



**2016 APAC Regional Conference**  
**Final Agenda**

*Dress is Business Casual*

<b>Monday 11 April 2016</b>	
<b>Executive Board</b>	
11:30	Executive Board Lunch <i>(by Invitation Only)</i>
13:30	Greater China Hub Leadership Team Meeting <i>(by Invitation Only)</i>
15:30	Executive Board Meeting <i>(by Invitation Only)</i>
17:00	Break
17:30	Executive Networking Reception <i>(by Invitation Only)</i>
18:15	Executive Networking Roundtable <b>"Sustainability as Good Business Practice"</b>
19:00	Executive Board Dinner <i>(by Invitation Only)</i>

## 2016 APAC Regional Conference Final Agenda

*“Collaboration and Innovation for a Better ICT Industry”*

*Dress is Business Casual*

<b>Conference DAY 1 Tuesday 12 April 2016</b>	
7:30	Registration & Coffee Service
8:30	Housekeeping & EventMobi Demo: <b>Don Irvine</b> , Chief of Staff, QuEST Forum
8:45	Welcome & Opening Remarks: <b>Stephani Xu</b> , Executive Director, QuEST Forum Shenzhen
9:00	VIP Presentation: <b>Liqiang</b> , Vice Secretary General, Chinese Certification and Accreditation Association (CCAA)
9:20	Executive Presentation: <b>Dr. Li Rong</b> , Executive Chairman, Shenzhen Association for Quality and QuEST Forum Executive Board Contributor
9:35	VIP Presentation: Shenzhen Official
9:50	Keynote Presentation: <b>"What Happens When the Whole World Connects?"</b> , <b>Victor Li Gang</b> , Vice President, Huawei Technologies Co. Ltd. and QuEST Forum Executive Board Director
10:20	Tea Break - for all attendees
10:45	Executive Presentation: <b>"Being Ready for the Future...."</b> , <b>Sankaran Ramanathan</b> , Executive Director, Network Support Systems, Verizon Wireless and QuEST Forum Executive Board Chair
11:15	Executive Presentation: <b>"ICT Development and Quality Management"</b> , <b>Zhang Jiejun</b> , Deputy General Manager Department of Government & Enterprise Customers, China Telecom
11:45	Executive Presentation: <b>"The Smart Supply Chain in M-ICT Era"</b> , <b>Hu Jiangtao</b> , Vice President, ZTE
12:15	Lunch - provided for all attendees
13:30	Executive Presentation: <b>"QuEST Forum Operations Update"</b> , <b>Fraser Pajak</b> , CEO, QuEST Forum
14:00	Executive Presentation: <b>"Sustainability as a Good Business Practice"</b> , <b>Kelly Ning</b> , Senior Supplier Capability Manager/Business Improvement Consultant, Asia, British Telecom
14:30	Executive Presentation: <b>"The Future of Sustainable Supply Chains: from Compliance to Innovation"</b> , <b>Alan Aicken</b> , Vice President & Chief Sustainability Office of Global Supplier Sustainability, Huawei Technologies Co., Ltd.
15:00	Tea Break - for all attendees
	Best Practices Presentations Session:
15:30	BPC Presentation: <b>"Management Systems and Their Certification: Chances and Undesirable Trends"</b> , <b>Dr. Herfried Kohl</b> , Vice President Certification of Management Systems, TUV Rheinland
16:00	BPC Presentation: <b>"Establish Effective Management System – a Path to Drive Innovation"</b> , <b>PC Chan</b> , Chief Operating Officer, HKQAA
16:30	BPC Presentation: <b>"Awkward Big Data for TL Measurements"</b> , <b>Jack Hu</b> , Chief Auditor of Service Certification, WIT Assessment
17:00	Conference Close Day One: <b>Fraser Pajak</b> , CEO, QuEST Forum
17:30	Networking Reception
18:30	Recognition Ceremony

## 2016 APAC Regional Conference Final Agenda

*“Collaboration and Innovation for a Better ICT Industry”*

*Dress is Business Casual*

<b>Conference DAY 2 Wednesday 13 April 2016</b>	
7:30	Registration & Coffee Service
8:30	Convene and Welcome: <b>Jack Pompeo</b> , QuEST Forum Executive Director for China
8:45	Keynote Presentation: <b>"Management Systems 3.0 – Driving Improvement and Innovation"</b> , <b>Dr. Nigel Croft</b> , Chairman, ISO Technical Subcommittee TC176/SC2
9:30	Executive Presentation: <b>"Driving Network Forward to a Hyper-Connected World"</b> , <b>Satoshi Ikeuchi</b> , Senior Vice President Network Business Group, Fujitsu and QuEST Forum APAC Region Co-Chair and Executive Board Director
10:00	TL Expert Presentation: <b>"The Impact of ISO 9001:2015 on TL 9000,"</b> <b>John Wronka</b> , Quality Senior Director, NOKIA and QuEST Forum Oversight Work Group Co-Chair
10:30	Tea Break - for all attendees
10:55	Executive Presentation: <b>"Flex Innovation Collaboration Process"</b> , <b>Louis Clement</b> , General Manager / Vice President Global Account Management, Flex
11:25	Executive Presentation: <b>"Customer Experience Metrics – Putting the End User in Focus"</b> , <b>Maria Eriksson</b> , Senior Director Performance Management Frameworks, Ericsson and QuEST Forum Executive Board Director
11:55	Executive Presentation: <b>Robert Bickle</b> , Vice President, Customer and Business Quality, ARRIS Group and QuEST Forum Executive Board Director
12:25	Lunch - provided for all attendees
13:40	Keynote Presentation: <b>"Report on ASQ Global State of Quality Research"</b> , <b>Laurel Nelson-Rowe</b> , Managing Director, ASQ
14:25	Executive Presentation: <b>"Best Practice Approaches to Supply Chain Sustainability Engagement"</b> , <b>Keagan Rubel</b> , Asia Pacific Director, epi Consulting
14:55	Executive Presentation: <b>"Following the Development Trend of the Times"</b> , <b>Zhang Gesi</b> , Chairman, Shenzhen Dorly E-Commerce Industrial Park Management Co., Ltd.
15:25	Tea Break - for all attendees
	Best Practices Presentations Session:
15:50	BPC Presentation: <b>"Customer Experience Metrics Of ICT Products"</b> , <b>Jiang Dayong</b> , IT Director, R&D Quality & Operation Dept, Huawei Technologies Co., Ltd.
16:20	BPC Presentation: <b>"How Collaboration and Innovation Have Changed the ICT Value Chain- Then and Now... A Five Year View"</b> , <b>Akshay Raj Mathur</b> , Sr. Client Solution Manager, Infosys
16:50	BPC Presentation: <b>"New Quality Paradigm in Virtual Network"</b> , <b>Masahiro Shimbashi</b> , Senior Expert, Development/Quality/Production, Fujitsu Limited
17:20	Conference Close: <b>Fraser Pajak</b> , CEO, QuEST Forum

## 2016 APAC Regional Conference

### Final Agenda

*Dress is Business Casual*

#### Thursday 14 April 2016

8:00	Registration & Coffee Service
9:00	"The New Picture of Quality Management in Telecommunication Industry", <b>Justin Zhang</b> , Director of Bureau Veritas University for Management and Technology
10:45	Tea Break - for all attendees
11:00	Workshop resumes
12:30	Workshop concludes