

9th Philippines



SHARED SERVICES & BPO WEEK

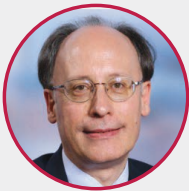
- ▲ **Main Conference:** 14- 15 August 2018
- ▲ **Pre-Conference Workshops:** 13 August 2018
- ▲ **Site Tours:** 16 August 2018
- ▲ **Venue:** Shangri-La Makati, Manila, Philippines

**EARLY BIRD
OFFER**

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15TH JUNE 2018
SAVE UP TO
USD400!

Harnessing Technology And Talent To Add Value In An Increasingly Competitive Market

HEADLINE SPEAKERS



Jean-Claude de Vera
President of AgileGBS,
Former VP GBS
LafargeHolcim
LafargeHolcim Group



Samir Kumar
Managing Director,
Corporate & Investment
Bank
JPMorgan Chase & Co.



Elaine Kunkle
Vice Chairperson, GICC
and General Manager,
**Henkel Asia Pacific
Service Center**



Lorie Barredo
Executive Director
**Baker & McKenzie Global
Services Manila**



Erin Alder
GBS Finance Site Lead
for Manila
**General Motors, Global
Business Solutions,
Philippines**



Carlos Francisco Chiozza
Head of Global Asset
Services
BHP Billiton



Dr. Omer Softic
Senior Director, Asia
Pacific Service Delivery
Lead, Finance
Johnson & Johnson



Roscoe Pineda
Chief Operating Officer
**ANZ Global Services and
Operations (Manila) Inc.**

Researched & Developed by:

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Media Partners:

Association Partner:



Dear colleagues,

Onto its 9th year, the Philippines Shared Services and BPO Week has continued to remain a cornerstone in facilitating key discussions and propelling the development of the Shared Services and Outsourcing industry in the Philippines.

Despite its remarkable growth over the past few years, recent tax reforms and external pressures from competitive regions have increased the pressure for Shared Services Centers in the Philippines to remain competitive and elevate the quality of service delivered. It is now ever more important for the Shared Services industry in the Philippines to move higher up on the value chain with improved processes and have the right talent to **retain its competitive advantage**. Naturally this has resulted in the industry shifting its focus to **constantly drive operational excellence within their SSCs** and develop new initiatives for **continuous improvement** to drive growth.

Furthermore, the massive mainstream adoption and implementation of **RPA and intelligent automation** has had considerable impact on talent development, up-skilling and recruitment.

As such, the theme for our conference this year, "*Harnessing technology and talent to add value in an increasingly competitive market*", was created to address these issues.

With more than 70% brand new speakers, the **9th Philippines Shared Services & BPO Week** will focus on:

- Retaining the competitive advantage of SSCs in the Philippines through dynamic leadership, continuous improvement and CX
- Value adding activities and next generation delivery models for SSCs
- Fast tracking your SSCs to leapfrog the maturity curve
- Next-generation RPA and intelligent automation – scalability and governance
- Up-skilling of employees for value added services and talent development

Please take this time to explore the agenda and the exciting topics that we have carefully curated which we believe would be key takeaways in your SSO journey.

Thank you and I look forward to welcoming you at the event in August!

Best regards,

Subah Nadarajan

Conference Director

Shared Services and Outsourcing Network (SSON)

9th Philippines

sson

**SHARED SERVICES
& BPO WEEK**

Key themes

Hear from some of the most successful SSCs and industry leaders in an expert panel on **how to retain Philippines's competitive advantage** by harnessing technology and talent

1 2
3 4

Discover how you can **accelerate your shared services journey in 12 months** from **Erin Alder**, GBS Finance Site Lead for Manila, **General Motors**

Winning the war on Talent! Learn how to build a **strategic roadmap to attract, retain and nurture next-generation leaders** for your SSC from **Dr. Omer Softic**, Senior Director, **Johnson & Johnson**

ANZ Global Services COO will share **the next steps of their RPA journey and case studies on how ANZ is incorporating machine learning and IA in their automation journey**

What's New this Year?



Expert panel discussions on how to remain ahead of the curve and retain your competitive advantage in an increased and pervasive IA environment



Brand new speakers from the world's leading brands – **JPMorgan Chase & Co., Procter & Gamble, General Motors, Bayer, BHP Billiton, Google, Baker & McKenzie, Henkel, Sun Life Financial Asia Services** and more



Brand new plenary sessions on next-generation RPA and intelligent automation and how SSCs can evolve beyond the back-office



Interactive roundtable sessions on both days to deep-dive into topics such as HR, Finance and Multi-function transformations as well as improving customer experience, providing value-added services and integrating intelligent automation



Huge focus on **talent up-skilling, driving value add and CI initiatives in your SSC**

MEET OUR 2018 DISTINGUISHED SPEAKER FACULTY

9th Philippines



SHARED SERVICES
& BPO WEEK

Shared Services and BPO Week Philippines... is where you hear from the industry's experts!



Karen Batungbacal
Chairperson, GICC and
Senior Vice President,
Optum Global Services,
UnitedHealth Group



Sookie Chiongbian
Head of Human Resources,
3M Global Service Center



Jean-Claude de Vera
President of AgileGBS,
Former VP GBS
LafargeHolcim,
LafargeHolcim Group



Johan Fourie
Managing Director,
**Bayer Business Services
Philippines, Inc.**



Debashish Mukherjee
Director,
Manila Service Center,
Procter & Gamble



Samir Kumar
Managing Director,
Corporate & Investment
Bank,
JPMorgan Chase & Co.



