

P R O G R A M

Operational Strategies Conference

23–24 NOVEMBER, 2015 • SHANGRI-LA HOTEL • BANGKOK, THAILAND



Reimagining Operations for Today's Realities

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conference organizing committee

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NARIS ACHALANAN, *Executive Vice President, Muang Thai Life Assurance Pcl*

Committee Members

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NANCY LIM, *Executive Coach and Consultant*

YUPAPORN SUWANAWAT, *Vice President Corporate Human Resources Group, Thai Life Insurance Public Company Limited*

TIMOTHY TAY, *Insurance Industry Advisor Asia Pacific, Fuji Xerox Global Services*

RUKMAN WEERARATNE, *General Manager Marketing & Distribution, Union Assurance PLC*

2015 LIMRA LOMA operational strategies conference



Monday, 23 November

REGISTRATION DESK OPENS — 7:30 A.M.

Grand Ballroom Foyer

WELCOME AND OPENING REMARKS — 8:45 to 9:00 A.M.

Grand Ballroom

NARIS ACHALANAN, *Conference Committee Chairman*
Executive Vice President
Muang Thai Life Assurance PCL

OPENING SESSION — 9:00 to 10:00 A.M.

The Distribution Landscape: What Does it Mean for Operations?



IAN WATTS
*Senior Vice President & Managing Director –
International Operations*
LIMRA & LOMA

Drawing from global research studies, Ian Watts will help explain how the changing distribution landscape ultimately affects back office operations — and what companies can do to help best maximize the potential opportunities and minimize the associated risks.

GENERAL SESSION — 10:00 to 11:00 A.M.

Acquiring Top Talent



RODERICK HAIRE
Managing Director
Asia Carbon Search

Even though organizations are increasingly focused on nurturing and developing talent, all their needs cannot be met internally. But the market for talent has never been more competitive and complex. Roderick Haire will share strategies and practices that leading organizations use to find and attract the best and brightest individuals.

NETWORKING BREAK — 11:00 to 11:30 A.M.

GENERAL SESSION — 11:30 A.M. to 12:30 P.M.

Insights From the World's Largest CIO/IT Leadership Survey



MARC BALOCH
*Global Practice Head of Insurance &
Asia Head of Financial Services*
Harvey Nash Executive Search

Many insurance leaders started their careers in an industry dominated by people and paper. Much has changed since then, and technology is now regarded as a game changer in the war for acquiring new customers and business. Marc Baloch will outline how increased demand for IT talent, heightened security worries, the changing role of CIOs, and the trend towards going digital have all impacted this industry. He will also discuss the dangers of groupthink, the need for better collaboration, employee engagement, and diversity — much of which is currently reflected in the low numbers of women in the IT sector and the areas of digital that remain unchanged.

LUNCHEON — 12:30 to 1:30 P.M.

Angelini Restaurant

Sponsored by



CONCURRENT SESSIONS — 1:30 to 2:30 P.M.

SESSION 1A — Grand Ballroom

Using Call Centers to Improve Efficiency and Provide an Outstanding Customer Experience



BEN ASSANASEN, M.Eng, MBA
Managing Director
Bupa Health Insurance (Thailand)
Public Company Limited

Ben Assanasen will share a case study to illustrate how call center expertise can effectively and efficiently support today's distribution strategies. You will see how extraordinary customer service throughout the customer journey improves results while also embodying lean business practices.



operational strategies conference

SESSION 1B — The Study

Challenges and Solutions of Moving to Digital Insurance



WOODY MO, Ph.D.
President and Chief Executive Officer
eBao Tech Corporation

SESSION CHANGE — 2:30 to 2:45 P.M.

CONCURRENT SESSIONS — 2:45 to 3:45 P.M.

SESSION 2A — Grand Ballroom

Digital Transformation for Achieving Operational Excellence



TIMOTHY TAY HUEY EN, FLMI, FSII, DGIRM, CGEIT, ITIL, CRISC, TOGAF, PMP, PgMP, PMI-ACP, COMIT, CITPM, BCP
Insurance Industry Advisor, Asia Pacific
Fuji Xerox Global Services



KIMMO KOLARI, MBA
Head of Communication and Marketing Services, Asia Pacific
Fuji Xerox Global Services

Achieving operational excellence requires the seamless integration of the operational front and back office. This ecosystem should integrate an insurer's operation strategy supporting customer experience and processing excellence. Fuji Xerox will share how an insurer could adopt the latest trends in Document Communication (DOCS), Managed Content (Net-Gen MPS) and Intelligent Document Capture (BPS) to help an insurer accelerate its digital transformation to improve customer experience; turn operational data into business insight; and embrace mobile mind shift to drive process excellence in new business, customer services and claim processes.

