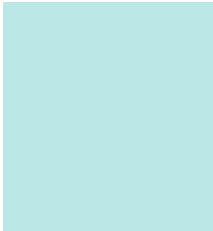# Operational Excellence 4.0

Driving business agility in an age of 4.0 technologies to achieve top-line growth

September 17-18 2018, Dubai UAE

Agile

AI

OPEX 4.0

Automation

Innovation

End-to-End

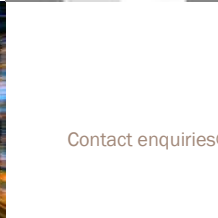Disruption

Customer Experience

Business Transformation

Lean

Contact enquiries@iqpc.ae

Why OPEX 4.0?

OPEX 4.0 is the number one platform to tackle setbacks in operational efficiency amid today's influx of intelligent technologies

Operational Excellence is "matured" in most companies but disruption is REAL !

How prepared are you?

Today, businesses succeed by driving operational transformation initiatives and developing more agile process improvement standards and performance metrics with bleeding-edge "4.0" technologies for significant cost optimization and enhanced customer experience.

⇒ Visionary keynotes
⇒ Inspiring case studies
⇒ On-stage interviews
⇒ Live talks
⇒ International speakers
⇒ Unlimited networking

Key Themes

What to expect?

OPEX 4.0 will bring you over 20 case studies and interactive discussion groups led by your peers from the most successful regional and international organizations in the Middle East on:

- Envisioning the impact of digital transformation, AI and RPA to achieve breakthrough in operational excellence

- Adopting a horizontal approach to engaging employees and senior management to achieve operational excellence in today's disruptive landscape

- How to connect technology to business processes and people to guide investment decisions and deliver more efficient operational results

- Using design thinking, innovation, and integrated strategies to overhaul change management

Who must attend?

OPEX 4.0 is a non miss for :

Transformational CEOs/COOs/CTOs
Heads, VPs, Directors of:
⇒ Operational Excellence
⇒ Process Excellence
⇒ Business/Corporate Excellence
⇒ Customer Experience
⇒ Continuous Improvement
⇒ Business Process Management
⇒ Business Improvement
⇒ Operational Innovation
⇒ Operations Supply Chain
⇒ Supply Chain
⇒ Lean Six Sigma

From cross-industries including :

⇒ Airlines
⇒ Banking
⇒ Construction & Real Estate
⇒ Financial Services
⇒ Government
⇒ Healthcare
⇒ Hospitality, Leisure & Tourism
⇒ Manufacturing
⇒ Retail & Food
⇒ Supply Chain & Logistics
⇒ Technology
⇒ Telecommunications

Day One

Preliminary Agenda

8:00 Registration & coffee
8:50 Chair's welcome

8:30

Breakfast Briefing

Business Transformation with Cloud Business Processes Management (BPM)

Optimizing business through simplified BPM systems for enhanced performance

- How do you combine BPM solutions to create value?
- How to leverage BPM and business architecture to support business strategy and drive results
- Eradicating silos to deliver full end-to-end capability

Contact enquiry@iqpc.ae to join this briefing

Achieving Operational Excellence in today's tech disruptive landscape

9:30

Keynote

The state of OPEX; where it is, where it's headed

- The purpose of OPEX is to drive efficiency, however the big gap is aligning strategy and execution.
- What stage is your OPEX program?
- How will we measure value of money spent on OPEX initiative's?
- Are we still talking change management?

Speaker:

10:00

Panel

Implementing transformational pillars of OPEX

- What is the main challenge in operational excellence today's digital transformation era?
- Getting OPEX right with full implementation of organizational strategy
- Defining the future of OPEX, and establishing parameters
- Getting buy-in across the organization

Panelists:

Speaker:

Adopting an Agile Operational Framework

10:30

Case Study

Reengineering existing business processes for efficiency

- Implementing agile techniques for process improvement
- Using Lean to support operations to boost customer centricity
- Rethinking operations with Design Thinking

11:00

Session

Switching from reactive to proactive to boost OPEX

- With effective implementation of strategy, how can ops :
- Embed agile and process-based thinking and culture across different functions
- Become proactive in anticipating organizational setbacks

Speaker:

11:30

Informal discussions and coffee break

OPEX meets Innovation

12:00

Interview

Adapting innovation to stay relevant

- How do you set up innovative processes to fight nimble digital savvy startups?
- How do you innovate your operating model to avoid redundancy
- Importance of accelerating business processes effectively

Speaker:

12:30

Interactive session

Defining ROI in implementing tech for OPEX

- Successfully setting up actionable metrics for OPEX
- Measuring the value of aligned s strategy vs execution
- What does success look like on each dollar spent to improve operational efficiency?

Speaker:

Day One

Preliminary Agenda

Driving business transformation with innovation

13:00

P O C

Business transformation with innovation

- What technology did you implement to transform your client's business?
- What were the results?

13:30

P a n e l

Continuous improvement through OPEX

Business transformation often implementing end to end technology to drive performance. Today it also includes setting up incubator platforms to com-pete. Gain insights on

- Establishing *intrapreneurs* to transform your organization

Panelists:

14:00

Lunch & networking break

15:00

T h i n k t a n k

Is innovation imperative to aid operational excellence to enhance business' bottom line

- Should companies overhaul their overall processes to stay relevant?

