A One-Stop Shop for Best Practices

The 4th International Best Practice Competition to be held 26/27 November, Novotel Manila Araneta Center, General Aguinaldo Ave, Cubao, Quezon City, 0810 Metro Manila, Philippines, Philippines.

This event joins with the 1st International Conference on Productivity and Innovation supported by His Excellency President Benigno S. Aquino, Republic of the Philippines.

Listen and learn – Over 20 best practices to be shared in 8 minute presentations on:

Session 1 – Best Practice Presentations (afternoon of 26th November)

Process management and improvement

Introducing Lean Six Sigma for Service, Nancy Bartlett, Chief Performance Officer, City of El Paso, United States.

Insta Credit Decisioning via Scorecard for Micro, Small and Medium Enterprises (MSME), Malcolm Athaide, Senior President and CRO, YES BANK, India.

Innovation (in products/services and processes)

The Government Service Insurance System’s Electronic Billing and Collection System, Rachel Toledo-Edjan, Officer-In-Charge, Office of the Vice President, Government Service Insurance System, Philippines

Adopt-a-Room: A Financing Innovation by the Philippine Children’s Medical Center Workforce, Grace J. Dela Calzada, Head - Quality Management Office/ Medical Specialist III, and Jara Corazon O. Ehera, Deputy Director for Hospital Support, Philippine Children’s Medical Center, Philippines

Developing an Interactive Consumer Safety Incident and Product Recall Reporting System "Manaa System", Muna Khamis Salmin. Director, Consumer Safety Services, Abu Dhabi Quality and Conformity Council (QCC), UAE.

Knowledge management and information technology

ONE SHARE (Share History and Reduce Excursion) - Best Practice Sharing Tool, Penelope Jas Dizon, Manager/One SHARE Champion, Texas Instruments Philippines, Philippines
Session 2 – Best Practice Presentations (afternoon of 26th November)

Social and environmental responsibility (surpassing regulatory requirements/engaging with the local community)


Our Planet - Our Responsibility - CSR Engagement Strategy for Sustainability Excellence, Robby Thommy, Managing Director, and Loganathan Murthy, HEAD - HSE and Training, Al Jazeera International Catering LLC, UAE.

Inclusive Social Banking: Comprehensive Financial Services to Bottom of the Pyramid (BoP), Sushanta Tripathy, Executive Vice President, YES BANK, India.

Environmental Due Diligence (EDD) on LANDBANK-financed projects, Prudencio E. Calado III, Department Manager and Josefina A. Ramos, Program Manager, Land Bank of the Philippines

Kindness Movement as our Corporate Social Responsibility, B.G. Shenoy, Director - Global Centre for Education Excellence and Silvia Shoba Vincent, Senior Executive – Global Centre for Education Excellence, Global Indian International School, Singapore.

Working Together for a Sustainable and Eco-friendly School and Community, Florante Vergara, Schools Division Superintendent and Cheryl Ramiro, Education Program Supervisor & School Principal, Schools Division of Santiago City-Dubinan Elementary School, Philippines

Session 3 – Best Practice Presentations (morning of 27th November)

Customer and market focus (understanding customers, building customer relationships, marketing)

Rebranding and Repositioning Vocational and Technical Education, Mathusuthan Parameswaran, Deputy Director/Communications & Marketing, Institute of Technical Education, Singapore.

Cultural Sensitivity Gives Birth to a Maternity Care, Dr. Omer Ahmed Zain Al Sakaf, Director of Medical & Technical Affairs and Dr. Tanveer Ahmed Mohamed Ishaque Yadgir, Acting Head of Research & Studies Unit, Ambulance Dubai Corporation for Ambulance Services (DCAS), UAE

PhilHealth CARES Project (PhilHealth Customer Assistance Relations and Empowerment Staff Project), Harold C. Lapuz, Head, Lifetime and Senior Citizen Programs & Concurrent Coordinator, PhilHealth CARES Project, Philippine Health Insurance Corporation, Philippines

Designing and Implementation of PECCO Customers Satisfaction Index, Saeed Sheikh, Manager of Planning and Development, PECCO, Iran.

Customer Journey Mapping Towards World Class Service, Ireen Ibanez-Dimaano, Officer IV, Government Service Insurance System, Philippines

Single Window Transaction (SWiT) Modified Business One-Stop Shop (MBOSS), Glenda Zamora-Aninon, City Government Department Head III, City Government of Muntinlupa, Philippines
Session 4 – Best Practice Presentations (morning of 27th November)

Education, training, development and learning

Service Framework for Education and Rehabilitation of Persons with Disability, Dahlia Loyola, Municipal Mayor, Local Government Unit of Carmona, Philippines

Strategic planning and deployment

Strategic Focused Budgeting, Nancy Bartlett, Chief Performance Officer, City of El Paso, United States.


New Products Development (NPD), Zeynab Rezarajab, Strategy Planning and Excellence Manager, Darou Pakhsh Pharma Chem, Iran.

Supplier relationships and partnerships

Philippine Heart Center Partnership with PhilHealth in Z Benefits Cardiac Surgery Impacts on Hospital Governance, Gerardo S. Manzo, Assistant Director - Medical Services and Juliet J Balderas, OIC- Office of Strategy Management Philippine Heart Center, Philippines

This is an event you do not want to miss!

