS
Impact of Knowledge Management on Business Excellence
Prof Colin Coulson-Thomas, International Authority on Director, Board & Business Development & Transforming Performance, UK

Responsible Competitiveness: Rebuilding Trust and Creating Value
Sunil A. Misser, Chief Executive Officer, AccountAbility

TATA Business Excellence Models
Ramanathan Ramanan, MD & CEO, CMC Ltd. (A TATA Enterprise), India

1215 – 1330 hrs
Plenary Session – III
Panel Discussion

Leadership for Business Excellence and Sustainability
- Organizational leadership Challenges for Business Excellence in disruptive times.
- Leading corporate transformation, Innovation and change management.
- Role of Corporate Board in leading Quality and Sustainability.
- How leaders communicate and reinforce values and high performance.
- Leadership for employee and customer focused results

Chairman
Mohammad Abdullah Yusuf, Chairman, Pakistan Institute of Corporate Governance

Panelists
Mohammed Ali Al Kamali, Director – Export Markets Development, Department of Economic Development, Govt. of Dubai
Rajeev Jain, CEO, Mumbai International Airport Pvt. Ltd., GVK
Nesar Ahmed, Immediate Past President, ICSI and Council Member
S. C. Mohanty, Vice President, The Institute of Chartered Accountants of India
Pankaj Phatarphod, MD, Royal Bank of Scotland (RBS Business Services)
Ajay Poddar, Chairman, Syenergy Environics Ltd.

1330 – 1415 hrs
LUNCH & NETWORKING BREAK

1415 – 1515hrs
Plenary Session – IV
Business Excellence Models

Chair & Moderator
Dr. Kanak Madrecha, Principal Consultant, Dubai

Special Address
Samira Shaloh, Director Corp Strategy, Development & Quality, World Security, Dubai WORLD, UAE

Speakers
Sunil Bahri, CEO, Kaizensox & Secretary General – Dubai Quality Group, UAE
Dubai Electricity and Water Authority (DEWA)
Dubai Roads and Transport Authority
Dubai Aluminum (DUBAL)
Dubai Police

1515 – 1545 hrs
TEA & NETWORKING BREAK

1545 – 1815 hrs
Plenary Session – V
Learn Best Practices from Global Experiences in Business Excellence

Chairman
Pradeep Chaturvedi, Vice President, Institute of Director, India
Panelists

1. WNS Global Services Pvt Ltd, India
2. QBG Services, Dubai
3. YES Bank Ltd, India
4. DP World Pvt. Ltd
5. Mahindra & Mahindra Ltd, Farm Division, India
6. Punjab National Bank
7. Reliance Infrastructure Ltd
8. MetLife Global Operations Support Center, India
9. Birla Sun Life Asset Management Company Ltd
10. Shree Cement Ltd., India
11. KIMS Healthcare Management Ltd
12. ICICI Lombard GIC Ltd

1930 – 2130 hrs

WELCOME BANQUET DINNER

THURSDAY, 02 MAY, 2013

0830 – 0945 hrs

Plenary Session – VI
Panel Discussion

Driving Business Excellence through Co-creation strategies with Customers

- Drive growth through value creation
- How ‘Co-Creation’ is driven through increased use of internet and social media
- How quality principles are embedded in organizational practices and culture.
- Innovation Through Co-creation: Consumers Can be Creative

Chair & Moderator

Saleh Janeeh, Head – Business Excellence, Dubai Aluminium (DUBAL)

Panelists

Heather Astbury, Director - Corporate Comm., Dubai Mercantile Exchange
Rohit Adya, Director – External Affairs, Vodafone India
Suhaib Ilyasi, Editor-in-Chief, Bureaucracy Today, India
Dr S. Gopinadhan, Director, Gurudev Institute of Management Studies, India
Tauseef Zia Siddiqui, Ma’aden Aluminium Company, Saudi Arabia

0945 – 1100 hrs

Plenary Session – VII

Implementing Business Excellence Model

- Key Characteristic of Performance Excellence
- Business Excellence Assurance & Assessment Processes
- Drive Business Excellence through Balanced Scorecard

Chairman

Anand Bardhan, IAS Counsellor, Community Affairs, Embassy of India, UAE

Panelists

Dr. Zeyad Mohamed El Kahlout, Quality & Excellence Advisor, Dubai Govt. Excellence Program,
S. P. S. Bakshi, Chairman & MD, Engineering Projects (India) Ltd.
Dr. Ajit K. Nagpal, Chairman & Director General, Amity Middle East Initiative
Ashish Makhija, founder, AMC Law Firm, India
B.G. Shenoy, Director, Global Centre for Education Excellence, Global Schools Foundation, Singapore
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
Speakers  Vivek Mohan, Senior Global Director, Abbott Healthcare
          Mahesh Krishnamurti, MD, Resources Global Professionals, India, Middle East & Africa
          Sanjay Anand, Chairperson, SOX, GRC and CMP Institutes, USA

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
Chairman  Justice M N Venkatachaliah, Chairman, IOD India and former Chief Justice of India
Special Address  Sudhir Vasudeva, Chairman & MD, Oil and Natural Gas Corporation, India
Guests of Honour  H. E. Hon. Charles Gaetan Xavier-Luc Duval, Vice Prime Minister and Minister of Finance and Economic Development of Mauritius

Chief Guest  *His Highness Sheikh Majid Bin Mohammed Bin Rashid Al Maktoum, Chairman, Dubai Culture & Arts Authority
IOD’s Distinguished Fellowship Awards & Acceptance addresses  H. E. Hussain Abdulla Ali Al Shafar, Chairman, Emirates International Insurance Brokers
          Mishal Kanoo, Deputy Chairman, The Kanoo Group
          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

*CONFIRMATION AWAITED