SESSION 2B — The Study

"Measure, Schedule, Optimize": Uncovering Hidden Opportunities in the Back Office



ARIEL TALBI
Solution Sales Director, Real-Time Solutions, APAC
NICE Systems, Limited

In this session, Ariel Talbi will illuminate ways to capture, understand, analyze, and optimize back office operations. These techniques will, in turn, drive operational efficiencies while improving customer service and directly affecting future revenue opportunities. He will also explore the "robotic automation" revolution and how it has started to positively impact back office operations all over the world.

NETWORKING BREAK — 3:45 to 4:15 P.M.

GENERAL SESSION — 4:15 to 5:15 P.M.

Engaging Employees: Improving the Bottom Line



KEVIN HEAD, Ph.D., FLMI, FFSI, ACS
Assistant Vice President, Learning Product Management, Education and Training
LOMA

Research shows that companies are more efficient when they invest in educational training for employees. Kevin Head will discuss a variety of programs available for different levels of employees, as well as how to best determine what classes are best suited for different personnel.

ORCHID DREAM DINNER PARTY — 5:15 P.M.

Sponsored by



Join us for a magical evening of traditional Thai food, cocktails, entertainment, and prizes as we relax after a successful first day of conference sessions! Gorgeous orchid bouquets will help fill your senses with the exotic charm and beauty of Thailand, and Dinner Party Sponsor Thai Life will raffle off prizes to lucky attendees!

reimagining operations for today's realities



Tuesday, 24 November

REGISTRATION DESK REOPENS — 8:00 A.M.

Ballroom Foyer

WELCOME BACK — 8:45 to 8:50 A.M.

Grand Ballroom

SUMMIT CIRCLE AWARD PRESENTATION — 8:50 to 9:00 A.M.

GENERAL SESSION — 9:00 to 10:00 A.M.

Digital Thinking to Unite Sales and Operations



HUGH TERRY

*Founder and Editor, The Digital Insurer
Director, Insight Consulting*

Educating your sales force on back office operations is a proven tactic for alleviating tensions and misunderstandings between the two areas. Now you can take this tactic to a new level by applying digital methods and business models that will help unify your sales and back office operations. Attend this session to learn about today's methods and models — and explore where they are headed.

GENERAL SESSION — 10:00 to 11:00 A.M.

Strategic Succession Planning for Sustainable Growth



HYUNG CHUL (ANDY) PARK, MBA, Ph.D.

*Representative Director
Mercer Korea*

Succession planning is more than just an important part of your effective talent management strategy: it helps drive future growth and mitigate risk. In this session, Andy Park will discuss how and why succession planning can contribute to better business results.

NETWORKING BREAK — 11:00 to 11:30 A.M.

GENERAL SESSION — 11:30 A.M. to 12:30 P.M.

Distance and Blended Learning in Education and Training



COLIN LATCHEM

*Open and Distance Learning Consultant &
Author of Distance and Blended Learning
in Asia*

Drawing on his international experience, Colin Latchem will examine how financial services and life insurance companies can improve training and professional development. He will explore how you can leverage the latest information and communication technologies (ICTs) to provide innovative, engaging, and cost-effective distance and blended learning. He will also review the critical issues that must be considered in adopting these new technologies and methods.

LUNCHEON — 12:30 to 1:30 P.M.

Angelini Restaurant





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EXECUTIVE PANEL — 1:30 to 2:45 P.M.

Marketing & Connecting to the Customer of the Future



SANG LEE
Chief Marketing Officer
AIA Thailand



DEEPALI NAAIR, MBA
Chief Marketing Officer
Mahindra Holidays & Resort India Ltd.



MICHAEL SHIN
CEO, RGA Korea and CMO, Asia
RGA Reinsurance Company Korea Branch



JOYDEEP ROY, CFP, Moderator
Managing Partner
Amplifia Advisory Services LLP

Listen carefully as industry marketing executives discuss their emerging roles in attracting and retaining customers. They will share their thoughts on how innovation, brand awareness, and meeting ever-higher consumer expectations can all help improve customer retention.

