

SUMMIT PROGRAMME

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

Morning Sessions	
8.00am – 8.45am	Registration
8.45am – 9.30am	<p>Welcoming Address Organizing Chair for SSS 2017</p> <p>Opening Address Chairman of Outsourcing Malaysia</p>
9.30am – 10.15am	<p>Keynote Session 1: How Business Leaders Navigates in the world of VUCA</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>Speaker : YBhg Dato’ Idris Jala, CEO, PEMANDU ASSOCIATES</p>
10.15am – 11.00am	<p>Keynote Session 2: Embracing Digital Transformation to Drive New Enterprise Wide Value</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>Speaker : YBhg Dato’ Yasmin Mahmood, CEO MDEC</p>
11.00am – 11.15am	Networking Break
11.15am – 12.00am	<p>Panel Discussion 1:- Disruptive Technologies and the Acceleration of Business Transformation</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>Moderator : Karamjit Singh, Co-Founder & CEO Digital News Asia</p>
12.00am – 12.45pm	<p>Special Guest Appearance: 45 minutes Special</p> <p>Thriving vs Surviving: ‘The Art of Resilient Leadership’</p> <p>By Mr. Roger Collantes- CEO, Global Learning Solutions. Best Selling Author of “Thrive not just Survive” & International Motivational Speaker</p>
12.45pm – 1.45pm	Networking Lunch & Exhibit Visits

Afternoon Sessions- (Concurrent Workshops)		
	'Shared Services' Track	'BPO' Track
1.45pm – 2.30pm	<p>Track 1: Analysing the Real Benefits of Outsourcing- How and When You Should Outsource?</p> <p><i>Outsourcing is often undertaken to provide enterprises a competitive advantage by delegating business process to external agencies and realizing the benefits of low labor, better quality and improved innovation. While this provides a good picture of the fair side of the coin, most managers however need to grope with the possible shortcoming of the process and the corresponding impact on the company's core processes. To best analyze the opportunities presented it is essential to reflect upon the advantages vis-à-vis the disadvantages of outsourcing.</i></p> <p>Sponsored Session</p>	<p>Track 2: Advancing Your Operations: Taking It to The Next Level</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 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>Speaker: Nobuyuki Ota, Partner-APAC Valecon Management Consulting</p>
2.30pm – 3.15pm	<p>Track 3: Transforming from Low-Cost Centre to Value-Adding, Strategic Partner</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. 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>Sponsored Session</p>	<p>Track 4: The price is right...or is it? Outcome, Value Based, Gain Sharing or FTE – Which is right for you?</p> <p><i>A new breed of “next-generation” buyers and “best-in-class” providers is now emerging and vigorously challenging the status quo. Many of these players are seeking sourcing arrangements that align buyer and provider incentives and foster collaborative co-creation. Riding this wave, managed services agreements using output- and outcome-based commercial pricing constructs are gaining traction as the sourcing paradigm of the future. This presentation shall explores different variants of various model, their relative merits and limitations, situations suitable for their adoption and how they can and should be governed</i></p> <p>Sponsored Session</p>
3.15pm – 4.00pm	<p>Track 5: Intelligent Automation: the next frontier in Global Business Services transformation</p> <p><i>While intelligent automation presents a significant opportunity to enable efficiencies that drive transformation, Global Business Services organizations must proactively address challenges in realizing its potential to offer better service to their customers and renewed job satisfaction and engagement for workers. While automation in large-scale transformation projects already underway, potential roadblocks must still be overcome. Organizational culture remains a significant concern standing in the way of the successful implementation of large scale transformation projects. The success of proactive change management programs — and the speed at which intelligent automation can be deployed and profited from — will depend on the support of senior leadership and a secure mandate for change from employees.</i></p> <p>Sponsored Session</p>	<p>Track 6: Winning the War for Talent</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. 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>Sponsored Session</p>
4.00pm – 4.15pm	Networking Break	

<p>4.15pm – 5.00pm</p>	<p>Featured Panel Session – Dialogue with Forbes 30 Under 30 Young Entrepreneurs <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 honoured for their efforts over the years. Malaysia has our mitts over a huge variety of different industries, ranging from the practical Manufacturing & Engineering industry, to the creative Arts industry.</i></p> <p>Moderator : Freda Liu, Producer & Presenter at BFM Radio</p> <p>Panelists :</p> <ul style="list-style-type: none"> • Advertising, Marketing & Media: Yazrie Shukri, 28, Founder of YAZ Ventures • Venture Capitalist: Victor Chua, 29, VP of Gobi Partners • Healthcare & Science: Prusothman Sina Raja, 29, Co-Founder of Privi Medical • E-Commerce: Sasha Tan, 26, Founder of Favful • E-Commerce: Vivvy Yusof, 29, Founder of FashionValet
<p>5.00pm – 5.30pm</p>	<p>Luck Draw</p>
<p>5.30pm</p>	<p>End of Conference & Networking Cocktail</p>