Dr. Omer Softic
Senior Director, Asia Pacific
Service Delivery Lead,
Finance,
Johnson & Johnson



Steve Harris
Managing Director,
**ANZ Global Services and
Operations (Manila) Inc.**



Natalie Diane L. Ang
Head of Global Quality
Management Program,
Finance Shared Services,
Procter & Gamble



Teejay Gonzales
HR Transformation Director,
The Coca-Cola Company



Elaine Kunkle
Vice Chairperson,
GICC and General Manager,
**Henkel Asia Pacific
Service Center**



Carlos Chiozza
Head of Global Asset
Services,
BHP Billiton

MEET OUR 2018 DISTINGUISHED SPEAKER FACULTY

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SHARED SERVICES
& BPO WEEK

Shared Services and BPO Week Philippines... is where you hear from the industry's experts!



NEW

Erin Alder
GBS Finance Site Lead
for Manila,
**General Motors, Global
Business Solutions,
Philippines**



NEW

Lorie Barredo
Executive Director,
**Baker & McKenzie Global
Services Manila**



Robbie Sia
Manager,
HR Shared Services Asia,
Philip Morris International



Reggie Pulumbarit
General Manager,
3M Global Service Center



NEW

Luz Karleen S. Dela Cruz
Head of Finance Shared
Services,
San Miguel Foods, Inc.



NEW

Nathalie Bernardo
Director, GBS HR,
The Coca-Cola Company



NEW

Jakob Larsen
Senior Vice President,
**Vestas Shared Services
Center**



NEW

Anthony Nool
Head of Controlling,
SSC Manila,
**Henkel Asia Pacific Service
Center**



NEW

Jude A. Hilay
Regional Finance Director,
**Baker & McKenzie Global
Services Manila**



NEW

Roscoe Pineda
Chief Operating Officer,
**ANZ Global Services and
Operations (Manila) Inc.**



NEW

Raymond Yulo
Process Excellence Manager,
Google



NEW

Ulyses Ty
Head of Delivery Services
& Digital,
**Sun Life Financial Asia
Services Limited**



