

World Congress presentations classified by country. WHITE = Keynotes, BLUE = Full Presentations (30 mins), GREEN = Overview Presentations (15 mins)						
Paper	Theme	Paper Title	Lead Author	Title	Organisation	Country
168	LEADERSHIP	Australian Business Excellence Award Winner presentation	Brian Hartnett	Managing Director	Tasmanian Alkaloids Pty Ltd	Australia
63	Leadership	Effect of personal values transformation on leadership behaviours	Hsien-Wen Chang	PhD candidate	Centre for Advanced Manufacturing	Australia
165	STRATEGY	Strategy and Planning: A Business Excellence Perspective	Alan Skinner	Director	Hewlett Packard	Australia
169	STRATEGY	Strategy	Matthew Tice	Managing Director	Balanced Scorecard Collaborativ	Australia
110	Strategy	Deploying strategy and business plans through processes for optimal stakeholder satisfaction	Michael W McLean	Regional Director	WD Scott	Australia
56	Customer & market fo	Wizards, elves and dragons ... partnership approach to getting started in your quality journey an	Janet Haydon	Manager, Service Exce	Department of Families and Commu	Australia
60	Customer & market fo	Contestability of quality in human service provision	Chris Talbot	Executive Manager, Re	UnitingCare Wesley	Australia
127	Performance measure	A dynamic framework for selection of appropriate and relevant measures	Bhagyashree Paranjape	PhD student	Australian National University	Australia
120	Performance measure	Possible effects of Cost of Quality and impending changes to Corporate Governance on Metropo	Emre Bozdurgut			Australia
17	Benchmarking	How to do benchmarking well: an international perspective	Anton Benc	Managing Partner	Benchmarking Partnerships	Australia
125	Benchmarking	Managing benchmarking performance, on demand	Kurt Lovell	Global Director	Citect	Australia
175	PROCESS MANAGE	Process Management	Greg Searson	Business Excellence	Bartter Enterprises	Australia
28	Standards & certificati	Building business performance: The role of your procedure management system	Ian Reynolds	Director	True North Project Services Pty Ltd	Australia
11	Business excellence a	A best practice story	Shayne Silcox	CEO	City of Belmont	Australia
146	Business excellence a	Business excellence in Australia	to be decided		SAI Global	Australia
33	Developing managem	Towards a universal model for high performing organisations	Graeme Cocks	Associate Professor in	Melbourne Business School	Australia
6	Developing managem	The Queensland Fire and Rescue Service's business improvement journey – the last two year	Russell Neuendorf	Director Organisational	Office of the Commissioner	Australia
40	Developing managem	Honey I shrunk the business	Russell Veitch	CEO	Australian Organisation for Quality	Australia
79	Health stream	Strategic outsourcing in healthcare organizations: How to forge a successful pack to improve bus	Gratiene Sioncke	Senior Researcher	Vlerick Leuven Ghent Management	Belgium
78	Strategy	Organisational change management	Sérgio de Lamare	Lieutenant Commander	Centre for Navel Systems Analyses	Brazil
116	Business excellence a	Internal quality and business excellence programs as a tool for evaluation of a quality managem	Mara Diniz	Development and Quali	Companhia Vale do Rio Doce	Brazil
87	Process management	Bumpy road to lean enterprise, from theory to practice.	Vladimir Kajdan	Director of Business Ex	Starline Architectural Windows Ltd	Canada
158	Supplier relationships	Determining the impact of quality management practices and purchasing related information sys	David Hemsworth		Nipissing University	Canada
154	Standards & certificati	Augmentation of standardized Quality Management Systems: An empirical view	Stanislav Karapetrovic	Department of Mechani	University of Alberta	Canada
106	Business excellence a	How the NQI's Healthy Workplace and Business Excellence Frameworks are Transforming Heal	Allan N. Ebedes	President and CEO	Canada Awards for Excellence and	Canada
