



Programme – World Congress, Wellington, Dec 4-6, 2006

Registration to the Congress enables delegates to attend all presentations on the day(s) that they have booked for. Additional fees are required for attendance at the welcome reception, socials and evening meals, workshops and best practice tour.

Outline Programme

- **Wednesday 29 November to Friday 1 December - New Zealand Best Practice Tour (go to www.benchmarkingpartnerships.com.au for more information and to register)**

All the following can be booked at www.worldcongressnz.com. The Venue for all these events is the Duxton Hotel, 170 Wakefield Street, Wellington.

- **Sunday 3rd December – Congress – Welcome**
 - Registrations open from 4.00pm.
 - Welcome reception / finger food from 5.30-7.00pm
- **Monday 4th December – Congress – Day 1 (9.30 – 6.30pm), Networking “Surprise” Function 7.30pm**
- **Tuesday 5th December – Congress – Day 2 (8.00 – 6.00pm), NZOQ Pre-dinner, Social 6.30pm, Official Congress Dinner and Awards 7.30pm**
- **Wednesday 6th December – Congress – Day 3 (8.00 – 5.20pm)**
- **Thursday 7th December – “Building Business Capability” Workshop (9.00 – 4.30pm)**
- **Friday 8th December – “How to do Benchmarking Well” Workshop (9.00 – 4.30pm)**

The Themes (T) referred to within the programme are as follows.

LEADERSHIP

- T1. Leadership (vision, values, developing leaders, ethics, governance)
- T2. Social and environmental responsibility (surpassing regulatory requirements/engaging with the local community)

STRATEGY

- T3. Strategic planning and deployment

CUSTOMER AND MARKET FOCUS

- T4. Understanding customers, building customer relationships, marketing

MEASUREMENT, ANALYSIS AND KNOWLEDGE MANAGEMENT

- T5. Performance measurement (selecting measures, analysis, reporting, balanced scorecard, triple bottom-line)
- T6. Benchmarking (performance and best practice benchmarking)
- T7. Knowledge management and information technology

PROCESS MANAGEMENT

- T8. Process management and improvement (six sigma, quality control, quality assurance, and quality management, safety)
- T9. Innovation (in products/services and processes)
- T10. Supplier relationships and partnerships
- T11. Standards and certification (ISO 9000, ISO 14000 etc)

HUMAN RESOURCE FOCUS

- T12. Education, training, development and learning
- T13. Employee teams, empowerment, motivation, and satisfaction

DEVELOPING BUSINESS CAPABILITY

- T14. Business excellence assessments, awards and models
- T15. Developing management and organisational capability

HEALTH STREAM

- T16. Papers addressing themes 1 to 15 which are focussed on the Health Sector.

NOTE

- **Organisers reserve the right to change the programme.**
- **Keynote Presentations are allocated 45 minutes (including questions and answers), Full Presentations 30 minutes (including questions and answers), and Overview Presentations 15 minutes (including questions and answers).**

4 th December	Day 1				Length
Registrations open from 8.45am					
9.30 – 10.00	(Room - Plenary) Welcome (Congress Partners), Dr Robin Mann (Local Chairman World Congress for TQM), Professor Gopal Kanji (Chairman World Congress for TQM), + Lianne Dalzeil, Minister of Commerce, New Zealand Government				30
10.00 – 11.00	(Room - Plenary) T14 - Business Capability Keynote - Rod Oram, NZ				60
11.00 – 11.10	Move rooms				10
11.10 – 12.00	4 x parallel sessions				50
	(Room - Plenary) T8 - Process Management Keynote – Rick Edgeman, USA Six Sigma from products to pollution to people	(Room – Duxton Suite 1) T7 - Knowledge Management Keynote – Bill Baker, USA Winning the Knowledge Transfer Race to Achieve Excellence Fast! GOLD SPONSORS - CITECT	(Room – Duxton Suite 2) T3 - Strategy Keynote – Alan Skinner, Australia Strategy and Planning: A Business Excellence Perspective	(Room – Duxton Suite 3) T14 - Business Excellence Keynote – John Swanwick, UK Where next for quality? Beyond 9 box models?	
12.00 – 1.15	LUNCH and OPENING OF EXHIBITION				75
1.15 - 2.55	4 x parallel sessions				90
	(Room - Plenary) T8 - Process Management Fitting six sigma to project management , Nevan Wright – 30 mins Application of Design of Experiment to identify, quantify and minimize variation of net weights in canned foods , D.S. Vithanage & Nigel Grigg – 30 mins Bumpy road to lean enterprise, from theory to practice , Vladimir Kajdan – 30 mins	(Room – Duxton Suite 1) T9 - Innovation Impact and best practice "buddies" - tools for innovation and learning in a group of consulting engineering companies , Trevor Anders & James Lord – 30 mins T7 - Knowledge Management/IT Increasing Motivation for Information Exchange in Industrial Service Organizations , André Minkus & Andreas Nobs – 30 mins Identifying key information systems competencies in small firms , Paul Cragg – 30 mins	(Room – Duxton Suite 2) T3 - Strategy Deploying strategy and business plans through processes for optimal stakeholder satisfaction , Michael Mclean – 30 mins Value Mapping: Linking areas for improvement (AFI's) to strategy and stakeholder value , Terry Pilcher – 30 mins The Missing Link: Successfully Align People with Strategy , Brent Ritchie – 15 mins Organisational change management , Sérgio de Lamare – 15 mins.	(Room – Duxton Suite 3) T14 - Business Excellence An EFQM approach to almost everything , Jim Standen – 30 mins The Baldrige Award: Does it create value for shareholders? Eng Tuk Cheah & Wen Li Chan – 30 mins A best practice story , Shayne Silcox – 30 mins	100
2.55 – 3.25	BREAK / EXHIBITION				30
	4 x parallel sessions				50
3.25 – 4.15	(Room - Plenary)	(Room – Duxton Suite 1)	(Room – Duxton Suite 2)	(Room – Duxton Suite 3)	