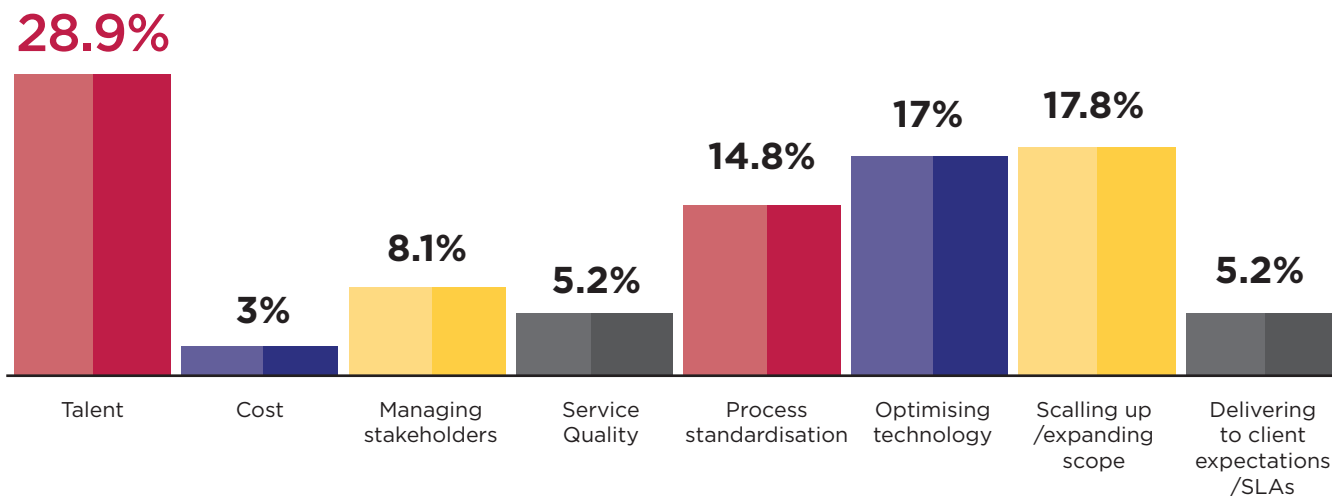
WHAT SHARED SERVICES PRACTITIONERS ARE INTERESTED IN THE PHILIPPINES

9th Philippines

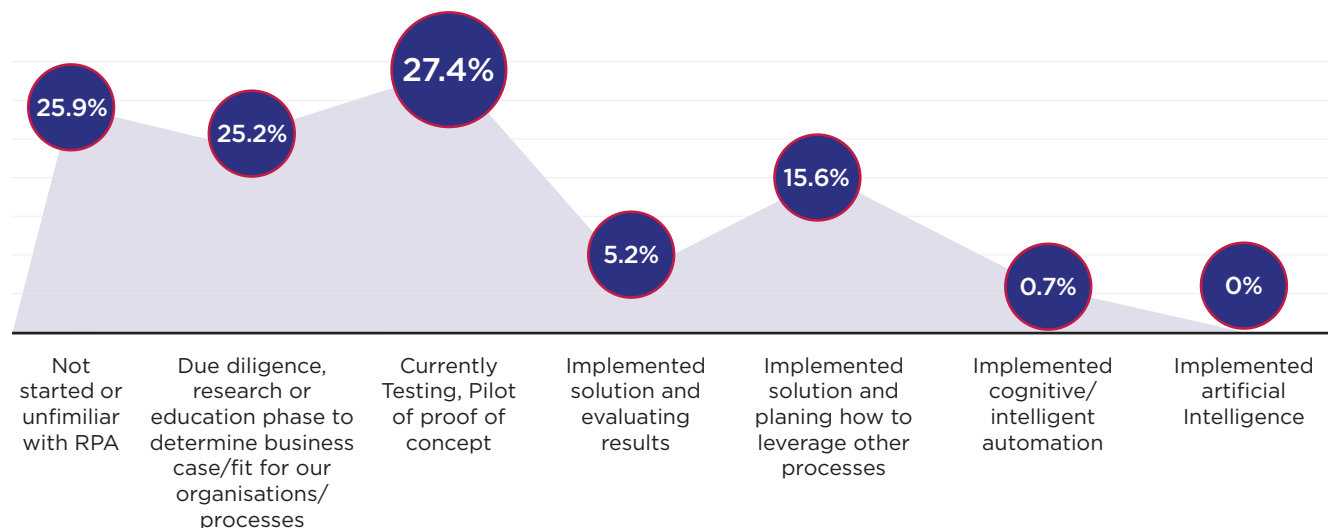


SHARED SERVICES & BPO WEEK

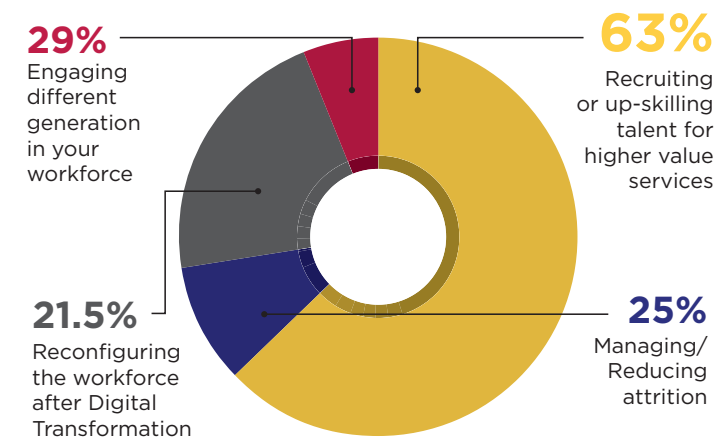
What is the biggest challenge facing your SSO currently?



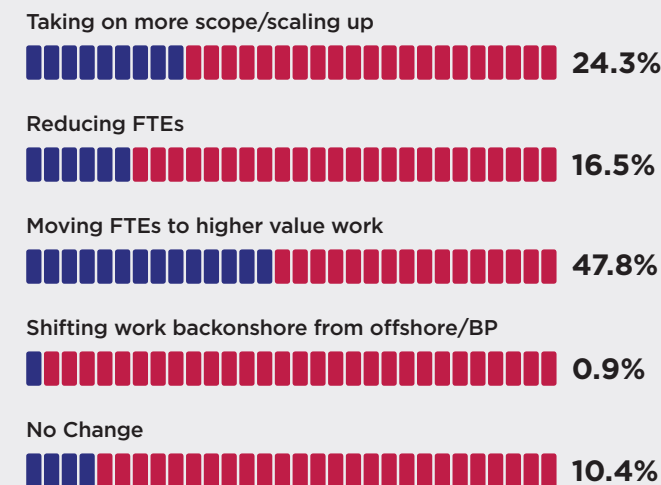
Where are you on the Robotics Process Automation (RPA) journey



What is the biggest challenge you face regarding SSC talent?



How is automation impacting your SSO



**0830 - 1100**

SHARED SERVICES 101 – DESIGNING, PLANNING AND IMPLEMENTING GLOBAL (OR REGIONAL) BUSINESS SERVICES IN THE PHILIPPINES

Setting up a Shared Services Centre enables organizations to improve internal efficiency within a large group of companies, and in many cases, act as a stepping stone towards outsourcing. Additional benefits of centralizing operations include reduced costs, better analysis of existing data, and an increased quality in services. However, critical to the success of a new SSC is having a detailed business plan to consolidate functions and manage the transformation. In this hands-on workshop, you will learn from the Head of Vestas Shared Services on how to get the concept right at the outset, and build your business case based on a clear and strategic roadmap, including:

- Developing a clear roadmap for business transformation
- Identifying long term goals for continuous growth
- Building effective governance models
- Understanding the industry challenges and preparing for them ahead
- Learn from companies who have set-up their SSC in the Philippines, on what they did and what they would do differently

Workshop Leader:

Jakob Larsen

Senior Vice President,

Vestas Shared Services Center

**1230 - 1500**

POSITIONING FINANCE AS A STRATEGIC BUSINESS PARTNER TO YOUR ORGANIZATION

Expert surveys state that the organizations that outperform other organizations spend considerably more time, i.e. approximately 23% on Business Partnering. While, most back-office operations are capable of successful business partnering, finance is arguably in the most powerful position when it comes to effective business partnering given the wealth of data that exists within a successful finance department. As such, finance departments can often make a valuable contribution to decision making, commercial negotiations and strategy. However, we should not assume that business partnering is essential for all organizations.

In this deep-dive workshop, you can learn how an organization can develop an effective business partnering model with its finance department, what factors should be considered before partnering, and how to avoid the common and less common pitfalls of business partnering.

- Laying the foundation to manage the evolution of Finance from a transactional activity to a strategic business partner
- Identifying the elements that contribute to successful partnering
- Understanding the common pitfalls and overcoming these challenges

Workshop Leader:

Luz Karleen S. Dela Cruz

Head of Finance Shared Services,

San Miguel Foods, Inc.