NETWORKING BREAK — 2:45 to 3:15 P.M.

CLOSING KEYNOTE SPEAKER — 3:15 to 4:15 P.M.

Creating a Culture of Innovation



SAM McNEILL, B.Mus.
Creative Director
SongDivision

In this highly entertaining and interactive session, Sam McNeill will demonstrate how the “3 Cs” needed to create a hit song are the same fundamentals needed to create a culture of innovation in your workplace. He will draw parallels to successful songs, artists, and bands throughout history to highlight how employee collaboration, communication, and creativity (the 3 Cs) drive business innovation and success.

ADJOURNMENT — 4:15 P.M.

speaker biographies



BEN ASSANASEN, M.Eng., MBA

*Managing Director
Bupa Health Insurance (Thailand)
Public Company Limited*

Ben Assanasen is a strategic operator who is driven by practical commercial outcomes. He is experienced in developing business strategy, reengineering operations, leading organizational change and building high performance teams. Ben is currently responsible for growing Bupa Thailand's business with an aligned focus on providing a valuable customer experience that supports healthy living. Ben joined Bupa in April 2015 from Aegon, where he led its profitable development and strategic growth as CEO. Prior to this, he was responsible for insurance advisory throughout the Asia Pacific region for Ernst & Young, and was formerly Chief Operations Officer for ACE Life Assurance, based in Bangkok. He formerly worked at American International Group (AIG), where he held a number of senior strategy roles, including vice president of their accident and health Insurance in the Asia Pacific region.

MARC BALOCH

*Global Practice Head of Insurance &
Asia Head of Financial Services
Harvey Nash Executive Search*

Marc Baloch is a seasoned professional with more than 15 years' experience in executive search. He focuses on c-suite search mandates across Asia, and has successfully completed critical hires on behalf of clients within the insurance, asset management, and banking industries. Marc has developed an international career working in Hong Kong, Singapore, Tokyo, and Europe. Marc has a deep understanding of the Asian talent landscape in developed markets such as South Korea, Japan, and Hong Kong/China, as well as high growth markets such as Vietnam, Indonesia, and Malaysia.

RODERICK HAIRE, M.A. in Economics

*Managing Director
Asia Carbon Search*

Roderick Haire joined Asia Carbon Search (an independent leadership search and advisor firm) in 2010 and is based in Hong Kong. He is responsible for building the firm's Asia Pacific Insurance Practice as well as executing senior level assignments across the broader financial services spectrum. Rod previously served as a senior client partner at Korn/Ferry International, where he led their Asia Pacific Insurance Practice and conducted senior level assignments in the

banking and fund management sectors. Prior to joining the executive search industry, Rod spent 25 years in banking and insurance, working at the CEO level and in other senior international roles across Asia, the UK, and the Middle East for global insurers. He has lived and worked in Bahrain, Pakistan, Hong Kong, Indonesia, Singapore, and Vietnam over the course of his career.

KEVIN HEAD, Ph.D., FLMI, FFSI, ACS

*Assistant Vice President, Learning Product
Management – Education and Training
LOMA*

Kevin Head is responsible for consulting with clients about their employee education and development needs, and also conducts LOMA's Insurance Immersion program. Prior to this role, Kevin was responsible for leading LOMA's instructor-led training programs. He has also worked on the association's textbook-based educational projects, including Life and Health Insurance Marketing and Personal Financial Planning. Before joining LOMA in 2007, Kevin worked in the fields of counseling and ministry. He brings more than 25 years of experience as a group facilitator and instructor to the Insurance Immersion program. Kevin earned a B.A. degree from Furman University and holds Master's and Doctoral degrees in counseling.

