

## SUMMIT PROGRAMME

### “Sustainable Growth in a VUCA Environment – Volatility, Uncertainty, Complexity & Ambiguity”

Morning Sessions	
8.00am – 8.45am	<b>Registration</b>
8.45am – 9.30am	<p><b>Welcoming Address</b>  <b>Munirah Looi, Organizing Chair, SSS 2017</b></p> <p><b>Opening Address</b>  <b>Cheah Kok Hoong, Chairman, Outsourcing Malaysia</b></p>
9.30am – 10.15am	<p><b>Featured Keynote 1: How Business Leaders Navigates in the world of VUCA</b></p> <p><i>As tsunamis of complex change flood through our lives, organizations, and communities, the need to develop greater wisdom, resilience, compassion, and creativity at every level becomes ever more clear. We live in what military leaders describe as, “VUCA times.” In many modern disciplines of organizational transformation, community building, and military science, the acronym VUCA is growing in relevance and usage, and invites us to reflect more deeply on the Volatility, Uncertainty, Complexity, and Ambiguity of the circumstances of our lives and world</i></p> <p><i>It is becoming increasingly clear that to thrive amidst these challenging circumstances requires developing our capacity to flip or transform the ordinary VUCA elements into the extra-ordinary elements of Vision, Understanding, Clarity and Adaptability that can help us navigate through powerful currents of global change.</i></p> <p><i>Managing bottom lines and delivering on business goals amid tough economic conditions is a new reality that companies face today. Navigating in this VUCA world poses a lot of challenges for companies and industry honchos</i></p> <p><b>Speaker : Manoj Menon, Sr Partner &amp; Managing Director Asia Pacific, Frost &amp; Sullivan</b></p>
10.15am – 11.00am	<p><b>Featured Keynote 2: Embracing Digital Transformation to Drive New Enterprise Wide Value</b></p> <p><i>When businesses and the way they operate shift from their traditional mode of operation and management to the modern and technology oriented ways of operation, the transitions referred to as Digital Transformation or disruption.</i></p> <p><i>Since change is the only thing constant, digital transformation has become imperative for all businesses, small, medium large. Be it automation, logistics, software, retail or medical — digital disruptions is omnipresent. Delivering a good digital business experience to customers and employees requires the use of-of new innovative business application</i></p> <p><i>Discover how to utilize and leverage evolving tools by learning about the digital transformation.</i></p> <p><b>Speaker : Dato’ Ng Wan Peng, COO, Malaysia Economy Development Corporation (MDEC)</b></p>
11.00am – 11.15am	<b>Networking Break</b>
11.15am – 12.00am	<p><b>Panel Discussion 1:- Disruptive Technologies and the Acceleration of Business Transformation</b></p> <p><i>The relentless parade of new technologies is unfolding on many fronts. Almost every advance is billed as a breakthrough, and the list of “next big things” grows ever longer. Not every emerging technology will alter the business or social landscape—but some truly do have the potential to disrupt the status quo, alter the way people live and work, and rearrange value pools. It is therefore critical that business and policy leaders understand which technologies will matter to them and prepare accordingly.</i></p> <p><i>Technological and cultural change no longer evolves in a measured pace over several generations. The velocity of the rate of change is now exponentially greater than at any time in human history. The tools, paradigms, worldviews, and strategies that worked in past generations now no longer work, and we find ourselves adrift in a sea of dislocation and disruption. Volatility is the new normal</i></p> <p><b>Moderator : Karamjit Singh, Co-Founder &amp; CEO Digital News Asia</b></p> <p><b>Panelists :</b></p> <ul style="list-style-type: none"> <li>• <b>Hew Wee Choong, VP, Malaysia Economy Development Corporation (MDEC)</b></li> <li>• <b>Cheah Kok Hoong, Group CEO, Hitachi Sunway Information Systems</b></li> <li>• <b>Ruben Stappers, CFO, ZALORA Group</b></li> <li>• <b>Snehashish Bhattacharjee, Global CEO, Denave India Pvt Ltd</b></li> </ul>
12.00pm – 12.45pm	<p><b>Special Guest Appearance: 45 minutes Special</b></p> <p><b>Thriving vs Surviving: ‘The Art of Resilient Leadership’</b></p> <p><b>By Mr. Roger Collantes- CEO, Global Learning Solutions. Best Selling Author of “Thrive not just Survive” &amp; International Motivational Speaker</b></p>
12.45pm – 1.45pm	<b>Networking Lunch &amp; Exhibit Visits</b>

