

**WELCOME DINNER & APQO / GPEA AWARD CEREMONY**  
**20<sup>th</sup> Asia Pacific Quality Conference**  
**Kuala Lumpur Convention Centre**

**(Sunday) - 23<sup>rd</sup> November 2014**

TIME	REGISTRATION & CORE COUNCIL MEETING	VENUE
8:00am – 6:00pm	Registration : <ul style="list-style-type: none"> <li>• APQO Core Council Members / GPEA Awardees / Paper Presenters</li> <li>• Team Excellence Participants / Observers</li> </ul>	Registration Counter – Level 3
9:00am – 12:00pm	Core Council Meeting	304 & 305 - Level 3
12:00pm – 2:00 pm	<b>NETWORKING LUNCH (Core Council Members)</b>	306 – Level 3
2:00pm – 4:00pm	Asia Pacific Quality Organization Post Meeting Discussion	304 & 305 - Level 3
<b>WELCOME DINNER &amp; APQC / GPEA AWARD CEREMONY 2014</b>		
7:00pm – 7:45pm	Arrival of Asia Pacific Quality Conference Guest / Participants	Conference Hall 1 & 2 – Level 3
7:45pm - 8:00pm	Arrival of APQC VIPs	
8:00pm – 8:15pm	Welcome Speech by: <b>YBhg Dato' Seri Prof. Mashkuri Yaakob</b> Co-Chairman of 20 <sup>th</sup> APQC / Vice Chancellor, Universiti Tenaga Nasional (UNITEN)	
8:15pm - 10:30pm	Networking Dinner & Award Presentation Ceremony <ul style="list-style-type: none"> <li>• Individual International Award</li> <li>• Global Performance Excellence Award (GPEA)</li> <li>• Quest For Excellence Award</li> <li>• Best In Class Award</li> <li>• World Class Award</li> </ul>	

**ANNUAL PRODUCTIVITY & INNOVATION CONFERENCE AND EXPOSITION (APIC )**  
in conjunction with  
**20<sup>TH</sup> ASIA PACIFIC QUALITY CONFERENCE (APQC)**  
**24<sup>TH</sup> NOVEMBER 2014**  
**KUALA LUMPUR CONVENTION CENTRE**

TIME	MAIN CONFERENCE	VENUE
8:00am	Registration and Arrival of VIPs and Guest	Registration Counter – Level 3
8:45am	Arrival of <b>YB Dato' Lee Chee Leong</b> Deputy Minister, Ministry of International Trade and Industry (MITI)	Plenary Hall – Level 1
<b>OPENING CEREMONY</b>		
9:00am	Welcome Note by: <b>ACN Shan Ruprai</b> President, Asia Pacific Quality Organization (APQO)	Plenary Hall – Level 1
	Welcome Remark by: <b>YBhg Tan Sri Azman Hashim</b> Chairman, Malaysia Productivity Corporation (MPC)	
	Opening Speech by: <b>YB Dato' Lee Chee Leong</b> Deputy Minister, Ministry of International Trade and Industry (MITI)	
	Lean Recognition Certificate Presentation	
10:00am	<b>NETWORKING TEA BREAK</b>	Foyer Conference Hall 2 – Level 3
10:30am	Key Note 1: Competing in the Global Economy: Leading through Productivity <b>YBhg Tan Sri Rafidah Aziz</b> Chairman, AirAsia X	Plenary Hall – Level 1
11:15am	Key Note 2 : Quality Enhancing Innovation: Creating New Values for Sustainability <b>YBhg Tan Sri Johan Jaaffar</b> Chairman, Media Prima Berhad	
12:00pm	Key Note 3: From Belts to Baldrige <b>Dr. Charles A. Aubrey</b> Chairman, Asia Pacific Quality Organization (APQO)	
12:45pm	<b>NETWORKING LUNCH</b>	Conference Hall 2 – Level 3