KIMMO KOLARI, MBA

*Head of Communication and Marketing Services,
Asia Pacific
Fuji Xerox Global Services*

For the past 18 years, Kimmo Kolari has been supporting B2C organizations throughout Europe and the Asia Pacific region to deliver excellent customer communications, enhance customer experience, and drive efficiencies both in operational and marketing communication areas. Since joining Fuji Xerox Global Services in 2006, he has developed service offerings and improved end-customer communications for prominent banking and insurance institutions as well as house-hold names in the fast-moving consumer goods sector.



speaker biographies

COLIN LATCHEM

Open and Distance Learning Consultant & Author of Distance and Blended Learning in Asia

Colin Latchem is a highly regarded open- and distance-learning expert who helps organizations transform learning and development. He has over 30 years of experience leading and managing educational technology and educational change. In addition to his consultancy, Colin is the Asia-Pacific Corresponding Editor for the *British Journal of Educational Technology*, an Associate Editor of *Distance Education*, and a program tutor. He has been a professor, served on the Academic Programs Board of the Open Learning Australia consortium, and was national president of the Open and Distance Learning Association of Australia (ODLAA). Colin has authored several books, including *Using ICTs and Blended Learning in Transforming TEVT*; *Distance and Blended Learning in Asia*; *Quality Assurance and Accreditation in Distance Education*; and *Leadership for 21st Century Learning*. His book on leadership received the 2002 Mildred B. and Charles A. Wedemeyer Excellence in Distance Education Award.

SANG LEE

*Chief Marketing Officer & Executive Committee Member
AIA Thailand*

Sang Hui Lee joined the AIA group 23 years ago, where he has worked in various roles and countries including Japan, Hong Kong, Korea, and Thailand. He currently leads their Product Strategy, Marketing, Project Management Office, Unit Linked Business, and Vitality Projects in Thailand. He transferred to AIA Thailand in April 2011 as Chief Financial Officer and Executive Committee member. Mr. Lee previously spent 14 years with AIA Korea in key c-level roles, including Chief Investment Officer, Chief Financial Officer, Deputy CEO from 1997 to 2007, and CEO from 2007 to 2011. Under his leadership, AIA Korea implemented and expanded its multi-distribution platform. Mr. Lee joined the group in 1992 with ALICO Japan (now Met Life) and transferred to Hong Kong as Portfolio Manager in 1994 specializing in Korean investments.

SAM McNEILL

*Creative Director
SongDivision*

Sam McNeill is one of Australia's most in demand young keynote speakers and facilitators. At just 30, he has delivered more than 300 keynotes, team-building workshops, gala awards evenings, and product launches in Australia, New Zealand, Singapore, Vietnam, Malaysia, and the USA. He is no stranger to the stage, having spent five years with Opera Australia in his youth. Other career highlights include performing at the Sydney Olympic Opening Ceremony and touring with performers such as Jimmy Barnes and Marsha Hines. Sam's professionalism and energy have led him to work with many of the best-known companies on the planet, including Coca-Cola, Fujitsu, HP, Microsoft, Spotify, and Virgin. He earned his Bachelor of Music Studies (majoring in classical voice) from the Sydney Conservatorium of Music.

WOODY MO, Ph.D.

*President and Chief Executive Officer
eBao Tech Corporation*

Woody Mo has served as President and Chief Executive Officer of eBaoTech Corporation since co-founding the company in 2000. He has been instrumental in defining the company's vision, mission, and strategy — successfully leading the drive to acquire the people and build an organizational structure to execute rapid growth across Asia, Europe and the Americas. Prior to co-founding eBaoTech, Woody worked for five years at McKinsey & Company as a management consultant for leading insurance and technology companies in Asia. Before McKinsey, Woody worked for four years at the IBM T. J. Watson Research Center as a leading scientist in the field of surface science, and authored articles published in journals including *Science Magazine* and *Physical Review Letters*. Woody earned a doctoral degree in physics from the University of Wisconsin-Madison. His Ph.D. thesis received the Wayne B. Nottingham Prize in 1990 for the best Ph.D. thesis in surface science of the year.

speaker biographies



DEEPALI NAAIR, MBA

Chief Marketing Officer

Mahindra Holidays & Resort India Limited

As CMO, Deepali Naair leads the company's brand, digital, analytics, e-commerce, and inventory sales. She is also a member of the Group Mahindra Sales & Marketing Academy, where she leads digital marketing training for Mahindra Group. Before joining Mahindra Holidays and Resorts India, Deepali was a marketing executive in the telecom, fast-moving consumer goods, and financial services industries at companies including L&T Insurance, HSBC Asset Management, BPL Mobile, and Marico. Forums throughout India and around the world have invited her to share her enthusiasm for digital marketing at numerous conferences and meetings. She has also been a jury member numerous times for AdClub's EMVIES, EFFIES, and ABBYs; IAMA Digital awards; and DMAi awards. In 2015, Deepali was awarded the DMAi's Content Marketer of the Year award. She is a guest faculty at SP Jain Institute of Management and Research and a keen social media advocate and participant.