**1530 - 1800**

NEW SERVICE DELIVERY MODELS FOR BUSINESS GROWTH

The key to establishing any successful SSC lies in having a robust operating and service delivery model which has the stability and flexibility to adapt to the changing needs of the organization, thereby ensuring plans for future growth can be achieved. However, there is no one perfect model that all SSCs can adopt or develop from scratch. Organizations should be equipped to build on the service delivery process that is already in place, strengthen what works and transform the rest in a process of continuous improvement. In this workshop you will learn:

- What objectives are driving the selection of appropriate Service Delivery Models
- How more distributed models can reinforce Governance on scope extension and service delivery
- How new SDMs are allowing GBS to better contribute to profitable growth and to working capital initiatives
- What enabling technologies and tools are supporting performance monitoring, compliance and continuous improvements

Workshop Leader:

Jean-Claude de Vera President of AgileGBS,

Former VP GBS LafargeHolcim,

LafargeHolcim Group

0820 REGISTRATION & COFFEE

0850 Opening Remarks from the Chairperson

By **Jean-Claude de Vera**, President of AgileGBS,
Former VP GBS LafargeHolcim, **LafargeHolcim Group**

RETAINING PHILIPPINES'S COMPETITIVE ADVANTAGE IN AN INCREASINGLY AUTOMATED ENVIRONMENT

0900 State Of The Philippines's Shared Services Industry Address

Recent tax reforms and external pressures from competitive regions have increased the pressure for Shared Services Centers in the Philippines to remain competitive and elevate the quality of service delivered. Furthermore, SSCs in the Philippines are beginning to grapple with a highly digital workforce, brought about by an increasingly automated environment. Thus, how can SSCs continue to improve despite the challenges they face to attract and retain talent in an era of disruption? Join our keynote address to understand the state of the Philippines's Shared Services industry and how SSCs can retain their competitive advantage within Philippines and vis-à-vis the region.

Elaine Kunkle

Vice Chairperson, GICC and General Manager,
Henkel Asia Pacific Service Center

0915

Transforming Your Mature Shared Services Centre To A Value-Adding, Customer Engaging Business Operation In The Philippines

- Examining ways that your SSC can go beyond back-end office operations to customer-facing business units
- Going beyond value-adding work: How can your SSC start to develop products by itself?
- Analyzing the role of technology in accelerating this exciting business transition-harnessing digitization, machine learning and AI in your SSC
- Reviewing the JPMorgan Chase & Co.'s SSC journey and lessons learnt

Samir Kumar

Managing Director, Corporate & Investment Bank,
JPMorgan Chase & Co.

0945

Harnessing Technology And Talent To Add Value In An Increasingly Competitive Market

Cost pressures and the need for continuous improvement have driven some organizations to re-strategize and go beyond the traditional domain of shared services. It is ever more important for the Shared Services industry in the Philippines now to move higher on the value chain with improved processes, right talent and technology to remain competitive. Join the leaders of shared services in this keynote panel

to understand how SSCs in the Philippines can continue to deliver services of exceeding value by harnessing technology and talent to add value in an increasingly competitive market.

Moderator:

Jean-Claude De Vera

President of AgileGBS, Former VP GBS
LafargeHolcim,
Lafarge Holcim Group

Panelists:

Samir Kumar

Managing Director, Corporate & Investment
Bank, **JPMorgan Chase & Co.**

Johan Fourie

Managing Director,
Bayer Business Services Philippines, Inc.

Debashish Mukherjee

Director, Manila Service Center,
Procter & Gamble

Karen Batungbacal

Chairperson, GICC and Senior Vice President,
UnitedHealth Group

1020

Speed Networking



1030

MORNING TEA AND COFFEE BREAK

1100 Interactive Discussion Groups - 3 Rotations @ 40 Minutes each

During this part of the conference, delegates will get the opportunity to participate in 3 topics of their choice. Discussion groups are deliberately kept small to ensure that all delegates get the opportunity to ask their most pressing questions, thereby guaranteeing a perfectly tailored experience.

HR TRANSFORMATION	FINANCE TRANSFORMATION	MULTI-FUNCTION
<p>ROUNDTABLE A: Recruit, Engage And Retain Talent In A Highly Competitive Industry</p> <ul style="list-style-type: none"> Strategic partnering with institutions and in-house training programmes Redesigning employee compensation and benefits to remain competitive Creating growth incentives to encourage employees to consider long-term career development Showing appreciation by rewarding high performers <p>Sookie Chiongbian Head of Human Resources, 3M Global Service Center</p>	<p>ROUNDTABLE B: Transforming Financial Activities Into Value-Adding Services</p> <ul style="list-style-type: none"> Transitioning from traditional transaction-processing roles to a business partner for value-added delivery Developing analytical and predictive capabilities for strategic business outcomes Harnessing technology to improve efficiencies and avoid delays <p>Jean-Claude de Vera President of AgileGBS, Former VP GBS LafargeHolcim, LafargeHolcim Group</p>	<p>ROUNDTABLE C: Cross-Functional Collaboration – How To Establish Rules And Governance Within Your Multi-Tower SSC</p> <ul style="list-style-type: none"> Capitalizing on the benefits of having a multifunctional SSC Developing strategy to engage with each other Transforming your service – from a silo to a unified unit for greater visibility <p>Lorie Barredo Executive Director, Baker & McKenzie Global Services Manila</p>
<p>ROUNDTABLE D: HR Process Automation: Automating Your Payroll Programme For Improved Operating Costs</p> <ul style="list-style-type: none"> Automating the process for accurate and timely payments Integrating HR and payroll system for reduced admin work for HR Deciding on an in-house payroll software versus outsourcing <p>Teejay Gonzales HR Transformation Director, The Coca-Cola company</p>	<p>ROUNDTABLE E: Best Practices - Reducing Error Rates For Record-To-Report (R2R)</p> <ul style="list-style-type: none"> Cultivating good accounting practices from the outset Automating the reconciliation process to save time Employing work flow solutions to enable quick resolutions to issues <p>Jude A. Hilay Regional Finance Director, Baker & McKenzie Global Services Manila</p>	<p>ROUNDTABLE F: ANZ's Initiatives For Continuous Improvement In Operations – Achieving Results Using Lean, HCD and Agile</p> <ul style="list-style-type: none"> How to maximize process efficiency without automation - Continuous Improvement led by the team themselves Advice on using Agile techniques in BAU (business as usual) process activity to free up capacity and get better customer outcomes Identifying and leveraging your “T-shaped” sme’s for your CI agile squads Operational discipline techniques for capacity management and managing WIP explained in the context of CI <p>Steve Harris Managing Director, ANZ Global Services and Operations (Manila) Inc.</p>
<p>ROUNDTABLE G: Up-Skilling And Re-Skilling Your Workforce For Value-Added Roles</p> <ul style="list-style-type: none"> Identifying gaps in employees’ capabilities for development Creating effective training programs for business continuity Redesigning job functions to align with business needs that facilitate business growth and operational excellence <p>Robbie Charles Sia Manager, HR Shared Services Asia, Philip Morris International</p>	<p>ROUNDTABLE H: Automating Finance Operations For Efficient And Effective Outcomes</p> <ul style="list-style-type: none"> Streamlining and standardizing processes for better control Adopting a continuous accounting model Increasing visibility and enhancing control <p>Natalie Diane L. Ang Head of Global Quality Management Program, Finance Shared Services, Procter & Gamble</p>	<p>ROUNDTABLE I: Embarking On Your Digital Transformation Journey: What You Need To Know About Digitalizing Your Core</p> <ul style="list-style-type: none"> Navigating through complex current and legacy systems Implementing a strong change management programme to manage the transformation Demonstrating the cost-savings, efficiency gains and ROI by going digital