	T3 - Strategy Keynote – Alan Skinner, Australia Strategy and Planning: A Business Excellence Perspective	T7 - Knowledge Management Keynote – Bill Baker, USA Winning the Knowledge Transfer Race to Achieve Excellence Fast! GOLD SPONSORS - CITECT	T8 - Process Management Keynote - Rick Edgeman, USA Six Sigma from products to pollution to people	T14 - Business Excellence Keynote – John Swanwick, UK Where next for quality? Beyond 9 box models?	
4.15 – 4.25	Move rooms				10
4.25 – 6.30	4 x parallel sessions				125
	(Room - Plenary) T6 - Benchmarking Best Practice Melting Pot , Steve Welch – 30 mins Managing benchmarking performance, on demand , Kurt Lovell -30 mins Development of a diagnostic tool to benchmark best manufacturing practices in small and medium scale industries , Rosnah Mohd.Yusuff & Mariam Abdul Aziz, – 30 mins Sustainability of benchmarking networks: a case-based analysis , Dotun Adebajo & Robin Mann – 30 mins	(Room – Duxton Suite 1) T7 - Knowledge Management/IT An integrated electronic continuous improvement system , Penelope Burton Bell & Don Houston – 30 mins, Controlling quality within service industries , John Edward Gutsell – 15 mins Enterprise engineering method supporting Six Sigma approach , Roland Jochem – 15 mins An exploratory study of knowledge flows: A case study of public sector procurement , Shirley Ann Hazlett, Rodney McAdam, Victor Beggs – 15 mins The influence of enterprise architecture and process hierarchies on company success , Geoff Cardwell – 15 mins Logistical controlling concept for benchmarking service delivery performance , André Minkus, Oliver Schneider & Ingo Lange – 15 mins	(Room – Duxton Suite 2) T8 - Process Management Influence of challenges on the process of quality management systems implementation , Robert Karaszewski – 30 mins, Improving New Service Development Based on QFD and Design for Implementation Evidence from New Zealand Firms , Matt Gloyne – 30 mins Improvement of management system (results of empirical research) , Maciej Urbaniak, - 15 mins Learning from nature: Fractal management and organizational structure , Romuald E J Rudzki – 15 mins Inter-functional coordination for product realisation in New Zealand service firms , Vicky Da Gama – 15 mins A comparative study of Total Productive Maintenance implementation (TPM) in China and Egypt , Noha Adel Salem, Sherif A. El Araby, Zeyad El-Kahlout, & Barbara M. Savage – 15 mins,	(Room – Duxton Suite 3) T14 - Business Excellence An examination of the motivations and experiences of assessors in excellence / quality awards , Barbara Savage & Zeyad M El-Kahlout - 30 mins Quality management and business excellence , Christopher Burns – 15 mins Internal quality and business excellence programs as a tool for evaluation of a quality management system , Mara Diniz – 15 mins, Business excellence practices in Polish companies , Rafal Haffer – 15 mins Russian University journey towards the excellence: Joint European project , Carol Steed, Dmitry Maslov & Anna Mazaletskaya – 15 mins	
7.30	NETWORKING “SURPRISE” FUNCTION				
Keynote papers day 1 = 5, Full papers day 1 = 19, Overview papers day 1 = 15					