HYUNG CHUL (ANDY) PARK, MBA, Ph.D.

Representative Director

Mercer Korea

Hyung Chul (Andy) Park joined Mercer in 2005 as the leader of multinational practices, and became Market Leader and Representative Director of Mercer Korea in 2007. He leads their advisory services for Korean multinational holding companies, and for group corporate strategy planning centers of Korean conglomerates. His focus is on human-capital related strategies, including ones for cross-border mergers and acquisitions. He is also currently Chair of the Knowledge Committee and the Lecture Committee of KCMC (the association for Korean CEOs of Multinational Companies), an adjunct professor on global leadership at Sung Kyun Kwan University, and a member of the committee on government performance evaluation. Before joining Mercer, Andy was a senior consultant at Anderson Business Consulting and a senior business analyst at Daewoo Economic Research Institute, the leading economic institute in Korea. Hyung earned his B.A. and MBA from Yonsei University and Ph.D. from the University of Tennessee (USA).

JOYDEEP ROY, CFP

Managing Partner

Amplifia Advisory Services LLP

Joydeep Roy has 25 years of experience in information technology, banking, and life and general insurance at companies including Tata AIG Life, Standard Chartered Bank, and Compaq Computers. He was a founding CEO of L&T General Insurance Company Limited (India), instrumental in its formation and licensing. He served as its CEO for five years before starting his current company, Amplifia. Joydeep was previously associated with AIA's life insurance venture in India, Tata AIG (now Tata AIA), for almost seven years, from its formation to growth stages. He has led the development of tech-oriented business infrastructures and processes, customer-friendly products and services, and strategic partnerships, which together have generated rapid growth and numerous accolades. He was awarded the "Technology Leader of the Year" in 2011 by Asia Insurance Review. Joydeep currently serves on the boards of several organizations, including CAMS Insurance Repository Limited; Financial Planning Corporation of India Limited; and Ziqitza Health Care, which is associated with The London Ambulance Services and EMRS Denver. He is a member of the Governing Council of Insurance Information Bureau (the independent advisory body constituted by insurance regulator IRDA).



speaker biographies

MICHAEL SHIN

*CEO, RGA Korea and CMO, Asia
RGA Reinsurance Company Korea Branch*

Michael Shin is Chief Executive Officer of RGA Reinsurance Company Korea Branch (RGA Korea), with executive oversight of all business activities in Korea. He also serves as Chief Marketing Officer, Asia, with responsibility for RGA's Asia Pacific region. His insurance industry experience spans nearly three decades. Prior to joining RGA, he served as Executive Vice President and Chief Marketing and Distribution Officer of New York Life Korea (now ACE Life), where his responsibilities included agency distribution, marketing, product design, and oversight of Corporate Communications. He was also with Samsung Life Insurance South Korea, where he was Corporate Vice President, Channel Strategy and Planning, and Senior Vice President and Chief of Advisors and the Financial Planning Center. Earlier, Michael spent more than 15 years with Prudential Financial Insurance, where he was Managing Director for the Asian market in the United States.

ARIEL TALBI

*Solution Sales Director, Real-Time Solutions, APAC
NICE Systems, Limited*

Ariel Talbi helps B2C and B2B organizations optimize enterprise workforce performance and improve the customer experience. He has led major software implementations projects in large contact centers, and has served as consultant and trusted advisor to several tier 1 service providers in the Asia Pacific and the U.S. Ariel currently leads NICE's APAC Workforce Optimization and Real-Time Solution lines of business. In this role he works with customers to realize their true potential in the front and back office — and ensure continuous improvement of their performance and operations.

**TIMOTHY TAY HUEY EN, FLMI, FSII, DGIRM,
CGEIT, ITIL, CRISC, TOGAF, PMP, PgMP,
PMI-ACP, COMIT, CITPM, BCP**

*Insurance Industry Advisor, Asia Pacific
Fuji Xerox Global Services*

A senior-level business and IT professional with a career spanning 30 years, Timothy leads Fuji Xerox's regional insurance program. He consults

with clients to develop and execute go-to-market strategies for insurers throughout the Asia-Pacific region. Timothy has worked in numerous other industries, including banking, payment, internet, transportation, systems integration, and healthcare. He has a degree in Economics and a Diploma in Asia Pacific Marketing from the National University of Singapore. He holds the following professional qualifications: FLMI, DGIRM, PgMP, PMP, PMI-ACP, ITIL, CGEIT, CRISC, CITPM, COMIT, TOGAF, BCP, and Lean Six Sigma. Timothy is also an adjunct lecturer on strategic IT planning at the National University of Singapore.

