



## A One-Stop Shop for Best Practices

The 4<sup>th</sup> International Best Practice Competition to be held 26/27 November, Development Academy of the Philippines, Tagaytay, Philippines.

This event joins with the 1<sup>st</sup> International Conference on Productivity and Innovation supported by *His Excellency President Benigno S. Aquino, Republic of the Philippines.*

***Listen and learn – Over 25 best practices to be shared in 8 minute presentations on:***

### **Social and environmental responsibility (surpassing regulatory requirements/engaging with the local community)**

**Waste Water and Grout Management and Reutilization**, Mr. Lal C. Weerasinghe, Director/ General Manager, Sierra Readymix (Pvt.) Ltd, Sri Lanka.

**Our Planet - Our Responsibility - CSR Engagement Strategy for Sustainability Excellence**, Loganathan Murthy, HEAD - HSE and Training, Al Jazeera International Catering LLC, UAE.

**Inclusive Social Banking: Comprehensive Financial Services to Bottom of the Pyramid (BoP)**, Sushanta Tripathy, Executive Vice President, YES BANK, India.

**Kindness Movement as our Corporate Social Responsibility**, B.G. Shenoy, Director - Global Centre for Education Excellence and Silvia Shoba Vincent, Senior Executive – Global Centre for Education Excellence, Global Indian International School, Singapore.

**Environmental Due Diligence (EDD) on LANDBANK-financed projects**, Sandra May C. Daraman, Head, Quality Management Office, Land Bank of the Philippines

**Working Together for a Sustainable and Eco-friendly School and Community**, Florante E. Vergara, OIC-SDS and Cheryl Raymundo-Ramiro, PhD, School Principal, Schools Division of Santiago City- Dubinan Elementary School, Philippines

**Adopt-a-Room: A Financing Innovation by the Philippine Children's Medical Center Workforce**, Grace J. Dela Calzada, Head - Quality Management Office/ Medical Specialist III, Philippine Children's Medical Center, Philippines

### **Strategic planning and deployment**

**Strategic Focused Budgeting**, Nancy Bartlett, Chief Performance Officer, City of El Paso, United States.

**An EDGE Strategic Planning Process that Works**, Ai Lian Chua, Deputy Director/Corporate & International Development, Institute of Technical Education, Singapore.

## Customer and market focus (understanding customers, building customer relationships, marketing)

**Rebranding and Repositioning Vocational and Technical Education**, Mathusuthan Parameswaran, Deputy Director/Communications & Marketing, Institute of Technical Education, Singapore.

**Cultural Sensitivity Gives Birth to a Maternity Care**, Dr. Omer Ahmed Zain Al Sakaf, Director of Medical & Technical Affairs and Dr. Tanveer Ahmed Mohamed Ishaque Yadgir, Acting Head of Research & Studies Unit, Ambulance Dubai Corporation for Ambulance Services (DCAS), UAE

**New Products Development (NPD)**, M.s Zeynab Rezarajab, Strategy Planning and Excellence Manager, Darou Pakhsh Pharma Chem, Iran.

**Designing and Implementation of PECCO Customers Satisfaction Index**, Mehdi Anoosheh, Deputy CEO of Planning & Programming, PECCO, Iran.

**Developing an Interactive Consumer Safety Incident and Product Recall Reporting System "Manaa System"**, Muna Khamis Salmin. Director, Consumer Safety Services, Abu Dhabi Quality and Conformity Council (QCC), UAE.

**Single Window Transaction (SWiT) Modified Business One-Stop Shop (MBOSS)**, Gary A. Llamas, Chief-BPLO, City Government of Muntinlupa, Philippines

**Customer Journey Mapping Towards World Class Service**, Ireen Ibanez-Dimaano, Officer IV, Government Service Insurance System, Philippines

**PhilHealth CARES Project (PhilHealth Customer Assistance Relations and Empowerment Staff Project)**, Alberto C. Manduriao, Group Vice President and Harold C. Lapuz, Project Coordinator, Philippine Health Insurance Corporation, Philippines

## Health and safety

**Healthy & Safe Working Environment Through Vision ZERO**, Lalitha Kanapathyraj, Manager - Quality Assurance & R & D, Premium Exports Ceylon Ltd, Sri Lanka.

## Process management and improvement

**Introducing Lean Six Sigma for Service**, Nancy Bartlett, Chief Performance Officer, City of El Paso, United States.

**Insta Credit Decisioning via Scorecard for Micro, Small and Medium Enterprises (MSME)**, Malcolm Athaide, Senior President and CRO, YES BANK, India.

## Innovation (in products/services and processes)

**Boosting Productivity by Changing Working Shifts**, Amin Mirza Motallebi Zadeh, Industrial Engineering Manager, BAREZ Industrial Group, Iran.