65	Health stream	Eyes on the elderly: A study of vision screening in long term care homes in Canada and Scotlan	Sandy Bell	Director Quality and Ed	Misericordia Health Centre	Canada
134	Performance measure	Focused versus diversified logistics performance measurement in small and medium-sized enter	Hans-Henrik Hvolby	Professor	Aalborg University	Denmark
111	Process management	A comparative study of Total Productive Maintenance implementation (TPM) in China and Egypt	Noha Adel Salem	Assistant Lecturer	Arab Academy for Science, Techno	Egypt
149	Standards & certificati	The diffusion of TQM model in Italy: a comparison between public and private sector	Lucio Cappelli	Dipartimento di Scienze	University of Cassino	France
100	Knowledge managem	Enterprise engineering method supporting Six Sigma approach	Roland Jochem	Head of Department Qu	University of Kassel	Germany
183	Developing managem	The e-Integrated Management System - An Efficacious Model to Meet the Needs of Business De	Y K Chan		MTR Corporation Limited	Hong Kong
130	Education, training, de	Neuro Linguistic Programming: A key to business excellence	Abhilasha Singh	Asstt. Professor	School of Management Sciences	India
121	Business excellence a	Performance excellence journey of Bank Negara Indonesia	I. Supomo	Managing Director and	Bank Negara Indonesia	Indonesia
108	Education, training, de	Following Training Cycle, The most important necessity for having competent personnel	Mehdi Khademi Zanjani	Managing Director of IC	ICL IRAN	Iran
88	Health stream	Excellence model: Useful instrument to improve hospital performance and productivity? Best pra	Masoud Etemadian	Chairman of Hospital	Hasheminejad Kidney Center	Iran
186	Customer & market fo	Control and Analysis of Proposal Management in B2B: Considerations and Applications	Gerardo Metallo	Full Professor	University of Salerno	Italy

75	Supplier relationships	Supply Chain Strategy for an Italian Cosmetic Firm	Federica Cucchiella		University of L'Aquila	Italy
170	CUSTOMER & MARK	Kano Model ~ Attractive Quality Theory for Revitalization of Mature Products and Services	Noriako Kano	International Consultant		Japan
191	Leadership	The relationship between transformational leadership, best practices, and company performance	Fazli Idris	Lecturer	Universiti Kebangsaan Malaysia	Malaysia
34	Benchmarking	Development of a diagnostic tool to benchmark best manufacturing practices in small and medium enterprises	Rosnah Mohd.Yusuff		University Putra	Malaysia
97	Process management	A survey instrument for modeling an association between statistical process control success factors and company performance	Jafrri Mohd Rohani		University of Technology	Malaysia
29	Standards & certification	Strategies for implementing integrated management system (IMS): the experiences of three Malaysian companies	Musli Mohammad		Kolej Universiti Teknologi Tun Hussien	Malaysia
140	Standards & certification	Journey to ISO 9001:2000 certification: A case study if Kolej University Technical Kebangsaan, Malaysia	Shahdan Md Lani	Director	Centre for Quality Assurance and Accreditation	Malaysia
195	Teams, empowerment	Quality HR-TQM Model in service context	Noor Azman Ali,		Universiti Putra Malaysia	Malaysia
66	Business excellence awards	The Baldrige Award: Does it create value for shareholders?	Eng Tuk Cheah	Assistant Professor of Marketing	Nottingham University Business School	Malaysia
179	OPENING SPEECHES	Welcome	Lianne Dalzeil	Minister for Commerce	New Zealand Government	New Zealand
167	LEADERSHIP	NZ Business Excellence Award Winner presentation	David Ledson	Rear Admiral	Royal New Zealand Navy	New Zealand
153	Leadership	Successful organisational leadership involves community leadership	Jo Brosnahan	Chairman	Leadership New Zealand Trust	New Zealand
115	Leadership	New Tools for Growing Living Organisations and Communities	Peter Goldsbury	Coordinator	Tipu Ake Team	New Zealand
24	Social & environmental	Community Advisory Panels – Working towards the perfect partnership	Gerry Kennedy	Public Affairs Manager	Methanex	New Zealand