HUGH TERRY

*Founder and Editor
The Digital Insurer*

Hugh Terry is an experienced insurance professional with more than 20 years' experience in the Asia Pacific region covering insurance companies and providing business consulting. Hugh is an actuary by profession. The Digital Insurer, www.the-digital-insurer.com, is an online forum for professionals interested in the application and impact of technology on insurance business models. The forum contains strategic articles and case studies to help people in the insurance industry plan how to use digital technology and digital thinking in their own businesses. Hugh's personal business objective is to help insurance companies create and execute innovative business development strategies. Central to this is anticipating and leveraging digital technologies that will have a profound impact on existing business models and open up new opportunities.

IAN WATTS

*Senior Vice President and Managing Director –
International Operations
LIMRA and LOMA*

Ian Watts leads the LIMRA and LOMA operations that help member companies in Asia, Latin America, Africa, and the Middle East achieve their business objectives. Prior to joining LIMRA and LOMA in 2013, he was Global COO at ACE Life International, where he was responsible for their day-to-day operations and new business development. He has held CEO positions in India and China for AIG and AIA, and had extensive global experience in the UK, EMEA and Latin America.

antitrust policy and caution



Each person attending this function must be mindful of the constraints imposed by applicable antitrust laws. Some personnel here today represent companies that are in direct business competition with one another. This meeting's purpose is to provide a forum for the free exchange of ideas on the designated topics. It is not the purpose of this meeting to reach any agreement that could have anticompetitive effects.

You can avoid antitrust compliance problems by following simple guidelines:

- Stick to the published agenda.
- Pricing, premiums, and benefits to be offered or terminated are competitively sensitive information which competitors should not exchange or discuss with each other. Never take a poll of views or make a collective agreement on these issues.
- Always retain your right to make an independent judgment on behalf of your company.

LIMRA and LOMA are dedicated to the purpose of assisting all of their members to achieve their competitive potential.



program at a glance

Monday, 23 November

REGISTRATION OPENS — 7:30 A.M.

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OPENING SESSION — 9:00 TO 10:00 A.M.

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Insights From the World's Largest CIO/IT Leadership Survey

LUNCH — 12:30 TO 1:30 P.M.

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CONCURRENT SESSIONS — 1:30 TO 2:30 P.M.

1A – Using Call Centers to Improve Efficiency and Provide an Outstanding Customer Experience

1B – Challenges and Solutions of Moving to Digital Insurance

CONCURRENT SESSIONS — 2:45 TO 3:45 P.M.

2A – Digital Transformation for Achieving Operational Excellence

2B – “Measure, Schedule, Optimize”: Uncovering Hidden Opportunities in the Back Office

NETWORKING BREAK — 3:45 TO 4:15 P.M.

GENERAL SESSION — 4:15 TO 5:15 P.M.

Engaging Employees: Improving the Bottom Line

ORCHID DREAM DINNER PARTY — 5:15 P.M.

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Tuesday, 24 November

WELCOME BACK & SUMMIT CIRCLE AWARD PRESENTATION — 8:45 TO 9:00 A.M.

GENERAL SESSION — 9:00 TO 10:00 A.M.

Digital Thinking to Unite Sales & Operations

GENERAL SESSION — 10:00 TO 11:00 A.M.

Strategic Succession Planning for Sustainable Growth

NETWORKING BREAK — 11:00 TO 11:30 A.M.

GENERAL SESSION — 11:30 A.M. TO 12:30 P.M.

Distance and Blended Learning in Education and Training

LUNCH — 12:30 TO 1:30 P.M.

EXECUTIVE PANEL — 1:30 TO 2:45 P.M.

Marketing & Connecting to the Customer of the Future

NETWORKING BREAK — 2:45 TO 3:15 P.M.

CLOSING KEYNOTE SPEAKER — 3:15 TO 4:15 P.M.

Creating a Culture of Innovation

Mark your calendars and be sure to join us next year at the Strategic Issues Conference in Hong Kong!

22–24 June, 2016