



It's time to work together

Continuous improvement is challenging, but the potential rewards are enormous. There's a way to make it easier and more powerful – by working together. In our ninth annual conference Healthcare, Service and Manufacturing continuous improvement practitioners will come together to share experience, energy and wisdom. It's your opportunity to learn from the best, regardless of industry, and to share your uplifting stories of success and learning opportunities. You will build cross-industry networks that will support you, and that you can support, in the never-ending search for process perfection.

Join us for a fantastic opportunity to leverage continuous improvement knowledge across sectors – it's time to work together.



9th Annual Conference
9 November 2017
Stamford Plaza Hotel
Albert St, Auckland

Conference Programme: 9th November

8.30 - 9.00	Registration and morning coffee
9.00 - 9.10	Welcome from Ci forum - John Mc Taggart
9.10 - 9.55	Global Process Improvement Lessons & Observations – Ivan Seselj is the CEO of Promapp, a global provider of BPM software with a rapidly growing global client base. In this session, Ivan will share best practice recommendations around how every company can create and sustain a culture of unstoppable improvement, based on lessons learned working with process improvement teams at hundreds of organisations around the world - from UK Asset Management firms and Canadian Shared Services organisations to gas fields in the Arctic.
9.55 - 10.40	How to bring a customer focus to improvement working together to the benefit of the customer – Nina Muhleisen is the Head of World Class Delivery at ANZ Bank, Melbourne. Learn how to engage the team and leaders to use the customer perspective as the primary driver for improvement, the tools and techniques that enable this and how a focus on the customer leads to direct financial benefits for the organisation.
10.40 - 11.10	Morning tea – an opportunity to build your Ci network and review some of the fantastic Ci tools available from our Sponsors.
11.10 - 11.50	Failure Demand – A health system disease – Tim Banner has consulted extensively in the public and private sectors in Australia and New Zealand and spent 20 years in the UK in various senior leadership roles. He will be discussing how “failure demand” is the biggest contributor to the rise in the demand in many service industries, looking in detail at health services and why the current design guarantees that integrated care and early intervention strategies are destined to fail. Using examples, Tim will show where real integration can have a profound effect on people’s lives while significantly reducing costs and will explore to what extent the New Zealand health system been influenced by the UK design.
11.50 - 12.45	Ci forum Project of the Year Awards You get to choose the winner as you learn from seeing the three presentations from the Ci forum Project of the Year finalists.
12.45 - 1.45	Lunch – join a table with our morning speakers to expand on your learning and to ask those burning questions in an informal setting.
1.45 - 3.20	Choose from one of our afternoon workstreams, or mix and match between them. With three sessions in each workstream, including interactive sessions, you have a total of 6 continuous improvement topics to choose from across the two themes of Sharing Ci techniques and Personal Improvement.
3.20 - 3.45	Afternoon tea – an opportunity to build your Ci network
3.45 - 4.30	Session summary and Action planning In this fast-paced session you’ll be able to share your key learning and action points. Working together, we will use the latest technology to quickly gather and share those pearls of wisdom and personal and team actions, forwarded to you via email at the end of the session. You’ll have access to contact details and will build actions that we can work on together. You will build your cross-industry networks that will support you, and that you can support, in the never-ending search for process perfection.
4.30 - 5.30	Join us for networking drinks as we announce the winner of the Ci Forum Project of the Year Awards Proudly sponsored by Minitab

2017 Project of the Year Awards

Each year Ci forum hosts the Project of the Year Awards. These prestigious awards acknowledge your excellence in improvement and allow others to learn by seeing what you have done.

Entries are open to all of the Continuous Improvement practitioners. A panel of experienced continuous improvement professionals will score the presentations independently, and then work together to come to consensus on the final score.

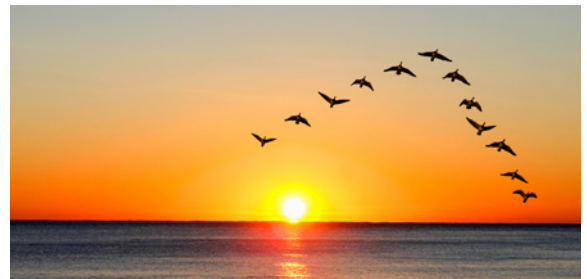
The top 3 entries as determined by the judging panel will be invited selected to present their project at the Ci forum Annual Conference on 9 November in Auckland. The winners will be selected by the conference participants during the conference.

Submitting an entry is designed to be as easy as possible. Simply complete the Submission template available at the Ci forum website, which must be less than 500 words, and complete a Powerpoint presentation of no more than 12 slides. Then submit your documents by email to john@ciforum.co.nz

Entries close on 15 October, with finalists announced on 20 October.

BOOK NOW

Seats are strictly limited!



\$549_{+GST}
(up to 15 Oct)

\$649_{+GST}
(from 16 Oct)

Register online at www.ciforum.co.nz
or send your conference booking request
to us via email admin@ciforum.co.nz
or simply phone **0277 151 643**

Streams/Workshops

You are welcome to choose your preferred workshop. Each workshop will be led by experienced facilitators and will build on the key topics presented during the day. All efforts will be made to accommodate your first preference, however, seating at each stream is limited and if a stream is oversubscribed, we may need to move delegates to their second preference.

Cancellation Policy

Cancellations for the conference must be sent to admin@ciforum.co.nz no later than 5pm on 23 October 2017 and are subject to a cancellation fee of \$75 +GST. There will be no refunds for cancellations received after 5pm on 23 October 2017.

Delegates who cancel after this date, or are no-shows to the event, will be liable for the full registration fee.

Substitutions & Refund Policies

Substitutions and changes to registrations can be made up until 5pm on 30 October 2017.

Please send change requests to: admin@ciforum.co.nz

Information

For all conference information and links, go to www.ciforum.co.nz

Other Terms

Every effort will be made to keep presentations and speakers as represented. However, if unforeseen circumstances do occur, last minute changes to the programme, speakers or presentations may be unavoidable.

In the event that the conference has to be cancelled or changed due to events beyond Ci forum's control, Ci forum will not be held liable to delegates for any damages, losses or cost incurred, including but not limited to the transportation and accommodation costs.

If for any reason the conference does need to be cancelled, registration fees will be refunded after the deduction of expenses already incurred.

Also note that while Ci forum will make their best efforts to distribute copies of presentations to all conference delegates, some speakers may not want to share their material. Under these circumstances, Ci forum will respect the wishes of the speakers and withhold copies of their material.