Afternoon Sessions- (Concurrent Workshops)	
1.45pm – 2.30pm	<p><b>Keynote 1: Advancing Your Operations: Taking It to The Next Level</b></p> <p><i>Continuous improvement is the discipline of identifying and implementing value added enhancements to services, processes, or the organization. A primary challenge facing organizations is to be able to adequately provide all existing services and still be agile and responsive to changing business needs</i></p> <p><i>What do we now recognize as being best practice and how can you push the boundaries in your Continuous Improvements approach? What additional value can be unlocked this way?</i></p> <p><b>Speaker: Nobuyuki Ota, Partner-APAC Valeocon Management Consulting</b></p>
2.30pm – 3.15pm	<p><b>Panel Discussion 2: Transforming from Low-Cost Centre to Value-Adding, Strategic Partner</b></p> <p><i>What is the role of the corporate support function? Until recently, the answer was relatively straightforward. Functions existed to carry out the many specialized tasks that every corporation needs done. Most functional roles were primarily transactional in nature; they fulfilling day-to-day needs, met legal and regulatory requirements, accommodated requests from every business unit, and put out the inevitable fires that erupted when there was a conflict or urgency. When functional leaders were asked to improve, that mean doing the same things more efficiently and at a greater cost savings.</i></p> <p><i>Over the past several years, however, CEOs, business unit leaders, and functional leaders themselves have been raising expectations. They have been asking questions: How can support functions play a more strategic role? How can they deliver more value to the organization at large?</i></p> <p><b>Moderator : Munirah Looi, CEO Brandt International</b>  <b>Panelists :</b></p> <ul style="list-style-type: none"> <li>• <b>David Burgess, Burgess Consulting Group</b></li> <li>• <b>Boonsiri Somchit, Co-Founder &amp; Partner, Xtrategize Technologies Sdn Bhd</b></li> <li>• <b>Kim Ho, CFO, South East Asia, Amway</b></li> <li>• <b>Sherine Wong, CEO, Aztrazeneca</b></li> </ul>
3.15pm – 4.00pm	<p><b>Keynote 2 :- Winning the War for Talent</b></p> <p><i>The biggest issue facing the industry is a war for talent, both against direct competitors, and other industries often seen as offering more attractive career prospects. Recruiting and retaining the best people is essential, but the competition is fierce, with many employees feeling less loyal to their employers. Companies must take steps to ensure that their key people are engaged and do not leave in search of better opportunities.</i></p> <p><i>Management needs to ensure their people have the tools and motivation to perform as required, developing the leaders of tomorrow to ensure sustainable success. The importance of effective change management continues, as companies revisit business models and strategies in the wake of the downturn. It's an ongoing process, and winning firms will continually review and develop the quality and skills of their workforce, enabling them to adapt as the marketplace changes.</i></p> <p><b>Speaker : Divya Dutta, CO, Aegis BPO Services</b></p>
4.00pm – 4.15pm	<b>Networking Break</b>
4.15pm – 5.00pm	<p><b>Featured Panel Session – Dialogue with Forbes 30 Under 30 Young Entrepreneurs</b></p> <p><i>The Forbes 30 under 30 list 2017 is out, and once again, the inspirational youths that have been making grounds and taking names are being honored for their efforts over the years. Malaysia has our mitts over a huge variety of different industries, ranging from the practical Manufacturing &amp; Engineering industry, to the creative Arts industry.</i></p> <p><b>Moderator : Freda Liu, Producer &amp; Presenter at BFM Radio</b>  <b>Panelists :</b></p> <ul style="list-style-type: none"> <li>• <b>Advertising, Marketing &amp; Media: Yazrie Shukri, 28, Founder of YAZ Ventures</b></li> <li>• <b>Venture Capitalist: Victor Chua, 29, VP of Gobi Partners</b></li> <li>• <b>Healthcare &amp; Science: Prusothman Sina Raja, 29, Co-Founder of Privi Medical</b></li> <li>• <b>E-Commerce: Vivy Yusof, 29, Founder of FashionValet</b></li> </ul>
5.00pm – 5.30pm	<b>Lucky Draw</b>
5.30pm	<b>End of Conference &amp; Networking Cocktail</b>