



WORLD CONGRESS PRESENTATIONS

DEC 4-6, 2006, WELLINGTON, NEW ZEALAND

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Topics as diverse as Leadership to Knowledge Management to Six Sigma.

Over 150 presentations – **something for everyone!**

There is still time to register – *this is a one-off opportunity to attend the world's leading business congress*. It is the first time it has been held in New Zealand.

LEADERSHIP

- Successful organisational leadership involves community leadership
- Vision, verbs and Tipu Ake
- The relationship between transformational leadership, best practices, and company performances: Empirical practices among business organisations in Malaysia
- Effect of personal values transformation on leadership behaviours
- Corporate Governance Practices of Large Firms in New Zealand and Firm Performance: An Empirical Investigation
- Bringing TQM principles into the boardroom

SOCIAL AND ENVIRONMENTAL RESPONSIBILITY

- The impact of corporate values and corporate leadership on corporate behaviour: What it means to truly engage the host community
- The EFQM framework for Corporate Social Responsibility & tools/ways for integrating CSR into policy & strategy
- Corporate social responsibility and the role of government: Regulation versus voluntary action: Results from an empirical study
- Community Advisory Panels – Working towards the perfect partnership
- The strategic necessity of corporate social responsibility

STRATEGY

- **Drivers of business performance improvement**
- **Deploying strategy and business plans through processes for optimal stakeholder satisfaction**
- **Value Mapping: Linking areas for improvement (AFI's) to strategy and stakeholder value**
- **The Missing Link: Successfully Align People with Strategy**
- **Creative Thinking for Project Managers – Mindmapping**
- **Turnaround strategy: a case study**
- **Organisational change management**

CUSTOMER AND MARKET FOCUS

- **A model for customer service focus - Service Excellence II - a partnership approach**
- **Turning customer satisfaction measurement into actions for profit and growth**
- **2005 National CRM Survey**
- **Service Quality at an Inland Revenue Board's branch office in Malaysia**
- **The relation between quality practices and customer satisfaction in a service organization**
- **Contestability of quality in human service provision**
- **Combining SERVQUAL and QFD within a strategic management of quality framework**
- **The Proposal Management in B2B for a Better Quality of the Offer**
- **The consumer approach to private labels in the grocery market. The Italian evidence**
- **Student satisfaction and service quality assessment in Italian universities. The search for excellence**
- **Coordinating relationships, building community: A pilot programme in relationship marketing for non-profit organisations through strategic database development**
- **Measuring student's perception and expectations on services of a computer center by using Service Quality (SERVQUAL) model**

PERFORMANCE MEASUREMENT

- Performance measurement in a military organisation
- A dynamic framework for selection of appropriate and relevant measures
- Possible effects of Cost of Quality and impending changes to Corporate Governance on Metropolitan Fire and Emergency Services Board
- Focused versus diversified logistics performance measurement in small and medium-sized enterprises
- Quality improvement in SMEs through performance measurement

BENCHMARKING

- How to do benchmarking well: an international perspective
- Sustainability of benchmarking networks: a case-based analysis
- Development of a diagnostic tool to benchmark best manufacturing practices in small and medium scale industries
- Demonstration of best practices from around the world
- Managing benchmarking performance, on demand

KNOWLEDGE MANAGEMENT AND INFORMATION TECHNOLOGY

- Development of an incentive system for knowledge management in industrial service networks
- Information systems competencies in small firms
- An integrated electronic continuous improvement system
- Logistical controlling concept for benchmarking service delivery performance
- The influence of enterprise architecture and process hierarchies on company success
- Controlling quality within service industries
- To analyze the efficiency of effective knowledge management in Iranian organizations
- Enterprise engineering method supporting Six Sigma approach
- An exploratory study of knowledge flows: A case study of public sector procurement

PROCESS MANAGEMENT AND IMPROVEMENT

- **Application of Design of Experiment to identify, quantify and minimize variation of net weights in canned foods**
- **The application of the 4 essentials bow tie diagram to ensuring business success**
- **Developing a Service Design Framework based on QFD and Design for Implementation: Evidence from New Zealand Firms**
- **Fitting six sigma to project management**
- **A case for quality systemisation in the small firm**
- **Six Sigma from products to pollution to people**
- **Influence of challenges on the process of quality management systems implementation**
- **A project selection framework in Six Sigma quality methodology**
- **Bumpy road to lean enterprise, from theory to practice.**
- **Manufacturing process made simple through measurement, a Sri Lankan perspective**
- **Downsizing or restructuring in turbulent times**
- **Key issues for successful implementation of statistical process control**
- **Improvement of management system (results of empirical research)**
- **The anatomy of a business: Process management for business health**
- **A comparative study of Total Productive Maintenance implementation (TPM) in China and Egypt**
- **Learning from nature: Fractal management and organizational structure**
- **Inter-functional coordination for product realization in New Zealand service firms**

INNOVATION

- **How process management can design innovative organizations**
- **Designing leading managing design**
- **Developing business capability – Using a creative approach to meetings – The meetings of the Mind Model**
- **Innovation in Kiwi businesses (using #8 wire philosophy).**
- **Teach staff how to think!**
- **Impact and best practice "buddies" - tools for innovation and learning in a group of consulting engineering companies**

- **Functional interactions for product realisation: Evidence from New Zealand high-tech manufacturing firms**