1300

LUNCH AND NETWORKING BREAK

FAST TRACKING YOUR SHARED SERVICES GROWTH

1400



EMERGING AND MID-MATURITY

Strategic Outsourcing For Shared Services In An Increasingly Automated Environment

- Selecting the right model for outsourcing based on business needs – project-based or process-based?
- Ensuring continuity of management control of business functions that have been outsourced
- How to overcome the challenges of losing sensitive information when outsourcing

Panelist:

Raymond Yulo

Process Excellence Manager,

Google

NEXT-GENERATION SHARED SERVICES

What Does The Next Generation Shared Services Center Look Like In The Philippines?

- Binding people, processes and technology to drive growth
- Establishing systems to pave the way for intelligent automation
- Delivering service of exceeding value
- Is GBS the right model?

Panelists:

Samir Kumar

Managing Director,
Corporate & Investment Bank,

JPMorgan Chase & Co.

Jean-Claude de Vera

President of AgileGBS,
Former VP GBS LafargeHolcim,

LafargeHolcim Group

1430

Accelerating Your Shared Services Journey - From Start-Up To GBS in 12 months - The General Motors Story

- Developing the right operating model from the onset
- Establishing the framework for senior leadership and Business Units
- Overcoming the biggest challenges in setting up a SSC

Erin Alder

GBS Finance Site Lead for Manila,

General Motors, Global Business Solutions, Philippines

Centres Of Excellence And Innovation Hubs - Excelltizing Your SSC

- Deciding if CoEs should exist within your SSC framework
- Strategic planning to develop your CoE teams
- Setting up your CoE for success - Reviewing LafargeHolcim's journey and how they did it differently

Jean-Claude de Vera

President of AgileGBS, Former VP GBS LafargeHolcim,

LafargeHolcim Group

1500

Mastering the Art of Process Standardization - Best Practices From Baker McKenzie

- Selecting a business process for standardization
- How to analyze and improve one business process at a time
- Mapping your business for process migration

Lorie Barredo

Executive Director,

Baker & McKenzie Global Services Manila

Next Level Service - Evolving Beyond The Back-Office

- What have innovative and advanced SSCs centralized?
- Does this expansion up the value chain impact hiring?
- Overcoming teething issues of advanced and new service lines

Carlos Chiozza

Head of Global Asset Services,

BHP Billiton

1530

AFTERNOON TEA AND COFFEE BREAK

TALENT AND LEADERSHIP FOR THE NEXT GENERATION OF SHARED SERVICES

1600 **Winning The War On Talent – Building Strategy to Attract, Retain And Nurture Next-Generation Leaders**

- Creating a cohesive strategy for talent - building relationships with education pillars to ensure a continued flow of talent
- Reducing loss of critical knowledge through attrition by adopting an integrated talent development strategy
- Identifying leadership pathways for continued leadership succession

Dr. Omer Softic

Senior Director, Asia Pacific Service
Delivery Lead, Finance,
Johnson & Johnson

1630

Managing Stakeholders for Better Business Alignment – Best Practices and Results from Coca-Cola

- Understanding what is truly valuable and important to your customer
- Incorporating customer's perspective and experience to improve service deliveries
- Creating a customer-driven shared services culture for better business alignment

Nathalie Bernardo

Director, GBS HR,
The Coca-Cola Company

1700

Critical Workforce Planning For 2018 And Beyond – Understanding the Millennial Mindset

- Making Millennial your biggest asset – developing leadership for the future

1730

1740

- Up-skilling opportunities —helping millennial develop their career through temporary assignments, job shadowing, and mapping out roles that match their skills
- Ways and means to develop career advancement opportunities for your teams
- Optimizing employee engagement and making your teams feel empowered to make meaningful contributions to the company

Robbie Charles Sia

Manager, HR Shared Services Asia,
Philip Morris International

Closing remarks

CLOSE OF CONFERENCE DAY 1

“SSON provides the perfect venue to connect and learn from industry professionals. Moreover, it gives you the sense of how on par or advance your company is doing with regard to practices and technology.”

Jose Adrian Orquiza, SSC Projects Analyst, **Philip Morris**



0820 MORNING REFRESHMENT AND REGISTRATION

0850 Opening Remarks from the Chairperson

HARNESSING INTELLIGENT AUTOMATION AND ROBOTICS TO DRIVE BUSINESS GROWTH

0900 Integrating Robotics And Intelligent Automation With Machine Learning And Artificial Intelligence To Further Enhance Business Outcomes

No technology has disrupted the shared services industry like the emergence of RPA and intelligent automation and it is no surprise that the speed at which RPA is being adopted; organizations are now looking at the scalability and governance of intelligent automation to drive productivity. ANZ Global Services Center's Chief Operating Officer, Roscoe Pineda, will be sharing ANZ's continuous journey on RPA as well as case studies on how ANZ has started to incorporate Machine Learning

and AI in their automation journey for successful business outcomes.

