

## Monday 27th September, 2010

- 12.00 - 16.30 Pre Conference Master Class  
**“Developing and Assuring Effective Risk Management According to ISO 31000:2009”**  
 All organisations need to systematically manage the uncertainties they face in the pursuit of their objectives. Shareholder and stakeholder expectations of good governance based on sound risk management require assurance providers and risk management practitioners to work together to help their organisations build and sustain effective risk management. This session will investigate the essential steps in an approach to develop, assuring and continually improve a framework that ensures effective risk management  
**Presenter** Grant Purdy Associate Director BROADLEAF CAPITAL INTERNATIONAL PTY LTD  
 Specialists in strategic, enterprise and project risk management
- 17.30 - 19.30 Welcome Reception

## Tuesday 28th September, 2010

- 08.00 - 08.30 Registration
- 08.30 - 10.00 Opening Plenary 1  
 Welcome - Shan Ruprai President AOQ/Prof Kevin Foley Patron  
 Conference Key Note Address: Dr J Galloway CEO JAS-ANZ
- 10.00 - 10.30 **Morning Break Taken in Exhibition Hall**
- 10.30 - 12.00 James Thomson - Standards Australia  
 Dr. Robin Mann - Benchmarking and the Business Excellence Framework
- 12.00 - 13.00 **Lunch - Taken in Exhibition Hall**
- | 13.00 - 14.30 | <b>Stream 1<br/>Business Excellence</b>   | <b>Stream 2<br/>Quality in Health Care</b>  |
|---------------|---|---|
|               | Johan Veltmeyer - Griffith University.<br>A Management Model for Quality into the 21st Century. This paper outlines the results of an Australian study that may well provide the management guidance needed to grapple more successfully the array of attributes of known management models, fads and initiatives, which have been actively promoted since the late 1980s   | John Chapman<br>The pursuit of quality in the SME setting: Community pharmacy as a case study<br>Johns back ground and the wealth of knowledge he brings is extensive he is currently the Chief Executive Officer Australian College of Pharmacy Ltd.   |
|               | Mike Allison - QAP<br>Beyond Zero Defects: Quality of Concept<br>The works of Kano, Juran and Foley are examined to discover common threads and lead to a proposed new direction for quality frameworks. The research reveals areas of quality that can be improved using existing technology, even where there are no “defects” by the current definition. Further, adoption of improved frameworks will greatly enhance benefits for all sections of society. | Peter Reeves<br>Is the National Manager Assessment for the Quality Care Pharmacy Program, operated by the Pharmacy Guild of Australia. This program accredits over 4000 community pharmacies in Australia to the current Quality Care Pharmacy standard. This standard is currently being reviewed and will become the Australian Standard “Quality Care Pharmacy Standard - quality management system for pharmacies in Australia” at the end of 2010. |
|               | Shan Ruprai<br>Innovative Business Management System  |   |
- 14.30 - 15.00 **Afternoon Break - Taken in the Exhibition Hall**
- 15.00 - 17.00 Patricia Cameron-Hill and Shayne Yates specialists in stress and humour  
 You Won't Die Laughing!

END OF DAY ONE

## Wednesday 29th September, 2010

08.00 - 08.30 Registration

08.30 - 10.00

Plenary 3

A/Prof Nigel Grigg - Quality in Health Services - Interest in Quality management models growth in the service sector.

Speaker TBA JAS-ANZ

10.00 - 10.30

Morning Break Taken in Exhibition Hall

10.30 - 12.00

### Stream 3

Michael Mclean MD of McLean Management Consultants Pty Ltd  
When 3G QM fails Case studies in product recall

Daryl Martin

Developing a supplier quality strategy; Focusing on effectiveness and economic outcome

Opportunities for quality management principles and methods to be applied to supply chain management for preventing the occurrence of defects.

Barry Lacy - interim Chief Procurement Officer. Department of Transport Vic.

