PROGRAM

8:30 - 9am	**REGISTRATION**
9am - 9:10am	Welcome Colin Gare (BEA) Professor David Brown (UTS)
9:10 – 9:30am	“International Excellence Initiatives” Hou Jinfeng (China Association for Quality)
9:30 - 9:55am	“Benchmarking and Excellence” Dr Robin Mann (Massey University)
STREAM 1: Use of Excellence Frameworks (Early Stages)	
9:55 - 10:20am	“The Value of Excellence in a Highly Regulated Environment” Tony Badrick (Royal College of Pathology)
10:20 - 10:45am	“Maintaining a Focus on Health and Fitness” Nic Meulengracht (NSW Office of Sport)
STREAM 2: Use of Excellence Frameworks (Mature Stages)	
9:55 - 10:20am	“Sustaining Excellence through Regulatory Changes” Shayne Silcox (City of Melville)
10:20 - 10:45am	“The Future of Education” Lisa Davies (International Education Services)
10:45 - 11:05am	**MORNING TEA**
11:05 - 11:35am	“The Reality of Changing Politics & Human Movement on Excellence Models” Gianluca Mulè (European Foundation of Quality Management)
11:35 - 12:20pm	Panel Discussion: “The Impact of Rapid Technology Change on Excellence Programs” Alan Skinner (UTS) Robert Fangmeyer (National Institute of Standards and Technology, USA) Patrick Lim (Enterprise Singapore) Gianluca Mulè (European Foundation of Quality Management)
12:20 - 1:05pm	**LUNCH**
1:05 - 1:35pm	Morning Session Feedback Dr Moira Scerri and Dr Maruf Chowdhury (UTS)
1:35 - 2:05pm	GEM Partner Country Award Winners Share Their Excellence Journey Kartik Modi (Godrej and Boyce)
2:05 - 2:35pm	“Responding and Embracing Change” Lloyd Setter (Rabobank)
2:35 - 3pm	“Challenging and Creating New Mental Models to Enable Change” Andrew Tankard
3pm - 3:20pm	**AFTERNOON TEA**
3:20 - 3:40pm	“Self-Discovery Approach When Using Excellence Frameworks” Dieter Markworth (Markworth and Associates)
3:40 - 4:40pm	Technology, People and Process Dr Moira Scerri (UTS) Tammy Marshall (The B Hive) and Colin Gare (BEA)
4:40 - 5pm	Closing Ravi Fernando (BEA) and Dr Moira Scerri (UTS)