5 th December	Day 2			Length
Registrations open from 7.30am				
8.00 – 9.30	Early session - 3 x parallel sessions			90
	<p>(Room - Plenary) T14 - Business Excellence</p> <p>How the NQI's Healthy Workplace and Business Excellence Frameworks in Canada are Transforming Healthcare Providers, Businesses and Governments, Allan N. Ebedes – 30 mins</p> <p>Business Excellence in Singapore, Darshan Singh – 30 mins</p> <p>Business Excellence in Australia, tba – 30 mins,</p>	<p>(Room – Duxton Suite 1) T12 - Development / Learning</p> <p>Globalization and creative abrasion: Impacts on performance, Richard A. Vicenzi – 15 mins</p> <p>Beyond academic quality, Lizzie Reinecke – 15 mins</p> <p>Neuro Linguistic Programming: A key to business excellence, Abhilasha Singh – 15 mins</p> <p>The value of a creative contribution to eLearning programmes in creating engagement and delivering higher success rates, John Sumner – 15 mins</p> <p>T15 – Business Capability</p> <p>Award winning TQM: A study of Malaysian SMEs, Azizan Abdullah & Nick Rich – 15 mins</p> <p>The patterns of continuous improvement process implementation: Russian companies' experience, Dmitry Ovsianko & Victoria Chaika – 15 mins</p>	<p>(Room – Duxton Suite 3) T8 - Process Management</p> <p>What does (process) control mean? The managers' view, Ebrahim Soltani, Pei-Chun Lai, Naser Shams Gharneh – 15 mins</p> <p>The anatomy of a business: Process management for business health, Moya Bawden – 15 mins</p> <p>Downsizing or restructuring in turbulent times, Drago Dubrovski – 15 mins,</p> <p>A survey instrument for modeling an association between statistical process control success factors and performance improvement, Jafri Mohd Rohani, Sha'ri Mohd Yusof & Ismail Mohamad – 15 mins</p> <p>T10 - Supplier relationships & partnerships</p> <p>Supply Chain Strategy for an Italian Cosmetic Firm, Federica Cucchiella, Massimo Gastaldi – 15 mins</p> <p>Determining the impact of quality management practices and purchasing related information systems on purchasing performance: A structural model, David Hemsworth & Bruce Bidgood – 15 mins</p>	
9.30 – 10.00	BREAK / EXHIBITION			30
10.00 – 10.50	4 x parallel sessions			50
	<p>(Room - Plenary) T4 - Customer and Market Focus</p> <p>Keynote – Ian Brooks, NZ Service excellence is rocket science!</p>	<p>(Room – Duxton Suite 1) T12/13 - Human Resource Focus</p> <p>Keynote – Cyndi Crother-Laurin, USA Redefining Leadership</p>	<p>(Room – Duxton Suite 2) T3 - Strategy</p> <p>Keynote - Matt Tice, Australia</p>	<p>(Room – Duxton Suite 3) T8 - Process Management</p> <p>Keynote – Greg Searson, Australia</p>