190	Strategy	The Missing Link: Successfully Align People with Strategy	Brent Ritchie	Managing Director	ExcellenceWorks	New Zealand
171	CUSTOMER & MARK	Service excellence is rocket science!	Ian Brooks	Author /Consultant	Various	New Zealand
123	Customer & market focus	Turning customer satisfaction measurement into actions for profit and growth	Paul Linnell	Managing Director	CTMA New Zealand Ltd	New Zealand
192	Customer & market focus	2005 National CRM Survey	Virgil Troy	PhD Researcher	Massey University	New Zealand
59	Customer & market focus	Combining SERVQUAL and QFD within a strategic management of quality framework	Claire Liu		Pacific International Hotel Management	New Zealand
173	MEASUREMENT, ANALYSIS	Winning KPIs	David Parmenter	Managing Director	Waymark Solutions	New Zealand
104	Performance measurement	Performance measurement in a military organisation: The Royal New Zealand Navy	Mathew Williams	Director Naval Excellence	Royal New Zealand Navy	New Zealand
144	Benchmarking	Best practice melting pot	Steve Welch	Managing Director	BPIR.com Ltd	New Zealand
19	Knowledge management	Identifying key information systems competencies in small firms	Paul Cragg		University of Canterbury	New Zealand
26	Knowledge management	An integrated electronic continuous improvement system	Penelope Susan Burton Bell		Broadcast Communications Ltd	New Zealand
44	Knowledge management	The influence of enterprise architecture and process hierarchies on company success	Geoff Cardwell			New Zealand
77	Knowledge management	Controlling quality within service industries	John Edward Gutsell	Chief Executive	Transport Management Systems Ltd	New Zealand
150	Process management	Application of Design of Experiment to identify, quantify and minimize variation of net weights in a manufacturing process	Dayananda Sirilal Vithanage		Heinz Watties	New Zealand
43	Process management	The application of the 4 essentials bow tie diagram to enhance business success	Geoff Cardwell			New Zealand
74	Process management	Improving New Service Development Based on QFD and Design for Implementation	Matt Gloyne		University of Auckland	New Zealand
118	Process management	Fitting six sigma to project management	Nevan Wright	Associate Professor	AUT University Auckland	New Zealand
103	Process management	A case for quality systemisation in the small firm	Ralph Penning	Principal	R U Penning & Associates	New Zealand
55	Process management	The anatomy of a business: Process management for business health	Moya Bawden	Principal Consultant	Ablaze Business Development Ltd	New Zealand
27	Process management	Learning from nature: Fractal management and organizational structure	Romuald E J Rudzki	Dr.	Massey University	New Zealand
71	Process management	Inter-functional coordination for product realisation in New Zealand service firms	Vicky Da Gama		University of Auckland	New Zealand
159	Innovation	Managing leading managing design	Batch Hales	Policy Manager	NZIM	New Zealand
156	Innovation	Innovation – Using a Creative Approach to Meetings – The Meetings of the Mind Model	Jennie Vickers	Director	JV Initiatives	New Zealand
16	Innovation	Innovation in Kiwi businesses (using #8 wire philosophy).	Richard Saul	Client Manager/Lead Architect	Telarc Limited	New Zealand
41	Innovation	Impact and best practice "buddies" - tools for innovation and learning in a group of consulting engineers	Trevor Anders	Group Quality Manager	Beca Group of Companies	New Zealand

72	Innovation	Functional interactions for product realisation: Evidence from New Zealand high-tech manufactu	Qiang Lu		University of Auckland	New Zealand
14	Standards & certificati	Patterns from ISO 9000 certified companies in New Zealand – profiles, customers, motivations a	Pavel Castka	Department of Manage	University of Canterbury	New Zealand
124	Education, training, de	Reviewing Organisational Performance the New Zealand Police Way	Susan Campbell	National Quality Improv	Organisational Performance Group	New Zealand
