“Collaboration and Innovation for a Better ICT Industry”

Presentation Topics

The following information outlines the approved topic areas:

1. Strengthening Collaboration & Innovation between Customer & Supplier
   - Engaging Suppliers in Customer Product Design
2. How TL 9000 Brings Value to Supply Chain Management
3. Adapt TL 9000 to Next Generation Measurement
4. Next Generation Customer Experience Metrics
5. Creating and Sustaining High Performance Organization
   - Building Quality Culture to Drive Innovation & Growth
   - Building Consistent Service Standard to Deliver Excellence Service
6. Industry 4.0 - Creating the Smart Factory
   - Using Big Data to Drive Innovation
   - The Clash of Quality and Big Data Philosophies
7. Sustainability as Good Business Practice
8. Other / Miscellaneous
   - Presentations that do not fit above