10.50 – 11.00	Move rooms				10
11.00 – 12.05	4 x parallel sessions				65
	<p>(Room – Plenary) T4 - Customer and Market Focus</p> <p>2005 National Customer Relationship Management Survey, Virgil Troy, Nigel Grigg, Robin Mann - 30 mins</p> <p>Wizards, elves and dragons ... partnership approach to getting started in your quality journey and improving customer service, Janet Haydon – 30 mins</p>	<p>(Room – Duxton Suite 1) T12 - Development / Learning</p> <p>Evaluating and aligning workplace training with strategy: a potential paradox for human resource practitioners, Tom Short – 30 mins</p> <p>Reviewing Organisational Performance the New Zealand Police Way, Susan Campbell – 30 mins</p>	<p>(Room – Duxton Suite 2) T15 - Business Capability</p> <p>New Zealand's Business Capability Partnership, Mike Watson – 30 mins</p> <p>T14 - Business Excellence</p> <p>Day Trippers' or 'Explorers': Starting the Business Excellence journey in New Zealand, Jo Innes & Pat Sandbrook – 30 mins</p>	<p>(Room – Duxton Suite 3) T8 - Process Management</p> <p>The application of the 4 essentials bow tie diagram to enhance business success, Geoff Cardwell – 30 mins</p> <p>A case for quality systemisation in the small firm, Ralph Penning – 30 mins</p>	
12.05 – 1.15	LUNCH / EXHIBITION				70
1.15 – 1.45	<p>(Room - Plenary) T1 - Leadership</p> <p>Keynote – NZ Business Excellence Award Winner (David Ledson, Rear Admiral, Royal New Zealand Navy)</p>				30
1.45 – 2.15	<p>(Room - Plenary) T1 - Leadership</p> <p>Keynote - Australian Business Excellence Award Winner (Brian Hartnett, Managing Director, Tasmanian Alkaloids Pty Ltd, Australia)</p>				30
2.15 – 2.30	Questions and Answers				15
2.30 – 2.40	Move rooms				10
2.40 – 3.30	4 x parallel sessions				50
	<p>(Room - Plenary) T3 - Strategy</p> <p>Keynote - Matt Tice, Australia</p>	<p>(Room – Duxton Suite 1) T12/13 - Human Resource Focus</p> <p>Keynote – Cyndi Crother-Laurin, USA, Redefining Leadership</p>	<p>(Room – Duxton Suite 2) T4 - Customer and Market Focus</p> <p>Keynote – Ian Brooks, NZ Service excellence is rocket science!</p>	<p>(Room – Duxton Suite 3) T8 - Process Management</p> <p>Keynote – Greg Searson, Australia</p>	
3.30 – 4.00	BREAK/ EXHIBITION				30
4.00 – 6.00	3 x parallel sessions				120

	<p>(Room – Chambers 1) T1 - Leadership</p> <p>Successful organisational leadership involves community leadership, Jo Brosnahan – 30 mins</p> <p>New Tools for Growing Living Organisations and Communities, Peter Goldsbury – 30 mins</p> <p>Bringing TQM principles into the boardroom, Steve Letza – 15 mins</p> <p>The relationship between transformational leadership, best practices, and company performances: Empirical practices among business organisations in Malaysia, Fazli Idris – 15 mins</p> <p>Effect of personal values transformation on leadership behaviours, Hsien-Wen Chang & Grier Lin – 15 mins</p>	<p>(Room – Chambers 2) T4 - Customer and Market Focus</p> <p>Turning customer satisfaction measurement into actions for profit and growth, Paul Linnell – 30 mins</p> <p>Contestability of quality in human service provision, Chris Talbot & Tim Gleeson – 15 mins</p> <p>Combining SERVQUAL and QFD within a strategic management of quality framework, Claire Liu & Tony Vitalis – 15 mins</p> <p>Control and Analysis of Proposal Management in B2B: Considerations and Applications, Gerardo Metallo – 15 mins</p> <p>Coordinating Relationships, Building Community: Developing Cooperative Relationship Marketing Strategies for Arts Organisations, Rita L Rahoil-Gilchrest & Jörg Finsterwalder – 15 mins</p> <p>T16 - Health</p> <p>Strategic outsourcing in healthcare organizations: How to forge a successful pack to improve business performance? Gratienna Sioncke – 30 mins</p>	<p>(Room – Chambers 3) T2 - Social /Environmental Responsibility</p> <p>Corporate social responsibility and the role of government: Regulation versus voluntary action: Results from an empirical study, Lyndsey McKee, Shirley-Ann Hazlett – 30 mins</p> <p>The strategic necessity of corporate social responsibility Lisa Murray, Shirley-Ann Hazlett - 15 mins</p> <p>Community Advisory Panels – Working towards the perfect partnership, Gerry Kennedy - 15 mins</p> <p>T14 - Business Excellence</p> <p>Assessing the impact of award processes and improvement initiatives in Northern Ireland, George Wilson, Shirley-Ann Hazlett, Rodney McAdam – 15 mins</p> <p>Improving the design of business excellence models Nigel Grigg & Robin Mann – 15 mins</p> <p>An empirical investigation of the validity of two Business Excellence Frameworks used in Australasia, Nihal Jayamaha, Nigel Grigg & Robin Mann – 15 mins</p>	
6.30	NZOQ PRE-DINNER SOCIAL (All delegates are invited)			
7.30	OFFICIAL CONGRESS DINNER AND AWARDS (INCLUDING THE NEW ZEALAND BUSINESS EXCELLENCE AWARDS)			
<p>Keynote papers day 2 = 6, Full papers day 2 = 16 Overview papers day 2 = 24 Presentation on standby Development / Learning Following Training Cycle, The most important necessity for having competent personnel Mehdi Khademi Zanjani – 30 mins</p>				