54	Education, training, de	Evaluating and aligning workplace training with strategy: a potential paradox for human resource	Tom Short	Director, Performance I	The University of Auckland	New Zealand
157	Education, training, de	The value of a creative contribution to eLearning programmes in creating engagement and delive	John Sumner	Managing Director	Aegility - The eLearning Workplace	New Zealand
105	Education, training, de	Beyond academic quality	Lizzie Reinecke	Quality and Risk Facilita	Waikato Institute of Technology (W	New Zealand
23	Teams, empowerment	Work-life balance - A win win for companies and employees	Gerry Kennedy, APR	Public Affairs Manager	Methanex	New Zealand
114	Teams, empowerment	Best practices in New Zealand organizations for rewarding and recognising employee innovatio	Nicky Campbell-Allen		Massey University	New Zealand
178	ORGANISATIONAL C	Developing Business Capability in New Zealand	Hon. Trevor Mallard	Minister for Economic	NZ Government	New Zealand
166	ORGANISATIONAL C	Developing Business Capability	Rod Oram	International Financial Journalist		New Zealand
45	Business excellence a	Day Trippers' or 'Explorers': Starting the Business Excellence journey in New Zealand	Jo Innes	Director	Stratum Ltd	New Zealand
61	Business excellence a	Quality management and business excellence	Christopher Burns	Lecturer	The Open Polytechnic of New Zeala	New Zealand
198	Business excellence a	Improving the design of business excellence models	Nigel Grigg	Senior Lecturer	Massey University	New Zealand
161	Business excellence a	An empirical investigation of the validity of two Business Excellence Frameworks used in Austral	Nihal Jayamaha		Massey University	New Zealand
152	Developing managem	Using IT to build a continuous improvement engine into business	Keith Philips	President	Quantel	New Zealand
147	Developing managem	New Zealand's Business Capability Partnership	Mike Watson		NZ Business Excellence Foundatio	New Zealand
109	Developing managem	Role of innovation in raising business capability in NZ	Robert Gauldie			New Zealand
143	Developing managem	A Programme to Improve the Performance of Government Departments	Robin Mann	Director	Centre for Organisational Excellenc	New Zealand
83	Knowledge managem	Analysis of the implementation degree of the customer relationship management system integrat	Babuska Lukasz	PhD student	Warsaw University of Technology	Poland
9	Process management	Influence of challenges on the process of quality management systems implementation	Robert Karaszewski	Professor	Nicolas Copernicus University of To	Poland
25	Process management	Improvement of management system (results of empirical research)	Maciej Urbaniak	Head of Quality Manag	University of Lodz	Poland
53	Business excellence a	Business excellence practices in Polish companies	Rafal Haffer	Dean's Assistant for Bu	Nicholas Copernicus University	Poland
117	Performance measure	Quality improvement in SMEs through performance measurement	Sérgio Sousa	Assistant Professor	University of Minho	Portugal
84	Innovation	How process management can design innovative organizations	Antonio Pires		Escola Superior de Tecnologia de S	Portugal
21	Developing managem	Some new looks into ISO 9000 data and beyond	Paulo Sampaio	PhD Student	University of Minho	Portugal
67	Health stream	Economics aspects of quality and organisational performance: A study in Setúbal care homes fo	Gloria Antunes		High School of Technology of Setú	Portugal
80	Developing managem	The patterns of continuous improvement process implementation: Russian companies' experienc	Dmitry Ovsianko	Associate Professor in	Saint-Petersburg State University	Russia
164	Business excellence a	Business excellence in Singapore	Darshan Singh		SPRING Singapore	Singapore
187	Business excellence a	Embedding Organisational Excellence - Singapore Defence Force	James Kwek		Singapore Defence Force	Singapore
