

# The QMOD-ICQSS Conference 2018

Cardiff University, Wales, 22-24 August

## Practitioner Day

**Theme:** Quality Movement, Where are We Going?'

Wednesday 22 August 2018

Registration Fees for Practitioner Day - £195 (1600 Danish Krone)

**Registration Link:** <https://qmod.easysignup.com/1/>

The QMOD (Quality Management and Organisational Development) and ICQSS (International Conference on Quality and Service Sciences) together form a world leading research conference on Quality, Sustainability and Service Sciences. The 21st QMOD-ICQSS conference will be hosted by Cardiff University, one of the UK's elite Russell Group Universities and home to a unique Lean heritage.

The theme of the conference is 'Quality Movement, Where are We Going?' this could include topics and applications as diverse as TQM and Excellence Models, Lean in Manufacturing, Quality and Lean in Healthcare, Quality in Professional Services, Quality and Productivity, Organisational Culture for Quality and Innovation, the link between quality and digitisation, Industry 4.0 and more.

A key part of the conference will be a '**Practitioner Day**', on **Wednesday 22nd August**, where Quality, Lean, Operational Excellence, and Organisational Development practitioners can learn and share from each other. Contributors will share best practices of implementing innovative quality practices such as integrating quality with sustainability, quality and Industry 4.0, Lean and Digitisation/Artificial Intelligence, Lean and Agile integration in a diverse range of industries and sectors. Each speaker will have an opportunity to share their innovative ideas within 30 minutes including Q & A.

Expected attendees of the event are Managing Director, Quality Director, Operations Director, Training & Development/ HR Director, Lean Champion, Lean Six Sigma Black Belts and Green Belts, to name few executives expected to attend the Practitioner day.

The QMOD-ICQSS Conference is sponsored by:



## Speakers List, 21st QMOD Conference, Practitioner Day, 22 August



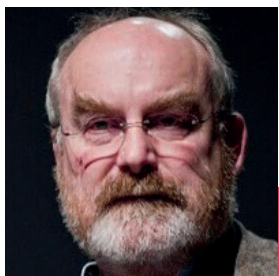
**Professor John Bicheno,  
The University of Buckingham**

Title - TQM: Reflections and opportunities



**Professor John Bessant,  
University of Exeter**

Title - Playing chess with the Red Queen: the role of quality management in meeting the innovation challenge



**Prof. Dave Snowden, Founder & Chief  
Scientific Officer, Cynefin Centre and  
Cognitive Edge**

Title: Quality Management in the era of uncertainty-  
detecting weak signals, mapping attitudes



**Frank Devine, Director, Accelerated  
Improvement**

Title: Organisational Development Principles application in  
Cultural Change Situations



**Alberta Soranzo, End-to-End (E2E)  
Service Design and Systems Thinking  
Director, Lloyds Banking Group**

Title: Fit for survival – designing your organization for  
transformation



**Rob Barnes, Deputy Director for  
Improvement, Independent Office for  
Police Conduct (IOPC)**

Title: Understanding and implementing quality where  
Service User needs conflict



**Dr. Sanjay Bhasin, Head of Continuous  
Improvement, Her Majesty's Prison and  
Probation Service (HMPPS)**

Title: Lean sustainability audit gauging and organisation's  
Leanness



***Lindsay Zingg, Global Head Quality,  
Health, Safety & Environment,  
Panalpina***

**Title: The benefits of managing the triple bottom line:  
People, Profit and Planet**

***Andy Lahy, Global Head of Strategy and  
Innovation, Logistics at Panalpina***



***Steve Timms, MD - BAE Systems'  
Defence Information, Training and  
Services Business***



***Steve Sanderson, Manufacturing  
Engineering Lead, BAE Systems  
SubmarinesSubmarines***



**Plus several other speakers from manufacturing sectors (look for update on  
conference webpage)**

**Registration Link: <https://qmod.easysignup.com/1/>**

**Conference Link: <https://www.ism.lu.se/en/qmod/21st-qmod-conference>**

**For any more information please contact Dr Maneesh Kumar,  
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