6 th December	Day 3			Length
Registrations open from 7.30am				
8.00 – 9.30	Early session – 3 x parallel sessions			90
	<p>(Room - Plenary) T15 - Business Capability</p> <p>The Queensland Fire and Rescue Service's business improvement journey – the last two years, Russell Neuendorf – 30 mins</p> <p>The e-Integrated Management System - An Efficacious Model to Meet the Needs of Business Development, Y K Chan – 30 mins</p> <p>T14 - Business Excellence</p> <p>Performance excellence journey of Bank Negara Indonesia, I. Supomo & Bhushan Dewan – 30 mins</p>	<p>(Room – Duxton Suite 1) T9 - Innovation</p> <p>How process management can design innovative organizations, Antonio Pires & Virgilio Machado – 30 mins</p> <p>Managing leading managing design, Batch Hales – 30 mins</p> <p>Functional interactions for product realisation: Evidence from New Zealand high-tech manufacturing firms, Qiang Lu, Lincoln Wood – 15 mins</p>	<p>(Room – Duxton Suite 3) T5 - Performance Measurement</p> <p>Focused versus diversified logistics performance measurement in small and medium-sized enterprises, Hans-Henrik Hvolby & Anders Thorstenson – 30 mins</p> <p>A dynamic framework for selection of appropriate and relevant measures, Bhagyashree Paranjape, Margaret Rossiter & Victor Pantano – 15 mins</p> <p>Possible effects of Cost of Quality and impending changes to Corporate Governance on Metropolitan Fire and Emergency Services Board, Emre Bozdurgut - 15 mins</p> <p>Quality improvement in SMEs through performance measurement, Sérgio Sousa & Elaine Aspinwall – 15 mins</p>	
9.30 – 10.00	BREAK/ EXHIBITION			30
10.00 – 10.50	4 x parallel sessions			50
	<p>(Room - Plenary) T5 - Performance Measurement</p> <p>Keynote – David Parmenter, NZ Winning KPIs</p>	<p>(Room – Duxton Suite 1) T12/13 - Human Resource Focus</p> <p>Keynote – Hubert Rampersad, USA The way to a highly engaged and happy workforce based on the Personal Balanced Scorecard</p>	<p>(Room – Duxton Suite 2) T16 - Health</p> <p>Keynote – Brian Dolan, UK Improving the Patient's Journey: transforming healthcare in New Zealand</p>	<p>(Room – Duxton Suite 3) T4 - Customer and Market Focus</p> <p>Keynote – Noriako Kano, Japan Kano Model ~ Attractive Quality Theory for Revitalization of Mature Products and Services</p>
10.50 – 11.00	Move rooms			10
11.00 – 12.05	4 x parallel sessions			55
	<p>(Room - Plenary) T5 - Performance Measurement</p> <p>Performance measurement in a military organisation: The Royal New</p>	<p>(Room – Duxton Suite 1) T9 - Innovation</p> <p>Innovation – Using a Creative Approach to Meetings, The</p>	<p>(Room – Duxton Suite 2) T11 - Standards & Certification</p> <p>Building business performance: The role of your procedure management</p>	<p>(Room – Duxton Suite 3) T15 - Business Capability</p> <p>Towards a universal model for high performing organizations, Graeme</p>