5	Process management	Downsizing or restructuring in turbulent times	Drago Dubrovski		University of Primorska	Slovenia
31	Knowledge managem	Increasing Motivation for Information Exchange in Industrial Service Organizations: Developmen	André Minkus		ETH Zürich	Switzerland
131	Knowledge managem	Logistical controlling concept for benchmarking service delivery performance	André Minkus		ETH Zürich	Switzerland
18	Health stream	A study on service pathways – process improvement with ultrasound exam at the department of	Kim Jean Chow	Assistant Professor	Chung Hwa College of Medical Tec	Taiwan
141	Teams, empowerment	Stepping to high-performance workplace	Mesut Kumru	Assoc. Prof. of Industria	Dogus University	Turkey
160	Leadership	Bringing TQM principles into the boardroom	Steve Letza		Liverpool John Moores University	UK
48	Social & environmenta	Corporate social responsibility and the role of government: Regulation versus voluntary action: F	Lyndsey McKee	Research student	Queen's University Belfast	UK
49	Social & environmenta	The strategic necessity of corporate social responsibility	Lisa Murray	PhD student	Queen's University Belfast	UK
92	Strategy	Value Mapping: Linking areas for improvement (AFI's) to strategy and stakeholder value	Terry Pilcher	Director	BCS Management Services	UK

98	Benchmarking	Sustainability of benchmarking networks: a case-based analysis	Dotun Adebajo		University of Liverpool Management	UK
51	Knowledge management	An exploratory study of knowledge flows: A case study of public sector procurement	Shirley Ann Hazlett		Queen's University Belfast	UK
4	Process management	What does (process) control mean? The managers' view	Ebrahim Soltani	Lecturer in Operations	Kent Business School, University of	UK
20	ORGANISATIONAL C	Where next for quality? Beyond 9 box models?	John Swanwick	Business Consultant - EFQM		UK
96	Business excellence a	An examination of the motivations and experiences of assessors in excellence/quality awards	Barbara M Savage	Director, Quality System	University of the West of England	UK
3	Business excellence a	An EFQM approach to almost everything	Jim Standen	Endorsed Advisor	Jim Standen Associates	UK
126	Business excellence a	Russian University journey towards the excellence: Joint European project	Carol Steed	Assistant Director of Ce	Sheffield Hallam University	UK
50	Business excellence a	Assessing the impact of award processes and improvement initiatives in Northern Ireland	George Wilson		Centre for Competitiveness	UK
42	Developing managem	Award winning TQM: A study of Malaysian SMEs	Azizan Abdullah	Doctoral Researcher	Cardiff University's Innovative Manu	UK
36	Health Stream	Where is the quality framework for the NHS? Results of the Institute of Quality Assurance's Exp	John Bullivant	Clinical Governance Su	NHS Modernisation Agency	UK
177	HEALTH STREAM	Improving the Patient's Journey: transforming healthcare in New Zealand	Brian Dolan	Director	Dolan & Holt Consultancy Ltd	United Kingdom
197	HEALTH STREAM	New solutions in old bottles: managing overcrowding in Emergency Departments	Brian Dolan	Director	Dolan & Holt Consultancy Ltd	United Kingdom
189	HUMAN RESOURCE	Redefining Leadership	Cyndi Crother-Laurin	Founder	Guide to Greatness	US
57	Customer & market fo	Coordinating Relationships, Building Community: Developing Cooperative Relationship Marketin	Rita L Raho-Gilchrest	Associate Professor in	Winona State University	USA
172	MEASUREMENT, AN	Winning the Knowledge Transfer Race to Achieve Excellence Fast!	Bill Baker	Principal	Speed to Excellence	USA
8	PROCESS MANAGE	Six Sigma from products to pollution to people	Rick L. Edgeman	Professor & Chair	University of Idaho	USA
10	HUMAN RESOURCE	The way to a highly engaged and happy workforce based on the Personal Balanced Scor	Hubert K Rampersad	President	TPS International Inc.	USA
136	Education, training, de	Globalization and creative abrasion: Impacts on performance	Richard A. Vicenzi	Executive Director – Op	Global Diversity Institute	USA