Speaker:

15:30

D e b a t e

Setting up accelerator programs to fight disruptors

- Exclusive case study on the benefits of setting accelerator programs with lean and it led to innovative products, smoother operations and better performance

16:00 chair's closing remarks

16:10

End of day one

Day Two
Tuesday Sept. 18

8:00 Registration & coffee
8:45 Chair's welcome
9:00 Recap of Day one

End-to-End Process Improvement with Innovation

9:10 — **Session**

Speaker:

Gaining full visibility across the business
- Innovative processing mapping to allow key employees to become proactive
- What improvement tools are changing the game?
- How do you measure the performance of such tools?

9:50 — **Keynote**

Panelists:

Integrating digital platforms to boost end-to-end performance
- Making real-time decisions powered by end-to-end visibility
- Transformation of digital processes alongside operational excellence
- Visualize business process performance and identify inefficiencies
- Cost optimization with reengineered digital processes

AI & IoT driving OPEX

Speaker:

10:20 — **Interview**

Adopting AI to transform business processes
- How is the implementation of AI changing operations?
- Adjusting to the disruptive landscape
- Implications of AI and future predications

10:50 — **Session**

Thinking forward, why OPEX 4.0 is important in the Middle East
- Ensuring speed and efficiency in operations powered by AI
- Capabilities of AI to transform business in the region
- Leveraging IoT to improve operations and performance

11:20 — Informal discussions and coffee break

Intelligent BPM to drive OPEX

11:50 — **Interview**

Data and OPEX
- Getting the right data to overhaul BPM and make solid decisions
- How operations can thrive with smart data gathering
- Accurate reporting and feedback with big data

Contact enquiry@iqpc.ae to showcase your story

12:20 — **Interactive session**

Speaker:

High tech-High touch
- The importance of maintaining human integration with tech to drive operational excellence
- Leveraging intelligent BPM systems to enhance performance
- What ERP systems guarantee seamless integration

Analyzing the readiness of Automation in OPEX

Powering back-end to drive front-end

13:00 — **POC**
- Evaluate how robotic process automation can transform customer experience
- Setting up parameters to measure CX
- Establishing bottom-line growth after automation

Contact enquiry@iqpc.ae to showcase your story

Speaker:

Benchmarking & tackling challenges in OPEX 4.0
In the region, how can full implementation be achieved?

13:30 — **Panel**
- How can employees be prepared ? Bridging the gap among stake-holders
- What companies/industry should management benchmark against?

14:00
15:00

Lunch and networking break
End of day two
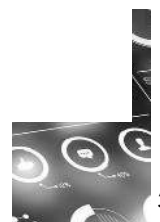
Chief Procurement Officer Deep Dive

Deliver value and optimize performance by harnessing the powers of digital in procurement

9:00

Smart talk

Tackling redundancy in procurement
As technology impacts businesses;

- How should procurement adjust?
- How can CPOs define the scope of operations ?
- Identify nimble techniques to overhaul processes

Speaker

9:45

Deep Dive

Strategies to optimize business performance
- Envisioning how technology is disrupting procurement
- Understand the need to optimize processes by eliminating redundant tasks
- Evaluating staff preparedness to new trends in procurement

10:15

Session

Defining KPIs in today's procurement landscape
- A look into what factors CPOs should track
- Benchmarking to access the value of investments
- Analyzing efficiency on processes
- Setting actionable metrics

11:00

Networking break

Speaker:

11:30

Solution central

Disrupting Procurement!
- Are you implementing AI in your procurement software solutions?

Contact en-quiry@iqpc.ae to showcase your story

Speaker:

12:00

Roundtable

Talk about Intelligent Procurement
- In today's mobile first world, how are CPOs utilizing smart mobile solutions to increase efficiency
- Adopting an agile processes to overhaul procurement
- Envisioning how technology is disrupting procurement

12:45

Expert Talk

Digital implications for supply chain/procurement and logistics
This session will provide an in-depth outlook on digital technologies changing procurement
Top game changers include:
Block Chain : Will provide CPOs with full visibility on all transactions. Block chain would also ensure secure and accurate transactions
AI: Ai will offer Demand sensing capabilities and equip CPOs with predictive insights on inventory.

13:15

Lunch& Networking break

End of CPO Deep Dive

Field Trip

Exclusive visit to an established incubator facility

WATCH THIS SPACE

While most organizations continue to reorganize their teams, others are setting up accelerator programs and departments to swiftly compete with nimble digital first companies. Join this site visit as we explore the process involved in setting up startups in established organizations

Lessons Learned

What have you done?

Did you succeeded in using your platform to transform an organization?
How did you compel senior management to adopt your technology ?
Contact enquiries@iqpc.ae to share your story

Who is it for?

Why you should come?

The site visit is an experiential learning component of OPEX 4.0. If you are serious about seeing what has been done in other organizations, then waste no time!

Delegate profile:

⇒ Operational Excellence
⇒ Process Excellence
⇒ Business/Corporate Excellence
⇒ Customer Experience
⇒ Continuous Improvement
⇒ Business Process Management
⇒ Business Improvement
⇒ Operational Innovation
⇒ Operations Supply Chain
⇒ Supply Chain
⇒ Lean Six Sigma

⇒ Airlines
⇒ Banking
⇒ Construction & Real Estate
⇒ Financial Services
⇒ Government
⇒ Healthcare
⇒ Hospitality, Leisure & Tourism
⇒ Manufacturing
⇒ Retail & Food
⇒ Supply Chain & Logistics
⇒ Technology
⇒ Telecommunications