(Monday) - 24<sup>th</sup> November 2014

TIME	TEAM EXCELLENCE COMPETITION				
	STREAM A Room No: 403 & 404	STREAM B Room No: 307- 309	STREAM C Room No: Conference Hall 1	STREAM D Room No: Conference Hall 3	STREAM E Room No: 410
2:00pm – 2:30pm	<b>TE A1</b> QCC Baling-Baling Bambu <b>PT PERTAMINA M&amp;T</b> (Indonesia)	<b>TE B1</b> QCP Pradipta <b>PT SEMEN TONASA</b> (Indonesia)	<b>TE C1</b> Micro Ant <b>CPRAM CO, LTD</b> (Thailand)	<b>TE D1</b> PM&R Team <b>HRH PRINCESS MAHA CHAKRI SIRINDHORN MEDICAL CENTRE</b> (Thailand)	<b>TE E1</b> Inspired warriors <b>GLOBAL INDIAN INTERNATIONAL SCHOOL</b> (Singapore)
2:30pm – 3:00pm	<b>TE A2</b> Power Change <b>COUNTER SERVICE CO. LTD</b> (Thailand)	<b>TE B2</b> Solutions <b>INOKOM CORPORATION SDN BHD</b> (Malaysia)	<b>TE C2</b> Challengers <b>GLOBAL INDIAN INTERNATIONAL SCHOOL</b> (Malaysia)	<b>TE D2</b> D'Antz <b>PERBADANAN PEMBANGUNAN EKONOMI SARAWAK (SEDC)</b> (Malaysia)	<b>TE E2</b> SGA BAR <b>PT KRAKATAU TIRTA INDUSTRI</b> (Indonesia)
3:00pm – 3:30pm	<b>TE A3</b> Paradigma <b>UNIVERSITI TEKNOLOGI MARA (KELANTAN)</b> (Malaysia)	<b>TE B3</b> Terrabytes <b>JABATAN KASTAM DIRAJA MALAYSIA KUALA LUMPUR</b> (Malaysia)	<b>TE C3</b> QCP DC Five <b>PT SEMEN PADANG</b> (Indonesia)	<b>TE D3</b> Steel-K <b>KULIM (MALAYSIA) BERHAD</b> (Malaysia)	<b>TE E3</b> IGNIS <b>JABATAN BOMBA DAN PENYELAMAT MALAYSIA, BUTTERWORTH</b> (Malaysia)
3:30pm – 4:00pm	<b>TE A4</b> SS Vibrasi 2 <b>PT PETROKIMIA GRESIK</b> (Indonesia)	<b>TE B4</b> QCP Maintenance <b>PT PERTAMINA DRILLING</b> (Indonesia)	<b>TE C4</b> Rotaline <b>PETRONAS CHEMICALS METHANOL SDN BHD</b> (Malaysia)	<b>TE D4</b> Tenera <b>FELDA AGRICULTURAL SERVICES SDN BHD</b> (Malaysia)	<b>TE E4</b> QCP Fast & Continuous <b>PT TOWER BERSAMA GROUP</b> (Indonesia)

(Monday) - 24<sup>th</sup> November 2014

TIME	TEAM EXCELLENCE COMPETITION				
	STREAM A Room No: 403 & 404	STREAM B Room No: 307 - 309	STREAM C Room No: Conference Hall 1	STREAM D Room No: Conference Hall 3	STREAM E Room No: 410
4:00pm – 4:30pm	<b>TE A5</b> Kejora <b>HOSPITAL TAMPIN</b> (Malaysia)	<b>TE B5</b> Double Q <b>HICOM AUTOMOTIVE MANUFACTURERS (MALAYSIA) SDN BHD</b> (Malaysia)	<b>TE C5</b> GIO Bersih <b>PT PETROKIMIA GRESIK</b> (Indonesia)	<b>TE D5</b> SS Mulat Mrananito <b>PT DANKOS FARMA</b> (Indonesia)	<b>TE E5</b> MIA <b>MAJLIS PERBANDARAN SIBU</b> (Malaysia)
4:30pm – 5:00pm	<b>TE A6</b> QCC Cakram <b>PT JASA MARGA</b> (Indonesia)	<b>TE B6</b> Q-Empire <b>PANASONIC APPLIANCES AIR- CONDITIONING MALAYSIA SDN BHD</b> (Malaysia)	<b>TE C6</b> G2-Glorious <b>UNIVERSITI TEKNOLOGI MALAYSIA (UTM)</b> (Malaysia)	<b>TE D6</b> QCC Instrument TCM <b>PT PUPUK KALIMANTAN TIMUR</b> (Indonesia)	<b>TE E6</b> QCC Intan <b>PT BADAK NGL</b> (Indonesia)
5:00pm – 5:30pm	<b>TE A7</b> TM-myCT <b>MARDI</b> (Malaysia)	<b>TE B7</b> PP Pilar <b>PT JASA MARGA</b> (Indonesia)	<b>TE C7</b> SS Nugraha <b>PT KALBE FARMA</b> (Indonesia)	<b>TE D7</b> M'TECHS <b>SCHOOL OF MEDICINE, UNIVERSITI MALAYSIA SABAH (UMS)</b> (Malaysia)	<b>TE E7</b> Timepiece <b>PERBADANAN KEMAJUAN PERUSAHAAN KAYU SARAWAK (PUSAKA)</b> (Malaysia)
5:30pm – 6:00pm	<b>TE A8</b> QCP Fractops <b>PT PERTAMINA EP</b> (Indonesia)	<b>TE B8</b> G-ONE <b>MALAYSIA NPK FERTILIZER SDN BHD</b> (Malaysia)	<b>TE C8</b> Elite <b>KULIM (MALAYSIA) BERHAD</b> (Malaysia)	<b>TE D8</b> SS Henki 10 <b>PT PETROKIMIA GRESIK</b> (Indonesia)	<b>TE E8</b> QCP Demin <b>PT KRAKATAU TIRTA INDUSTRI</b> (Indonesia)
6:00 pm – 6:30pm	<b>TE A9</b> uniQ <b>UNIVERSITI SULTAN ZAINAL ABIDIN (UNISZA)</b> (Malaysia)	<b>TE B9</b> Tour Tom <b>NAWA INTERTECH CO. LTD</b> (Thailand)	<b>TE C9</b> Infowave <b>DEWAN BANDARAYA KUCHING UTARA (DBKU)</b> (Malaysia)	<b>TE D9</b> BENIH <b>KULIM (MALAYSIA) BERHAD</b> (Malaysia)	<b>TE E9</b> QCC Coal Mix Trans <b>PT SEMEN PADANG</b> (Indonesia)