### Stream 4 JAS-ANZ

James Galloway, Chief Executive, JAS-ANZ

Working in the regulatory context-

Accreditation is a framework for establishing confidence and integrity. This much it shares with many regulatory goals. But no matter how worthy the goal, if you don't get the partnership right you can end up with a situation that no one wants to own. This presentation aims to draw some general lessons in collaboration from a group of survivors.

Craig Bates, Chairman, Association of Accredited Certification Bodies (AACB)

Accredited vs unaccredited certification – what is the difference?

Without accreditation, how can clients be assured of the certification process? Craig Bates will provide examples of where companies have lost significant contracts because they were certified by unaccredited organisations.

Dr Michelle Glogau, Chief Executive, BioGro New Zealand Ltd

The booming organic industry: are inconsistent standards impeding consumer confidence?

Organics is a booming high-value premium sector supported by consumer demand. It offers opportunities to revitalise and create new segments within the agricultural industry. But multiple demands for assurance threaten to cripple the burgeoning sector.

### Health Care Master Class

#### Session 1

Michael Gregco

A/Professor, Michael is Director of Client-Focused Evaluations Program (CFEP) which has offices in Australia and the UK, and is involved primarily in the provision of patient and colleague feedback to clinicians and healthcare organisations with the aim of enhancing quality and professional development. He is a Board Director for a GP Division of General Practice, and a Regional Training Program for GP Registrars, and holds honorary professor and senior research fellow posts at the School of Medicine, Griffith University and the Peninsula Medical School, UK. His academic background focused on healthcare, evaluation and clinical pastoral education, and includes a PhD in medical education and a Bachelor of Theology.

"The use of patient survey for the improvement of service by General Practitioners in healthcare in Australian and United Kingdom"

12.00 - 13.00

Lunch - Taken in Exhibition Hall

**Wednesday 29th September, 2010 - continued from page 10**

13.00 - 14.30

**Stream 5**

**Dr Michael Court Managing Director Balanced Score Card Australia –**

**Keeping your Business in Balance Has 3G QM Missed the Bus?**

3G QM must add something significant to the body of management knowledge and provide a sound and robust theoretical basis for the pursuit of management excellence. It compares 3G QM, as proposed, with some other well known managerial frameworks such as strategic management, the business excellence framework, and the balanced scorecard methodology, to see where it fits.

Michael Mclean MD - Mclean management Consultants Pty Ltd  
 Craig Ottoway MD - TNY Management Consultants  
 Philistine approach to Management of Quality

**Stream 6 JAS-ANZ**

**Continuation of Stream 4**

**Dianne Schumacher, Regulatory Manager, Fonterra Ingredients**

**Does regulation have a stranglehold over trade?**

Are the requirements to fulfil conformity assessment stifling trade? Careful consideration needs to be undertaken of how the testing, inspection and implementation of assessment are incorporated into regulatory and public policy regimes.

**Ben Bowering, Strategy & Development Manager, SAI Global**

**The NGRS greenhouse emissions framework - a review of reporting obligations**

In many parts of the world certification has facilitated the tools and expertise to verify and validate greenhouse emission claims. Ben Bowering presents a review on the consultation process for Australia's National Greenhouse and Energy Reporting (NGERS) Audit framework.

**Shannon Lane, General Manager Sales and Marketing, BSI ANZ**

**Managing environmental issues - a stakeholder perspective**

A presentation of real-life case studies of organisations that have introduced environmental certification schemes and the benefits they have obtained for their stakeholders.

**Session 2**

**Greg Peterson Professor**

Gregory Peterson BPharm (Hons), PhD, MBA, FSHP, FACP, MPS, AACPA

As Professor of Pharmacy and Head of School of Pharmacy at the University of Tasmania, Greg has held a personal Chair in Pharmacy at the University of Tasmania since 2000, awarded on the basis of his research and teaching excellence. Greg has led many state and national projects directed at improving the use of medications and patient outcomes in both community and hospital sectors.

Greg established and leads an innovative research unit in Improving Medication Outcomes (UMORE; Unit for Medication Outcomes Research and Education). In the past 8 years his research team has attracted competitive external funding of more than \$13M.