	<p>Zealand Navy, Mathew Williams – 30 mins</p> <p>T14 - Business Excellence</p> <p>Embedding Organisational Excellence – Singapore Defence Force, James Kwek & Cheryl Lee – 30 mins</p>	<p>Meetings of the Mind Model, Jennie Vickers – 30 mins</p> <p>Innovation in Kiwi businesses (using #8 wire philosophy), Richard Saul – 30 mins</p>	<p>system, Ian Reynolds – 30 mins,</p> <p>Strategies for implementing integrated management system (IMS): the experiences of three Malaysian manufacturing companies, Musli Mohammad, Mohd. Rasid Osman, Rosnah Mohd. Yusuff & Napsiah Ismail – 30 mins</p>	<p>Cocks – 30 mins</p> <p>Honey I shrunk the business, Russell Veitch – 30 mins</p>	
12.05 – 1.15	LUNCH / EXHIBITION				75
1.15 – 2.05	4 x parallel sessions				50
	<p>(Room - Plenary)</p> <p>T4 - Customer and Market Focus</p> <p>Keynote – Noriako Kano, Japan Kano Model ~ Attractive Quality Theory for Revitalization of Mature Products and Services</p>	<p>(Room – Duxton Suite 1)</p> <p>T12/13 - Human Resource Focus</p> <p>Keynote – Hubert Rampersad, USA The way to a highly engaged and happy workforce based on the Personal Balanced Scorecard</p>	<p>(Room – Duxton Suite 2)</p> <p>T16 - Health</p> <p>Keynote – Brian Dolan, UK New solutions in old bottles: managing overcrowding in Emergency Departments</p>	<p>(Room – Duxton Suite 3)</p> <p>T5 - Performance Measurement</p> <p>Keynote – David Parmenter, NZ Winning KPIs</p>	
2.05 – 2.30	BREAK / EXHIBITION				20
2.30 - 4.30	4 x parallel sessions				120
	<p>(Room - Plenary)</p> <p>T15 - Business Capability</p> <p>Role of innovation in raising business capability in NZ, Robert Gauldie & William Giesbers – 30 mins</p> <p>T6 - Benchmarking</p> <p>How to do benchmarking well: an international perspective Anton Benc & Bruce Searles – 30 mins</p> <p>T15 - Business Capability</p> <p>A Programme to Improve the Performance of Government Departments, Robin Mann – 30 mins</p> <p>Using IT to build a continuous improvement engine into business, Keith Philips – 30 mins</p>	<p>(Room – Duxton Suite 1)</p> <p>T13 - Teams / Empowerment</p> <p>Work-life balance - A win win for companies and employees, Gerry Kennedy – 30 mins</p> <p>Stepping to high-performance workplace, Mesut Kumru – 30 mins</p> <p>Best practices in New Zealand organizations for rewarding and recognising employee innovations and achievements, Nicky Campbell-Allen – 30 mins</p> <p>Quality HR-TQM Model in service context, Noor Azman Ali, Mohamed Zairi & Fauziah Mahat – 15 mins</p>	<p>(Room – Duxton Suite 2)</p> <p>T16 - Health Stream</p> <p>Where is the quality framework for the NHS? Results of the Institute of Quality Assurance's Expert Commission, John Bullivant & A. Corbett-Nolan – 40 mins,</p> <p>Eyes on the elderly: A study of vision screening in long term care homes in Canada and Scotland, Sandy Bell, Pamela Hawranik, Senga Briggs & Isabel Grant – 20 mins,</p> <p>A study on service pathways – process improvement with ultrasound exam at the department of OBS/GYN, Kim Jean Chow, Chia-Ling Lee, Ti-Ju. Hsu & Carol J. Yuan – 20 mins</p> <p>Economics aspects of quality and organisational performance: A study</p>	<p>(Room – Duxton Suite 3)</p> <p>T15 - Business Capability</p> <p>Some new looks into ISO 9000 data and beyond, Paulo Sampaio, Pedro Saraiva & António Guimarães Rodrigues – 30 mins</p> <p>T11 - Standards & Certification</p> <p>Patterns from ISO 9000 certified companies in New Zealand – profiles, customers, motivations and benefits, Pavel Castka & Michaela A. Balzarova – 30 mins</p> <p>The diffusion of TQM model in Italy: a comparison between public and private sector, Lucio Cappelli, Maria Francesca Renzi – 15 mins</p> <p>Augmentation of standardized Quality</p>	

			in Setúbal care homes for the elderly, Gloria Antunes, Antonio Pires, Virgilio Machado – 20 mins	Management Systems: An empirical view, Stanislav Karapetrovic & Marti Casadesus - 30 mins Journey to ISO 9001:2000 certification: A case study if Kolej University Technical Kebangsaan, Malaysia, Shahdan Md Lani & Anisah Kasim – 15 mins	
4.30 – 4.40	Move Rooms				
4.40 – 5.20	(Room - Plenary) Business Capability Final Keynote presentation - Hon. Trevor Mallard, Minister of Economic Development, NZ Closing Remarks from Congress Partners and announcement of location for World Congress for TQM, 2007				40
5.20	CONGRESS CLOSE				
Keynote papers day 3 = 5, Full papers day 3 = 25, Overview papers day 3 = 10					
TOTAL for Congress, Keynote papers = 16, Full papers = 60, Overview papers = 49					
Thursday 7th December – “Building Business Capability” Workshop, 9.00am – 4.30pm					
Friday 8th December – “How to do Benchmarking Well” Workshop, 9.00am – 4.30pm					