**(Tuesday) - 25<sup>th</sup> November 2014**

TIME	TEAM EXCELLENCE COMPETITION	
	<b>STREAM F</b> <b>Room No:</b> 405	<b>STREAM G</b> <b>Room No:</b> 410
8:00am – 8:30am	<u><b>TE F1</b></u> QCP VLGC <b>PT PERTAMINA M&amp;T</b> (Indonesia)	<u><b>TE G1</b></u> Louangphabang <b>GRAND SIAM COMPOSIT CO, LTD</b> (Thailand)
8:30am – 9:00am	<u><b>TE F2</b></u> Penguin <b>RENASAS SEMICONDUCTOR KL SDN BHD</b> (Malaysia)	<u><b>TE G2</b></u> 5S E-Link <b>PT SEMEN INDONESIA</b> (Indonesia)
9:00am – 9:30am	<u><b>TE F3</b></u> Endless Circle <b>MAKARAK HOSPITAL</b> (Thailand)	<u><b>TE G3</b></u> SS Ujang Sopandi <b>PT BINTANG TOEDJOE</b> (Indonesia)
9.30am – 10.00am	<u><b>TE F4</b></u> Mesmerize <b>UNIVERSITI PENDIDIKAN SULTAN IDRIS (UPS)</b> (Malaysia)	<u><b>TE G4</b></u> KaBUM <b>HOSPITAL PARIT BUNTAR</b> (Malaysia)
10:30am – 11:00am	<u><b>TE F5</b></u> SS Trucker Man <b>PT KRAKATAU BANDAR SAMUDERA</b> (Indonesia)	<u><b>TE G5</b></u> QCP ELA 2013 <b>PT PERTAMINA PENGOLAHAN</b> (Indonesia)
11:00am – 11:30am	<u><b>TE F6</b></u> SS Bayu-Revanza <b>PT PERTAMINA GEOTHERMAL</b> (Indonesia)	<u><b>TE G6</b></u> Pinnacle <b>UITM PAHANG</b> (Malaysia)
11:30am – 12:00pm	<u><b>TE F7</b></u> Reach <b>UITM PAHANG</b> (Malaysia)	
10:00am – 10:30am	<b>NETWORKING TEA BREAK: FOYER CONFERENCE HALL 2 - LEVEL 3</b>	