SUPPLIER RELATIONSHIPS AND PARTNERSHIPS

- **Managing People in a New Industry: A Case Study of a High-end BPO Organization**
- **Supplier relationships and partnerships**
- **Determining the impact of quality management practices and purchasing related information systems on purchasing performance: A structural model.**
- **Managing supplier relationship under uncertainty**
- **Types of relationships between firms, communities and governments and their obstacles**
- **Measurement of supplier performance**
- **Deploying supply chain KPIs for World Class performance**

STANDARDS AND CERTIFICATION

- **Building business performance: The role of your procedure management system**
- **Strategies for implementing integrated management system (IMS): the experiences of three Malaysian manufacturing companies**
- **Patterns from ISO 9000 certified companies in New Zealand – profiles, customers, motivations and benefits**
- **Augmentation of standardized Quality Management Systems: An empirical view**
- **Does ISO 9000:2000 standards comply with TQM approaches?**
- **The diffusion of TQM model in Italy: a comparison between public and private sector**
- **Measuring the transition of an ISO 9000 certified unit towards TQM**
- **To improve the effectiveness of internal audit process by using process approach**
- **Journey to ISO 9001:2000 certification: A case study if Kolej University Technical Kebangsaan, Malaysia**

HUMAN RESOURCE FOCUS

- **Redefining Leadership**
- **Total Performance Scorecard; new blueprint for sustained organizational performance with integrity**
- **Pre-employment screening: the first step in workforce security. The cost to organisations of poor hiring decisions**

- **Following Training Cycle, The most important necessity for having competent personnel**
- **Reviewing performance the New Zealand Police way**
- **Can workplace learning be aligned with business strategy to create sustainable success: a dream or reality for HR professionals?**
- **Neuro Linguistic Programming: A key to business excellence**
- **Beyond academic quality**
- **Globalization and creative abrasion: Impacts on performance**
- **Work-life balance - A win win for companies and employees**
- **Stepping to high-performance workplace**
- **Best practices in New Zealand organizations for rewarding and recognising employee innovations and achievements**
- **The relationship between organizational commitment and burnout**
- **Quality HR-TQM Model in service context**
- **Capitalising on a model of retention for the New Zealand Army: Traffic Light Algorithms**

BUSINESS EXCELLENCE ASSESSMENTS, AWARDS AND MODELS

- **Sources of competitiveness: An analyses of high performing Indian organisations**
- **20/20 Vision: The view from the C-suite**
- **Excellence in business processes through HEART model**
- **An examination of the motivations and experiences of assessors in excellence/quality awards**
- **Developing Business Capability in Singapore**
- **Performance excellence journey of Bank Negara Indonesia**
- **The Baldrige Award: Does it create value for shareholders?**
- **Business Excellence**
- **Embedding Organisational Excellence**
- **An EFQM approach to almost everything**
- **Developing 'Day Trippers' to 'Explorers': How New Zealand service organisations start the business excellence journey**

- **Where next for quality? Beyond 9 box models?**
- **Developing and deploying business excellence programmes to improve a nation's competitiveness.**
- **A best practice story**
- **Australian Business Excellence Awards**
- **Russian University journey towards the excellence: Joint European project**
- **Quality management and business excellence**
- **Management Functional Assessment Model for organisational self-assessment**
- **Internal excellence in management and quality program as a management system evaluation tool**
- **Assessing the impact of award processes and improvement initiatives in Northern Ireland**
- **Management Information System based excellence**
- **An empirical investigation of the validity of two Business Excellence Frameworks used in Australasia**
- **Business excellence practices in Polish companies**

DEVELOPING MANAGEMENT AND ORGANISATIONAL CAPABILITY

- **Role of innovation in raising business capability in NZ**
- **Towards a universal model for high performing organisations**
- **Using IT to build a continuous improvement engine into business**
- **New Zealand's Business Capability Partnership**
- **A programme to Improve the Performance of Government Departments**
- **Some new looks into ISO 9000 data and beyond**
- **The Queensland Fire and Rescue Service's business improvement journey – the last two year**
- **Honey I shrunk the business**
- **The e-Integrated Management System - An Efficacious Model to Meet the Needs of Business Development**
- **A Programme to Improve the Performance of SMEs**
- **Why TQM programs fail? (A pathology approach)**

- **An empirical investigation on the impact of quality management practices on productivity and profitability: A multiple regression analysis**
- **Award winning TQM: A study of Malaysian SMEs**
- **Through the trenches: Investigating the learning points and growth dynamics related to corporate capacity, excellence and resilience in an emerging economy**
- **The patterns of continuous improvement process implementation: Russian companies' experience**
- **From control to commitment: is the investment in TQM worth the effort? a review**
- **Benchmarking quality using business practices information of manufacturing firms**

HEALTH STREAM

- **Improving the Patient's Journey: transforming healthcare in New Zealand**
- **New solutions in old bottles: managing overcrowding in Emergency Departments**
- **Where is the quality framework for the NHS? Results of the Institute of Quality Assurance's Expert Commission**
- **Strategic outsourcing in healthcare organizations: How to forge a successful pack to improve business performance?**
- **A proposed cross-cultural model of quality management**
- **Economics aspects of quality and organisational performance: A study in Setúbal care homes for the elderly**
- **A study on service pathways – process improvement with ultrasound exam at the department of OBS/GYN**
- **Relationship between organizational commitment and business excellence: An implementation on nursing departments of hospitals**
- **Eyes on the elderly: A study of vision screening in long term care homes in Canada and Scotland**