**Invention of portable and prefabricated factories**, Mohammad Khani, R&D Manager, Sout Machine Company, Iran.

**Electronic Billing and Collection System (eBCS)**, Rachel Toledo-Edjan, Officer-In-Charge, Office of the Vice President, Government Service Insurance System, Philippines

**Philippine Heart Center Partnership with PhilHealth in Z Benefits Cardiac Surgery Impacts on Hospital Governance**, Gerardo S. Manzo, Assistant Director - Medical Services, Philippine Heart Center, Philippines

## Education, training, development and learning

**Service Framework for Education and Rehabilitation of Persons with Disability**, Mildred M. Purificacion, MPDO, Local Government Unit of Carmona, Philippines

## Knowledge management and information technology

**ONE SHARE (Share History and Reduce Excursion) - Best Practice Sharing Tool**, Ela Estrada-Aranas, Clark QRA Director, Texas Instruments Philippines, Philippines

**This is an event you do not want to miss!**

For further information and to register visit  
[www.bestpracticecompetition.com](http://www.bestpracticecompetition.com)

## Judges of the Final of the International Best Practice Competition

### Professor Hadi Eltigani

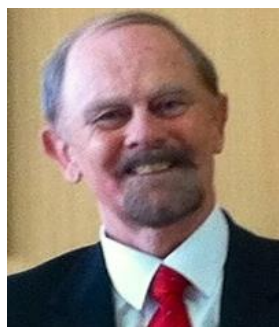


The current roles assumed by Professor Hadi Eltigani in the UAE between 1997 to date are Chief Executive Officer (CEO) of the Abu Dhabi International Centre for Organizational Excellence (ADICOE). Coordinator General of the Sheikh Khalifa Excellence Award (SKEA), Executive Director for the Department of Planning & Corporate Support at the Abu Dhabi Chamber of Commerce and Industry (ADC) and Chairman of the Emirates Quality association (EQA). Professor Eltigani's notable professional contributions include building the infrastructure and criteria of the Dubai Quality Award (DQA) at DED which was then selected as the Best Government initiative by the Dubai Program for Government Excellence. In Abu Dhabi he led the creation of the Sheikh Khalifa Excellence Award (SKEA) as a major national program for improving the quality performance of both public and private sector organizations and the Abu Dhabi Quality Forum as a vehicle for Quality and Excellence Awareness. He also chairs the Emirates Quality Association (EQA). In government he helped to set up the Abu Dhabi Government Excellence Program (ADAEP), Sheikha Fatima Arab Youth Award as well as took an active part in setting up the panel of Jury to calibrate and accredit other local awards in Abu Dhabi, Dubai, Ajman, KSA and generally rendered support in both public and private sector bodies in the MENA region as a whole.

### Other judges for the final to be announced

## Judges of the Qualifying Round of the International Best Practice Competition

### Brian Marson



Brian Marson is a widely-published international expert in Public Sector Management. He has served as President of the Institute of Public Administration of Canada, Research Associate of the Harvard Center for International Affairs, and Senior Advisor to the Government of Canada. He is also co-founder and Senior Fellow of the Institute for Citizen Centred Service in Toronto. Currently an International Advisor to OECD and the Asian Productivity Organization, he serves as a Faculty Member at DAP. A graduate of Harvard University and the UBC, Professor Marson has taught at Harvard, Queens and the University of Victoria. He is co-author of important books in public sector management excellence including: The Well-Performing Government Organization; The New Public Organization; Good Practices in Citizen-centred Service; Innovations and Good Practices in Single-Window Service, and From Research to Results

## Jorge Roman



Jorge Román is currently a Director of Business Excellence Chile. Lead a global management-consulting firm with strategic expertise in leadership development, customer satisfaction, workforce engagement & process excellence. He is a part-time professor at University of Chile, Business and economic school. ASQ Country Counselor (2015-2017), International Academy for Quality (Member), Organizational Excellence Technical Committee of the Quality Management Division, ASQ, Vice Chairman (2011-2013) of Global Benchmarking Network (GBN), Global Performance Excellence Award Executive Committee, International examiner for the Baldrige Training Program, Senior Examiner for the Iberoamerican Quality Award, and APQO (life time member).

## Dr Zeyad El Kahlout



Dr Zeyad El-Kahlout holds a PhD in Quality Management (Quality in the design of services) from University of the West of England, Bristol, UK. His Experience and research interests relate to Business Excellence, Quality Management, Knowledge Management, Institutional Integrity, and Productivity. He is an EFQM approved assessor a certified Knowledge Manager, and senior member in the American Society for Quality. Before joining the Executive Council he was an Assistant Professor and Assistant Dean in the Productivity & Quality Institute, Arab Academy for Science & Technology, Alexandria, Egypt. As an Assistant Professor, he also published tens of papers and articles, and supervised the research work of many students in the Master's level. In the professional side he contributed and led hundreds of consultancy projects in the areas of development of Quality and Excellence strategies; development, Implementation and Auditing of Quality Management Systems; development and Assessment of Excellence Models & Criteria; and development of strategy maps and performance management systems

## Chairman of the International Best Practice Competition

### Dr Robin Mann



Dr Robin Mann is Head of the Centre for Organisational Excellence Research, New Zealand, [www.coer.org.nz](http://www.coer.org.nz), Chairman of the Global Benchmarking Network, [www.globalbenchmarking.org](http://www.globalbenchmarking.org), Co- Founder of BPIR.com Limited, [www.bpir.com](http://www.bpir.com) – a leading benchmarking website resource, and Founder of the International Best Practice Competition. Robin's experience includes managing the UK's Food and Drinks Industry Benchmarking and Self-assessment Initiative (1995-1998), New Zealand Benchmarking Club (2000-2004), Sheikh SAQR Government Excellence Program, UAE (2005-2007), chief researcher for Australian Business Excellence Framework (2006), chief expert for APO projects on business excellence in Asia (2009-2014) and productivity (2014) and the developer of the TRADE Best Practice Benchmarking Methodology. Robin is currently assisting the Dubai Government with its Dubai We Learn program and the Development Academy of the Philippines with the design and launch of Government Excellence Class. Robin was awarded the Harrington/ Ishikawa Medal in 2011 for contributions to the advancement of quality in the Asia Pacific region.