(Tuesday) - 25<sup>th</sup> November 2014

TIME	BEST PRACTICES – CONCURRENT SESSION	
	<p align="center"><b>STREAM A</b> Room No: 307 - 309</p>	<p align="center"><b>STREAM B</b> Room No: Conference Hall 3</p>
8:45am – 9:15am	<p align="center"><b><u>Presentation A1</u></b> <b>Title:</b> Excellence through Innovation <b>Speaker:</b> Mr. B. G. Shenoy (Singapore)</p>	
9:15am – 9:45am	<p align="center"><b><u>Presentation A2</u></b> <b>Title:</b> Quality through Performance Excellence <b>Speaker:</b> Ms. Shoba Silvia (Singapore)</p>	<p align="center"><b><u>Presentation B1</u></b> <b>Title:</b> Total Quality Education – Developing a Generation for Advanced Quality: Case study on schools in Sri Lanka <b>Speaker:</b> Ms. Mangalika De Silva (Sri Lanka)</p>
9:45am – 10:15am	<p align="center"><b><u>Presentation A3</u></b> <b>Title:</b> Building a Culture of Excellence in SME in Chilean Organizations <b>Speaker:</b> Mr. Jorge Roman (Chile)</p>	<p align="center"><b><u>Presentation B2</u></b> <b>Title:</b> The Motivation variables affecting the employees to join QCC <b>Speaker:</b> Mr. Toha Rosadi (Indonesia)</p>
10:15am – 10:45am	<p align="center"><b>NETWORKING TEA BREAK: FOYER CONFERENCE HALL 2 - LEVEL 3</b></p>	
10:45am – 11:15am	<p align="center"><b><u>Presentation A4</u></b> <b>WORKSHOP</b> <b>Title:</b> Lean Kaizen Event Workshop <b>Speaker:</b> Dr. Charles A. Aubrey (USA)</p>	<p align="center"><b><u>Presentation B3</u></b> <b>Title:</b> Quality Revolution or Evolution <b>Speaker:</b> Mr. Tony Stephenson (New Zealand)</p>
11:15am – 12:15pm	<p align="center"><b><u>Presentation A5</u></b> <b>Title:</b> Team Excellence: Changing The Game <b>Speaker:</b> Mr. Low Hock Meng (Singapore)</p>	<p align="center"><b><u>Presentation B4</u></b> <b>WORKSHOP</b> <b>Title:</b> Cradle to Success. Best Practice Business Management Strategy <b>Speaker:</b> ACN. Shan Ruprai (Australia)</p>
12:15pm – 2:00pm	<p align="center"><b>NETWORKING LUNCH: CONFERENCE HALL 2 – LEVEL 3</b></p>	

**(Tuesday) - 25<sup>th</sup> November 2014**

TIME	PLENARY SESSION 1	VENUE
2:00pm – 2:20pm	Passion And Commitment Towards Excellence <b>Speaker:</b> Mr. Adrian Ng Group Chief Executive Officer Mega Fortris (Malaysia) Sdn Bhd	Conference Hall 1 - Level 3
2:20pm – 2:40pm	Journey towards Business Excellence...what is required to success? <b>Speaker:</b> Mr. Ainul Hasnizam Abu Hassan Chief Executive Officer Brahim's Airline Catering Sdn Bhd	
2:40pm – 3:00pm	Leveraging the Singapore Business Excellence Initiative for Success <b>Speaker:</b> Mr. Harnek Singh Vice President & Director, Business Excellence Singapore Technologies Engineering Ltd	
3:00pm – 3:30pm	Question & Answer Session  <b>Moderator :</b> Mr. Ab Rahim Yusoff Senior Director, Business Excellence Division Malaysia Productivity Corporation (MPC )	
3:30pm – 4:00pm	<b>NETWORKING TEA BREAK : FOYER CONFERENCE HALL 2 - LEVEL 3</b>	
4:00pm - 5.30 pm	Closing Remarks by: <b>YBhg Dato' Mohd Razali Hussain</b> Co-Chairman of 20th APQC / Director General, MPC Top 10 Award Presentation for Team Excellence Speech by 21 <sup>st</sup> APQC Host Country 21 <sup>st</sup> APQC Flag Handover End of Ceremony	Conference Hall 1 - Level 3

**(Wednesday) - 26<sup>th</sup> November 2014**

<b>TIME</b>	<b>INDUSTRIAL VISIT</b>	<b>VENUE</b>
8:00am - 1:00pm	<ul style="list-style-type: none"><li>• Brahim's Airline Catering Sdn Bhd</li><li>• Royal Selangor International Sdn Bhd</li><li>• Perusahaan Otomobil National Sdn Bhd (Proton)</li><li>• Plus Malaysia Bhd</li><li>• Perbadanan Putrajaya</li></ul>	Main Entrance