



Excellence: The Future of Business

12-14 March 2011 | Dubai International Convention & Exhibition Centre

Under the Patronage of
HH Sheikh Ahmed bin Saeed Al-Maktoum
President of the Dubai Civil Aviation Authority,
Chairman of Dubai Airports and Chairman of Emirates Airlines,
Patron, Dubai Quality Group

Dubai Quality Group and American Society of Quality
jointly present
Excellence: The Future of Business

The conference shall be chaired by
HE Ahmed Humaid Al Tayer
Governor of Dubai International Financial Centre

CONFERENCE OBJECTIVES:

1. To highlight the growth & investment opportunities in the region.
2. To debate the future scenario (year 2015).
3. To support businesses to prepare for the future.
4. To highlight the concept of excellence in the future of business.

Conference Name	Excellence: The Future of Business
Conference Theme	The region is offering opportunities, is your business ready to benefit from them?
Conference Days, Date (3 day conference)	12-14 March, 2011 (Saturday – Monday)
	Day 1: Delegate registration & evening networking reception Timing: 5:00 pm – 8:00 pm Day 2 & 3: Main Conference Timing: 8:30 am – 2:30 pm
Conference Venue	The Dubai International Convention & Exhibition Centre, Sheikh Rashid Hall C & D
Conference Format	5 Keynote speakers Gala Dinner Speaker 4 Panel Discussions, moderated by experts
Conference Receptions	Evening Reception (Welcome reception) 2 Lunches Gala Dinner

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MAIN CONFERENCE PROGRAM

DAY 1: 12 March 2011

Time	Activity
5- 8 pm	Delegate Registration & Welcome reception
	Entertainment: Cultural tent demonstrating UAE culture

DAY 2: 13 March 2011

Time	Activity
8:30 am	Registration & Morning Refreshments
9:00 am	Mr. Farid Ahmed Mohammed, Master of Ceremony : Introduces the Conference
9:05 am	The coming of this conference: Mr. Saleh Janeeh, Chairman, Dubai Quality Group Mr. Stephen Hacker, Chairman, ASQ Global, USA Dr. Wafi Dawood, Honorary Board Member, Dubai Quality Group
9:30 am	Opening address: HH Sheikh Ahmed bin Saeed Al Maktoum, President of the Dubai Civil Aviation Authority, Chairman of Dubai Airports, Chairman of Emirates Airlines and Patron, Dubai Quality Group.
9:45 am	Keynote speaker: HE Ahmed Humaid Al Tayer, Governor of Dubai International Financial Centre (DIFC). Topic: DIFC has grown despite the global financial crisis. Dubai now plays an important role in the regional & global financial market. What are the opportunities in the region & what is DIFC offering? How investment houses and investors can benefit from these opportunities?
10:15 am	Refreshments Break
10:45 am	Panel Discussion: Where is Dubai Going? The year is 2015, Metro is history, Dubai central is fully operational, and the infrastructure is complete. What does Dubai look like? What is the GDP of Dubai, where is the lion share of GDP coming from, what do the investors need to look into to ensure that their organizations are integrated to benefit from these opportunities? Panel Participants: <i>HE Ahmed Butti (Executive Chairman, Ports, Customs & Free zone Corporation)</i> <i>HE Saeed Al Tayer (Managing Director & CEO, Dubai Electricity & Water Authority)</i> <i>Mr. Hussain Sajwani (Chairman, DAMAC Properties)</i> <i>Mr. Abdullatif Al Mulla (Chief Executive Officer, TECOM Investments)</i> <i>Mr. Mohammed Lahouel (Chief Economist, Dubai Department of Economic Development)</i> <i>Moderated by: Mr. Tommy Weir, (Consultant, Kenexa Consultancy)</i>
11: 45 am	Refreshments Break.
12 :15 pm	Panel Discussion: How balanced is the diversification in the UAE? What are the opportunities and the contribution from non oil industries, such as tourism, telecommunication and manufacturing?