Roscoe Pineda

Chief Operating Officer,
ANZ Global Services and Operations (Manila) Inc.

0930 RPA And Intelligent Automation Are (Re) Defining The Employment Landscape - What should you do to keep up?

With the rapidly emerging trend of shared services centers deploying intelligent automation and robotics for operational efficiencies and cost savings, companies are also facing a challenge of up-skilling their employees. Keeping pace with the change and dealing with the impact on the workforce has become a priority for most SSCs. In this session, hear what some of the industry leaders are doing to manage the changing landscape for the digital workforce.

Elaine Kunkle

Vice Chairperson, GICC and General Manager,
Henkel Asia Pacific Service Center

1000 Developing The Next Steps For Your Intelligent Automation Journey In Shared Services

RPA has been widely adapted and is the game changer for repetitive, labor-intensive and transactional business processes for Shared Services Centers. Now that RPA pilot implementation is over, what are the next steps of your RPA journey? In this session, we will examine how SSCs can continue to reap the benefits of intelligent automation through enterprise scalability and governance.

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Head of Delivery Services & Digital,
Sun Life Financial Asia Services Limited

1030 Networking Break

1040 MORNING TEA AND COFFEE BREAK

1110 Interactive Discussion Groups - 3 Rotations @ 40 Minutes each

During this part of the conference, delegates will get the opportunity to participate in 3 topics of their choice. Discussion groups are deliberately kept small to ensure that all delegates get the opportunity to ask their most pressing questions, thereby guaranteeing a perfectly tailored experience.

IMPROVING CUSTOMER EXPERIENCE AND ENGAGEMENT

ROUNDTABLE A: Customer Excellence 101 - Customer Engagement Strategy

PROVIDING VALUE-ADDED SERVICES IN YOUR SSC

ROUNDTABLE B: Transforming From A Low-Cost Center To Value-Adding Strategic Partner

Luz Karleen S. Dela Cruz

Head of Finance Shared Services,
San Miguel Foods, Inc.

INCORPORATING INTELLIGENT AUTOMATION

ROUNDTABLE C: Robots Or People - Who Will Take The Lead On Processes In The Future

Ulyses Ty

Head of Delivery Services & Digital,
Sun Life Financial Asia Services Limited

IMPROVING CUSTOMER EXPERIENCE AND ENGAGEMENT	PROVIDING VALUE-ADDED SERVICES IN YOUR SSC	INCORPORATING INTELLIGENT AUTOMATION
ROUNDTABLE D: Expanding The Perception Of Business Services - Optimizing Service Levels In Your SSC	ROUNDTABLE E: Accelerating The Journey - From Regional Service Provider to a GBS Carlos Chiozza Head of Global Asset Services, BHP Billiton	ROUNDTABLE F: Intelligent Automation And Shared Services - From Pilot Success To Wide Scale Adoption And Scalability
ROUNDTABLE G: Strategic Business Partnering - Mind-mapping Your Organization to Achieve Enhanced Business Outcomes through Continuous Improvement Elaine Kunkle Vice Chairperson, GICC and General Manager, Henkel Asia Pacific Service Center	ROUNDTABLE H: Creating A Strategy For Your Data - Unlocking Your Greatest Untapped Resource	ROUNDTABLE I: Developing Your Intelligent Automation Rulebook - Governance For Your Robots

1300

LUNCH AND NETWORKING BREAK

DRIVING ORGANISATIONAL AGILITY FOR BUSINESS GROWTH

1400



Establishing And Encouraging Process And Service Excellence Within Your SSO And BPO Provider

- Motivating internal and external workforce to achieve customer excellence
- Getting the best out of your BPO contracts to complement operations
- Embedding continuous improvement initiatives and innovation within your organization

1430

Adding Value by Bringing Front-Office Functions Into Your SSC

SSCs have come a long way from being a purely back-office offering. Organizations have started exploring innovative ideas to continue to evolve beyond the traditional functions of a SSC. In this session, the speaker will share how SSCs can introduce fresh concepts for centralization, and overcome the challenges in bringing a front-office function to a SSC.

1500

AFTERNOON TEA AND COFFEE BREAK

ACHIEVING CONTINUOUS IMPROVEMENT AND PROCESS EXCELLENCE

1530

Embarking on Continuous Improvement For Business Growth in Shared Services

Continuous improvement is widely considered the cornerstone of shared services, helping to drive efficiencies and realize cost savings. However, finding a balance between dedicating resources for CI and service-delivery is a key challenge. In this session learn how to achieve significant savings while accelerating your CI projects.

Anthony Nool

Head of Controlling, SSC Manila,
Henkel Asia Pacific Service Center

1600

Enabling Continuous Improvement Through Lean Six Sigma and a Customer First Mindset

Reggie Pulumbarit

General Manager,
3M Global Service

1630

Re-Engineering Processes And Systems To Achieve Process Excellence

- Improving your processes continuously through a performance-oriented culture
- Understanding and satisfying the needs of the internal customers
- Developing the skills and attitudes that can transform a service organization into a center of excellence

Jean-Claude de Vera

President of AgileGBS, Former VP GBS
LafargeHolcim, **LafargeHolcim Group**

1700

Closing remarks

1710

CLOSE OF CONFERENCE

SITE
VISIT

A

0900 - 1200

GENERAL MOTORS, GLOBAL BUSINESS SOLUTIONS, PHILIPPINES

General Motors Global Business Services, focuses on Human Resource, Accounting & Finance, and an eSAP Centre of Excellence for GM's operations. The GBS streamlines back-office processes to improve service quality, reduce complexity and achieve cost efficiencies.