14.00 - 15.00

Afternoon Break - Taken in the Exhibition Hall

15.00 - 16.30

Plenary3 - JAZ-ANZ Panel Speakers from the Stream 4 and 6 Questions from the Floor.

19.00 - 19.30

Gala Conference Dinner incorporating Awards Presentation





## Thursday 30th September, 2010

08.00 - 08.30 Registration

08.30 - 10.30 Plenary 4 - Dr Chris Brendon and Prof. Kevin Foley

10.30 - 11.00 Morning Break Taken in Exhibition Hall

11.00 - 12.30

### **Stream 7 Management of Audit**

Ken Cameron General Manager  
AQUAS  
Evolution of the Quality Auditor,  
from sloth to sleuth.

Ruth Lee MD of Transformity  
Relationship between the  
planned and integration of audit  
programs and the value of audit  
outcomes.

The paper examines requirements to  
conduct internal audits impacting the  
operational workload and productivity  
with out delivering measurable benefits.

Graham Dibdin Senior  
Consultant Good Better Best

This paper looks at the reasons why; the  
history of audit, and where it is now. It  
looks at the place of audit in establishing  
stakeholder loyalty, the different roles  
of internal and external audit, the place  
of audit in establishing an effective  
business culture, and the role of internal  
management system audit in strategic  
business management in the modern  
business

### **Stream 8 Application and Case Studies**

Philip Farnell, Bureau - Veritas  
Australia Pty Ltd  
"Vericert" an internet based audit results  
analysis and audit reporting tool, that provides  
an easy management of audit findings into a  
mathematical model, where best practices and  
worst practices across a range of sites against  
the audit criteria can be shown.

Kathryn Koay Advisor, Hydro Tasmania  
Organisational Improvement

This presentation looks at how the behaviour  
of the quality advisor can affect the uptake  
of change within a business. It is based on  
over ten years experience within a variety of  
roles with the Consulting division of Hydro  
Tasmania, and details a number of key personal  
observations.

Speaker to be Announced- Bsi  
Learning - Innovation: The upside of  
risk.

When the risks are known and measurable,  
they can help make good decisions.  
However, the risks with innovation are often  
difficult to measure in objective terms. This  
presentation will focus on modifying aspects of  
organisational culture.

**JAS-ANZ  
Master Class  
Session 1**

12.30 - 13.15 Lunch - Taken in Exhibition Hall

13.15 - 14.45

### **Stream 9 Quality in Small Business**

Russell Veitch - What your best friend  
would advise a small business to do  
about Quality

Steven Horton - Sydney Catchment  
Authority.  
Improvement, Innovation or Culture  
Change

Muhammad Asif - University of  
Twente, Netherlands  
Integration of Management systems  
The third generation QM, owing to  
its multi-stakeholders participative  
approach, could provide a framework for  
integrating sustainable development  
and corporate social responsibilities  
into business processes. The insights  
presented in this paper need to be taken  
into account in the development of future  
QM or business excellence models.

### **Stream 10 Application and Case Studies**

Khawaja Khurram Khurshid - Six  
Sigma: The Answer to Quality  
Issues in SMEs

Sia Evans - Integrating Safety  
in Lean/Six Sigma at CCS  
(Computershare Communication  
Services) One for all and all for one

James Ruprai - Sydney Olympic  
Park Authority  
These are key factors in both  
development/natural amenity issues  
as well as internal resource production.  
These can then be interrelated back to  
one another in almost every area, hence  
underlying the need for controls for  
the protection of key stakeholders in  
environmental matters and ongoing land  
use.

**JAS-ANZ  
Session 2**

14.45 - 15.15 Afternoon Break - Taken in the Exhibition Hall

15.15 - 16.45 Planary 5 - Where to from here for Quality? Prof. John Dalrymple - Summation of the Conference

19.00 - 19.30 Conference Close - See you in Adelaide QUALCON 2011

16.45 - 17.45 Happy Hour!