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	<p><u>Panel Participants:</u> <i>Mr. Ahmed Hassan Al Sheikh (Chairman, Dubai Cable Co. DUCAB)</i> <i>Mr. Gerald Lawless (Executive Chairman, Jumeirah Group)</i> <i>Mr. Osman Sultan (Chief Executive Officer , Emirates integrated Telecommunications, Du)</i> <i>Mr. Adel Zarooni (Managing Partner, Rivoli Group)</i> <i>Mr. Ibrahim Al Ansari (CEO, Dubai First)</i> <i>Moderator: David Stevens (Partner, PricewaterhouseCoopers)</i></p>
1:15 pm	<p>Speaker: Dr. Nawal Al Hosany (Associate Director, Sustainability, Masdar) Topic: Abu Dhabi 2030: Masdar's role in bringing vision to reality</p>
1:45 pm	<p>Q &A session (to be moderated by Master Of Ceremony)</p>
2:00 pm	<p>Lunch - Close of Day 1</p>

Time	Activity
8:00 – 11:00 pm	<p>Gala Dinner Speaker: Mr. Stephen Hacker, Chairman, ASQ Global , USA Topic: The Future Study- Forces that Shape the Future of Quality & How Businesses are Impacted.</p>

DAY 3: 14 March 2011

Time	Activity
8:30 am	<p>Morning Refreshments</p>
9:00 am	<p>Master of Ceremony opens the Conference</p>
9:05 am	<p>Keynote Speaker: Mr. Stephen Hacker, Chairman, ASQ Global, USA Topic: The Importance of Global Partnership.</p>
9:35 am	<p>Q & A session (to be moderated by Master Of Ceremony)</p>
9:45 am	<p>Panel Discussion: The Regional Economies What is the Business doing to overcome & prepare for 2015? Businesses are facing some of the toughest challenges, those who are able to survive the current crisis will prosper, but what are they doing to survive the crisis and what is the strategy for the future? How to benefit from these opportunities? <u>Panel Participants:</u> <i>Mr. Hazza Al Qahtani (Chairman, Amad Investments, Saudi Arabia)</i> <i>Mr. Ali Mohammad Juma (Chief Executive, Vision Investment Services Co.)</i> <i>Mr. Mishal Kanoo (Deputy Chairman, The Kanoo Group)</i> <i>Dr. Hadi Al Ameer, (Chairman, Lajeen Group, Kuwait)</i> <i>Mr. Mohammed Al Hajri (General Manager, National Qatar Industries Company)</i> <i>Moderated By: Mr. Yasar Jarrar, Partner PricewaterhouseCoopers</i></p>
10:45 am	<p>Refreshments Break</p>
11:00 am	<p>Speaker: Mr. Mohammed Al Muallem, Senior Vice President & Managing Director, DP World, UAE Region Topic: The regional business and the diversification. How will the diversification support</p>

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	the region in the future?
11:30 am	Q & A session (to be moderated by Master Of Ceremony)
11:45 am	Keynote Speaker: Dr. William Denney, ASQ, USA Topic: Excellence Models.
12:15 pm	Q & A session (to be moderated by Master Of Ceremony)
12: 30 pm	Refreshments Break
1:00 pm	<p>Panel Discussion: Excellence Models How can the Excellence models support businesses to benefit from the future opportunities? Many organizations have assessed themselves against the Excellence models and have won national quality awards, are they really better prepared for future? It is claimed that organization are using Excellence models as an excuse to spend resources without getting the intended benefits.</p> <p><u>Panel Participants:</u> <i>Dr. William H. Denney (American Society for Quality)</i> <i>Dr. Hadi Eltigani (Chairman, Emirates Quality Association)</i> <i>Dr. Khleef Al Khawaldeh (Excellence Advisor, Executive Council, Government of Dubai)</i> <i>Dr. Wafi Dawood (Chief of Operations & Planning, KHDA)</i> <i>Moderator: Dr. Ahmed Hindawi, Former Minister of Trade & Industry of Jordan</i></p>
2:00 pm	Key Note Closing Address : HE Mohammed Ahmed Bin Abdul Aziz Al Shihhi, Undersecretary, UAE Ministry of Economy Topic: The Economic indicators and the UAE Economy
2:20 pm	Vote of thanks : Mr. Shawqi Sajwani, Chief, Conference Organizer
2:30 pm	Lunch - Close of Conference