Benefits of attending:

- Experience GM's customer-centric GBS design
- Discover how GM continues to drive growth through their innovative business philosophies
- Learn how the GBS connects all its employees via a Business Deployment Plan to ensure the center remains aligned to its organizational goals

Each site visit will last around 2 hours, including:

- Guided tour of the facility
- Corporate presentation from the host
- Interactive Q & A session

SITE
VISIT

B

1400 - 1700

BAYER BUSINESS SERVICES PHILIPPINES, INC.

Bayer Business Services Philippines, Inc., (BBSPI) is part of the global-in house competence center for business solutions and support processes of the Bayer Group. BBSPI was established in 2012, and is the largest service center within Bayer's Shared Service Center Delivery Network. BBSPI's portfolio includes end-to-end business process execution for Accounting, Controlling, IT, Procurement, and employee-centric services, conducted within a global network of experts, that support Bayer along the entire value chain.

Benefits of attending:

- Experience first-hand how a fully captive world-class SSC operates
- Discover how BBSPI became a front-runner in the Shared Service Center industry in the country in only a span of 6 years and see how it transitioned from an all-accounting platform to one with harmonized business support processes
- Learn how innovation fuels their operations
- Know why they are a recipient of the PEZA Outstanding Employer for 2017

Each site visit will last around 2 hours, including:

- Guided tour of the facility
- Corporate presentation from the host
- Interactive Q & A session



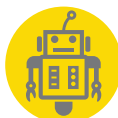
HOW YOU CAN MAXIMIZE YOUR MARKETING DOLLAR WITH SSON!

9th Philippines



SHARED SERVICES
& BPO WEEK

Top Investment Priorities Of The Philippines Shared Services Over The Next 6 - 12 Months



47%

Robotic Process Automation



34%

Big Data & Analytics



30%

Finance Automation



29%

Document Management Solutions



25%

Workflow Solutions



23%

Leadership & Development Tools

OPPORTUNITIES INCLUDE:

CREATE AND BOOST BRAND AWARENESS

Enhance your corporate profile and branding by sponsoring event collaterals, e.g. notepads, pens, lanyards etc., and other customized opportunities.

SHOWCASE YOUR SOLUTIONS

Book an **Exhibition Booth** or present a session to demonstrate first-hand how your product/service is the solution to their problem.

NETWORK AND GENERATE LEADS FOR YOUR BUSINESS

Optimize your networking opportunities and get right in front of key decision makers by hosting a **Private Luncheon, Cocktail Reception** or even taking up our **1-to-1 Meeting Packages** with qualified leads.

DEMONSTRATE THOUGHT LEADERSHIP

Moderate or sit in one of our **Panel Discussions**, lead one of our **Interactive Roundtable Sessions** – or even deep-dive into some of the biggest issues by facilitating our pre-or post-conference **Workshops**.

To find out more about the outstanding sponsorship and exhibition opportunities, contact us now at sponsorship@iqpc.com.sg or call **+65 6722 9388** to discuss how we can tailor our sponsorship packages to suit your business objectives.



- ▲ **Main Conference:**
14- 15 August 2018
- ▲ **Pre-Conference Workshops:** 13 August 2018
- ▲ **Site Tours:** 16 August 2018
- ▲ **Venue:** Shangri-La Makati, Manila, Philippines

Please complete in BLOCK CAPITALS as information is used to produce delegate badges.

Please photocopy for multiple bookings. Your priority registration code is printed below. Please quote it when registering.

EVENT CODE: 19178.009 PDFW

BOOK AND PAY BEFORE 15 JUNE 2018 AND SAVE UP TO \$400 ON THE CONFERENCE PACKAGE!

CONFERENCE PACKAGES

ALL PRICES SHOWN ARE IN US DOLLARS

	EARLY BIRD RATE Payment BEFORE 15th June 2018	SPECIAL RATE Payment BEFORE 13th July 2018	STANDARD RATE Payment AFTER 13th July 2018
<input type="checkbox"/> Conference + 5 Add-ons PLUS 12 month premium subscription to SSON Analytics	3,398	3,598	3,798
<input type="checkbox"/> Conference + 5 Add-ons	3,299	3,499	3,699
<input type="checkbox"/> Conference + 4 Add-ons	3,199	3,399	3,599
<input type="checkbox"/> Conference + 3 Add-ons	3,099	3,299	3,499
<input type="checkbox"/> Conference + 2 Add-ons	2,799	2,999	3,199
<input type="checkbox"/> Conference + 1 Add-on	2,299	2,499	2,699
<input type="checkbox"/> Conference only (2 Day Conference)	1,699	1,899	2,099
<input type="checkbox"/> 12 month premium subscription to SSON Analytics	\$999		

CHOOSE YOUR ADD-ON: ☐ Workshop A ☐ Workshop B ☐ Workshop C ☐ Site Tour A ☐ Site Tour B

- Discounts DO NOT apply to workshop(s)-only bookings
- An admin processing fee of USD 49 per delegate will be added to all payments made by credit card.
- An admin processing fee of USD 99 per delegate will be added to all payments made through bank transfer.