For further information and to register visit www.bestpracticecompetition.com
Cayetano Paderanga Jr

Cayetano Paderanga Jr. is the Chairman of the Development Academy of the Philippines. He is a Filipino economist and former Director-General of the National Economic and Development Authority (NEDA), a cabinet-level agency of the Philippine government responsible for economic development and planning. Paderanga previously served as NEDA Director-General from 1990–1992, under former President Corazon C. Aquino's presidency and was a member of the Monetary Board of the Central Bank of the Philippines from 1993-1999. He was also Executive Director for the Philippines in the Asian Development Bank (ADB) from 2001 to 2003. A native of Camiguin province in Northern Mindanao, Paderanga is a graduate of the Center for Research and Communication (now the University of Asia & the Pacific) and De La Salle University and holds a Ph.D. in Economics from Stanford University in California, USA. Paderanga is also a professor of economics at the University of the Philippines School of Economics.

Abdul Rahim Bin Yusoff

Mr. Ab. Rahim is currently the Deputy Director General, Quality and Excellence Development Division, Malaysia Productivity Corporation (MPC). He served Malaysia Productivity Corporation for the last 30 years and headed various divisions namely Service Innovation, Corporate Services & Finance and Training and Systems Development. He has been invited to share best practices on Business Excellence, Innovation, Productivity and Quality, both at national and international levels. A graduate in Master of Science in Human Resources Administration from University of Scranton, USA and attended executive program for senior executive in Institute for Management Development, Lausanne, Switzerland.
Brian Marson

Brian Marson is a widely-published international expert in Public Sector Management. He has served as President of the Institute of Public Administration of Canada, Research Associate of the Harvard Center for International Affairs, and Senior Advisor to the Government of Canada. He is also co-founder and Senior Fellow of the Institute for Citizen Centred Service in Toronto. Currently an International Advisor to OECD and the Asian Productivity Organization, he serves as a Faculty Member at DAP. A graduate of Harvard University and the UBC, Professor Marson has taught at Harvard, Queens and the University of Victoria. He is co-author of important books in public sector management excellence including: The Well-Performing Government Organization; The New Public Organization; Good Practices in Citizen-centred Service; Innovations and Good Practices in Single-Window Service, and From Research to Results.

Dr. Luís María R. Calingo

Dr. Luís María R. Calingo is the 9th President of Holy Angel University in Angeles City, Philippines. Dr. Calingo recently returned to his country of birth after completing his term as the 13th President of Woodbury University in Southern California—the second Filipino-American university presidency and the culmination of his 35 years of living, studying, and working in the United States. Dr. Calingo has led schools in turnaround and institution-rebuilding environments through strategic renewal and realignment of strategies, structures, and systems. Since 1997, he has served on the Board of Examiners of the Malcolm Baldrige National Quality Award. He has been the principal adviser on the Philippine Quality Award since its inception and has similarly assisted many Asian governments on the establishment of their Baldrige-based quality and business excellence awards. He also served as Fulbright specialist and World Bank consultant to Thailand on the introduction of the Baldrige education performance excellence framework to higher education institutions. Dr. Calingo holds a Ph.D. and MBA from the University of Pittsburgh, as well as a Master of Urban & Regional Planning and a B.S. in industrial engineering from UP Diliman (UPD). He received the 2015 Juran Medal for his contributions to the advancement of quality in the Philippines.

Dr Zeyad El Kahlout

Dr Zeyad El-Kahlout is a Quality and Excellence Advisor for the Dubai Government Excellence Program, Executive Council of Dubai. Dr Zeyad holds a PhD in Quality Management (Quality in the design of services) from University of the West of England, Bristol, UK. His Experience and research interests relate to Business Excellence, Quality Management, Knowledge Management, Institutional Integrity, and Productivity. He is an EFQM approved assessor a certified Knowledge Manager, and senior member in the American Society for Quality. Before joining the
Executive Council he was an Assistant Professor and Assistant Dean in the Productivity & Quality Institute, Arab Academy for Science & Technology, Alexandria, Egypt. As an Assistant Professor, he also published tens of papers and articles, and supervised the research work of many students in the Master’s level. In the professional side he contributed and led hundreds of consultancy projects in the areas of development of Quality and Excellence strategies; development, Implementation and Auditing of Quality Management Systems; development and Assessment of Excellence Models & Criteria; and development of strategy maps and performance management systems.

Jorge Roman

Jorge Román is currently a Director of Business Excellence Chile. Lead a global management-consulting firm with strategic expertise in leadership development, customer satisfaction, workforce engagement & process excellence. He is a part-time professor at University of Chile, Business and economic school. ASQ Country Counselor (2015-2017), International Academy for Quality (Member), Organizational Excellence Technical Committee of the Quality Management Division, ASQ, Vice Chairman (2011-2013) of Global Benchmarking Network (GBN), Global Performance Excellence Award Executive Committee, International examiner for the Baldrige Training Program, Senior Examiner for the Iberoamerican Quality Award, and APQO (life time member).

Dr Robin Mann