

# Innovation & Benchmarking for Sustainability

17 December 2015 - Dubai

**GBN's 9<sup>th</sup> International Benchmarking Conference**  
**Le Meridien Hotel Dubai (near international airport) in the Great Room**



مجموعة دبي للجودة  
 Dubai Quality Group

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Time	Sessions
08:00 – 08:30	<b>Registration</b>
08:30 – 08:40	<b>Welcome Note - DQG</b>
08:40 – 09:00	<p><b>Introduction the GBN, Benchmarking, Innovation and Sustainability</b></p> <p><b>Bruce Searles, Director Business Development, GBN; Benchmarking Resource Person, Asian Productivity Organisation and Director, Benchmarking Partnerships (Asia-Pacific)</b></p> <p>Bruce will introduce the Global Benchmarking Network (GBN) – a network of benchmarking expert organisations representing 25 countries. He will then help the audience to define what <i>Innovation</i> means and how it enables sustainability. He will then describe how other countries and best practice organisations have implemented Innovation successfully and how they have achieved sustainable outcomes. Key leadership requirements, and best practice tools including benchmarking will be explained.</p>
09:00 - 09:20	<p><b>Presentation: Best Practice Benchmarking – Helping Organisations Improve</b></p> <p><b>Terry Pilcher, Director Marketing, GBN and Partner, BCS Management Services, United Kingdom</b></p> <p>To survive in this world, organisations need to be continually moving on. World events are constantly changing the situation that organisations are asked to work within. Also technology is accelerating the speed at which things are done and educated customer's needs are becoming even more demanding. Obviously, there are many ways of achieving innovative solutions but best practice benchmarking is a serious player in delivering sustainability. Although this is nothing new it is an underutilised approach which many organisations ignore.</p>
09:20 – 09:40	<p><b>Presentation: Global Sustainability Challenges and GBN Sustainability Tool</b></p> <p><b>Prof. Dr. Holger Kohl, Board Advisor, GBN, and Director Corporate Management, Fraunhofer IPK, Germany</b></p> <p>Holger will describe key insights into the Fraunhofer research into Sustainability, the factors that contribute to sustainable organisations and how these factors have been moulded into a self assessment tool that the GBN will be encouraging organisations to use across the Globe. Examples of the scoring process, reports and action plans will be explained.</p>
09.40 – 10.00	<p><b>Presentation: Cross Industry Benchmarking</b></p> <p><b>Suresh Lulla, Membership Retention and Engagement, GBN and Founder, QIMPRO Consultants Pvt. Ltd India</b></p> <p>Suresh will describe some details of how cross-industry benchmarking promotes sustainable innovation &amp; how organisations can be encouraged to consider the approach. He will use successful examples from India experiences.</p>
10.00 – 10.20	<p><b>Presentation: First Global Assessment on the current state of Organisational Excellence</b></p> <p><b>Dawn Ringrose, Principal, Organisational Excellence Specialists, Canada</b></p> <p>Dawn will describe and demonstrate the assessment tool that is being used to conduct the 'first global assessment on the current state of organisational excellence' via the GBN, the Organisational Excellence Technical Committee, and other research partners. The tool integrates the principles and best management practices of leading excellence models and the results will allow organisations to track their own performance over time and compare their performance to others by size, industry sector and geographical region. She will also show how the assessment tool can be used to automatically generate a confidential report that provides an action-oriented improvement plan to address gaps.</p>
10:20 – 10:45	<b>Coffee Break</b>

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<p><b>10.45 – 10.55</b></p>	<p><b>Presentation: Dubai We Learn - Benchmarking for the Dubai Government Sector</b></p> <p><b>Dr Robin Mann, Chairman GBN and Director, BPIR.com Limited, New Zealand</b></p> <p>Robin will introduce the Dubai Government Excellence Program's "Dubai We Learn" Initiative. This initiative consists of a range of benchmarking and organisational learning activities designed to fast-track organisational improvement and stimulate innovation within government entities.</p>
<p><b>10.55 - 11.10</b></p>	<p><b>Presentation: Dubai We Learn - Best Practices in Innovation Management</b></p> <p><b>Presenter(s) to be announced, Dubai Statistics Centre, UAE.</b></p> <p>Based on the UAE's government's declaration of 2015 as the Year of Innovation, Dubai Statistics Center established a Creativity &amp; Innovation Unit to implement the government's vision and strategy. Dubai Statistics were then invited to join the "Dubai We Learn" program to undertake a benchmarking project in innovation. This presentation will show how Dubai Statistics are learning from best practices "to identify, develop and implement best practices in Innovation Management to improve its processes and services".</p>
<p><b>11:10 – 11:30</b></p>	<p><b>Presentation: Cultural Sensitivity Gives Birth to a Maternity Care</b></p> <p><b>Dr. Omer Ahmed Zain Al Sake, Director of Medical &amp; Technical Affairs and Dr. Tan veer Ahmed Mohamed Issaquah Badger, Acting Head of Research &amp; Studies Unit, Dubai Corporation for Ambulance Services (DCAS), UAE</b></p> <p>This is the 8 minute Winner's Presentation from the 4th International Best Practice Competition held in the Philippines on 26/27 November 2015. It describes the MAMA ambulance service provided by DCAS. This service is focused on the needs of pregnant women and staffed by entirely women from the ambulance drivers to paramedics to ensure cultural sensitivity. The service is achieving satisfaction levels of 98% and higher.</p> <p><b>Asma Y.Zainal, Project Manager, The Development of Emirati Paramedics Leaders, Dubai Corporation for Ambulance Services (DCAS), UAE.</b></p> <p>A presentation illustrating how benchmarking through Dubai We Learn is being used to further enhance DCAS's services</p>
<p><b>11.30 – 12.30</b></p>	<p><b>Final of the GBN's Global Benchmarking Award</b></p> <p><b>The finalists of the GBN's Global Benchmarking Award each give an 8 minute presentation on their benchmarking approach.</b></p> <p>The Finalists are:</p> <ul style="list-style-type: none"> <li>• <b>YES Bank, India</b> – Presenter: Praveen Suvarna, Group Executive Vice President</li> <li>• <b>Al Jazeera Catering International, UAE</b> – Presenters: Loganathan Murthy, HEAD - HSE and Training and Robby Thommy, Managing Director</li> <li>• <b>Global Indian International School, Singapore</b> – Presenter: Melissa Maria, Principal – East Coast Campus and B.G. Shenoy, Director - Global Centre for Education Excellence</li> <li>• <b>The Medical City, Philippines</b> – Presenter: Teresa Bagaman, Head, Network Quality Management</li> </ul> <p>(Their presentations will be judged by the GBN's Jury on leadership commitment to benchmarking, pervasiveness of benchmarking, formality of benchmarking and results achieved)</p>
<p><b>12:30 – 13.00</b></p>	<p><b>Prayer Break</b></p>
<p><b>13.00 – 13:40</b></p>	<p><b>Panel Discussion &amp; Q&amp;A : Innovation for Sustainability through Benchmarking and Best Practices</b>                  Panel Participants: GBN Board of Directors plus previous speakers Panel Moderator: TBC</p>
<p><b>13:40 – 14:00</b></p>	<p><b>GBN Benchmarking Award Ceremony – Award winners will be announced.</b>  <b>Vote of Thanks &amp; Close of the Conference followed by Lunch</b></p>