PAYMENT METHOD

☐ I WISH TO PAY BY CHECK / BANK DRAFT: MADE PAYABLE TO IQPC WORLDWIDE PTE LTD

☐ I WISH TO PAY BY CREDIT CARD: PLEASE DEBIT MY CREDIT CARD

Card Type:	<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express	Expiry Date:	<input type="text"/> M <input type="text"/> M / <input type="text"/> Y <input type="text"/> Y <input type="text"/> Y <input type="text"/> Y
Card Number:	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		
Name Printed on the Card:	<input type="text"/>		
Signature:	<input type="text"/>	Date:	<input type="text"/> DD / MM / YYYY

☐ BY DIRECT TRANSFER Please quote **19178.009** with remittance advice

IQPC Bank Details:

Account Name:	IQPC Worldwide Pte Ltd	Bank Number:	7232
Account Number:	260-085824-690	Swift Code:	HSBCSGSG
Bank Address:	The Hong Kong and Shanghai Banking Corporation, 21 Collyer Quay, #08-01 HSBC Building, Singapore 049320		
Correspondent Bank:	HSBC Bank USA, New York		
Swift Code for Correspondent Bank:	MRMDUS33		

All bank charges to be borne by the payer. Please ensure that IQPC receives the full invoiced amount.

5 WAYS TO REGISTER

+65 6722 9388

www.ssophilippines.com

+65 6720 3804

IQPC Worldwide Pte Ltd, 61 Robinson Road, #14-01 Robinson Centre, Singapore 068893

enquiry@iqpc.com.sg

DELEGATES REGISTRATION DETAILS

Title:	<input type="checkbox"/> Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/> Dr. <input type="checkbox"/> Other
First name:	<input type="text"/>
Surname:	<input type="text"/>
Job Title:	<input type="text"/>
Department:	<input type="text"/>
Email Address:	<input type="text"/>
Company:	<input type="text"/>
Address:	<input type="text"/>
Country:	<input type="text"/>
Postcode:	<input type="text"/>
Telephone:	<input type="text"/> OFFICE <input type="text"/> MOBILE
Fax:	<input type="text"/>
Approving Managers Name:	<input type="text"/>
Email Address:	<input type="text"/>
Delegates Signature:	<input type="text"/>
Approving Managers Signature:	<input type="text"/>
Date:	<input type="text"/> DD / MM / YYYY

☐ I agree to IQPC's payment terms.

If the invoice is to be addressed for the attention of a different person than the delegate, please complete the details below:

First name:	<input type="text"/>
Surname:	<input type="text"/>
Email Address:	<input type="text"/>
Telephone:	<input type="text"/> OFFICE

If you have not received an acknowledgement before the conference please call us on **+65 6722 9388** to confirm your booking.

TEAM DISCOUNTS

IQPC recognises the value of learning in teams. Group bookings at the same time from the same company receive these discounts:

◆ 3 or more 7% ◆ 5 or more 10% ◆ 8 or more 15%

Only one discount available per booking. Team discounts are not available in conjunction with another discount, and do not apply to workshop(s) only bookings. Call us for a special discount rate for teams of 10 and above.

VENUE & ACCOMODATION

Makati Shangri-La, Manila
Ayala Avenue corner Makati Avenue
Makati City, 1200 Philippines
Tel: +63 (2) 813 8888
Fax: +63 (2) 813 5499
Web: www.shangri-la.com/Makati

Hotel accommodation and travel costs are not included in the registration fee. A reduced corporate room rate has been arranged at **Makati Shangri-La, Manila** for attendees at this conference. To take advantage of this special rate, please process the hotel room reservation form provided upon confirmation of your attendance.

CONFERENCE DOCUMENTATION

- ☐ I am registering as a delegate, please send me an extra set of Conference Documentation with Audio CD with a USD100 discount: USD699.
- ☐ I cannot attend the event, please send me the Conference Documentation and Audio CD at USD799.
- ☐ I cannot attend the event, please send me the Conference Documentation only at USD549.

Orders without immediate payment or credit card details will incur a processing fee of USD99 per delegate.
(N.B. Advance orders will determine whether or not this conference will be recorded - Please enclose payment with your order.)
Any custom duties & taxes imposed on the shipment of order/s shall be borne by the recipient.

IQPC CANCELLATION, POSTPONEMENT AND SUBSTITUTION POLICY

• You may substitute delegates at any time by providing reasonable advance notice to IQPC. • For any cancellations received in writing not less than eight (8) days prior to the conference, you will receive a 90% credit to be used at another IQPC conference which must occur within one year from the date of issuance of such credit. An administration fee of 10% of the contract fee will be retained by IQPC for all permitted cancellations. No credit will be issued for any cancellations occurring within seven (7) days (inclusive) of the conference. • In the event that IQPC postpones an event for any reason and the delegate is unable or unwilling to attend in on the rescheduled date, you will receive a credit for 100% of the contract fee paid. You may use this credit for another IQPC event to be mutually agreed with IQPC, which must occur within one year from the date of postponement. • Except as specified above, no credits will be issued for cancellations. There are no refunds given under any circumstances. • IQPC is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of an event. IQPC shall assume no liability whatsoever in the event this conference is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this conference impracticable, illegal or impossible. For purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, labor strike, extreme weather or other emergency. • Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary without any liability to you whatsoever. Any substitutions or alterations will be updated on our web page as soon as possible.

DISCOUNTS:

All 'Early Bird' Discounts require payment at time of registration and before the cut-off date in order to receive any discount. Any discounts offered whether by IQPC (including team discounts) must also require payment at the time of registration. All discount offers cannot be combined with any other offer.

YOUR DETAILS:

Please email our Database Maintenance Department at database@iqpc.com.sg and inform them of any incorrect details which will be amended accordingly.

DATA PROTECTION:

Personal data is gathered in accordance with the Data Protection Act 1984. Your data may be passed to other companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the box below.

☐ Please do not pass my information to any third party.

PAYMENT TERMS

Registrations/orders received without immediate payment or credit card details will incur a processing fee of USD99 per delegate. Payment is due in full upon receipt of invoice. Full payment prior to the event is mandatory for attendance.



IQPC WORLDWIDE PTE. LTD.
Company Registration No: 199702288Z

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