



**INTERNATIONAL
BEST
PRACTICE
COMPETITION**

A Virtual One-Stop Shop for Best Practices

A unique opportunity to listen and learn from exceptional best practices from around the globe

10th International Best Practice Competition
Best Practice Sharing Extravaganza: 25 June – 10 July 2024
Best of the Best – Awards Spectacular (Final): 30 – 31 July 2024

6th Organisation-Wide Innovation Award and 9th Global Benchmarking Award
Final: 7 – 8 August 2024

& 3rd Environmental, Social, & Governance (ESG) Excellence Award,
Final: 29 August 2024

Organisers of the International Best Practice Competition:



Partners:



Supporters:



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Webinar Schedule

Day	Time	Competition	Session	Webinar Link
Tuesday, June 25, 2024	Start: UTC-5.00am, UAE-9.00am, NZ-5.00pm Finish: UTC-7.25am, UAE-11.25am, NZ-7.25pm	International Best Practice Competition	Session 1 • Digital Transformation	<p>Invitation links for the webinars will be sent directly to presenters and judges.</p> <p>All others please register at:</p> <p>Webinar Registration - Best Practice Competition</p>
Wednesday, June 26, 2024	Start: UTC-5.00am, UAE-9.00am, NZ-5.00pm Finish: UTC-7.25am, UAE-11.25am, NZ-7.25pm	International Best Practice Competition	Session 2 • Customer Focus	
	Start: UTC-10.30am, UAE-2.30pm, NZ-10.30pm Finish: UTC-12.55pm, UAE-4.55pm, NZ-12.55am	International Best Practice Competition	Session 3 • Strategy and Performance Cancelled, presentations moved to other sessions	
Friday, June 28, 2024	Start: UTC-5.00am, UAE-9.00am, NZ-5.00pm Finish: UTC-7.25am, UAE-11.25am, NZ-7.25pm	International Best Practice Competition	Session 4 Operational Excellence & Innovation Cancelled, presentations moved to other sessions	
Tuesday, 2 July, 2024	Start: UTC-5.00am, UAE-9.00am, NZ-5.00pm Finish: UTC-7.25am, UAE-11.25am, NZ-7.25pm	International Best Practice Competition	Session 5 • Operational Excellence & Innovation • Human Resources	
Wednesday, July 03, 2024	Start: UTC-5.00am, UAE-9.00am, NZ-5.00pm Finish: UTC-7.25am, UAE-11.25am, NZ-7.25pm	International Best Practice Competition	Session 6 • Asset Management	
	Start: UTC-10.00am, UAE-2.00pm, NZ-10.00pm Finish: UTC-12.25pm, UAE-4.25pm, NZ-12.25am	International Best Practice Competition	Session 7 • Social and Environmental Responsibility • Leadership	
Thursday, July 04, 2024	Start: UTC-5.00am, UAE-9.00am, NZ-5.00pm Finish: UTC-7.25am, UAE-11.25am, NZ-7.25pm	International Best Practice Competition	Session 8 • Human Resources	
Tuesday, July 09, 2024	Start: UTC-5.00am, UAE-9.00am, NZ-5.00pm Finish: UTC-7.25am, UAE-11.25am, NZ-7.25pm	International Best Practice Competition	Session 9 Environmental Sustainability	
Wednesday, July 10, 2024	Start: UTC-4.00am, UAE-8.00am, NZ-4.00pm Finish: UTC-6.25am, UAE-10.25am, NZ-6.25pm	International Best Practice Competition	Session 10 • Asset Management • Supplier & Partner Relationships • Strategy and Performance	
	Start: UTC-10.00am, UAE-2.00pm, NZ-10.00pm Finish: UTC-12.25pm, UAE-4.25pm, NZ-12.25am	International Best Practice Competition	Session 11 • Digital Transformation • Automation & Technology • Human Resources	
Friday, July 12, 2024	Start: UTC-7.00am, UAE-11.00am, NZ-7.00pm Finish: UTC-7.30am, UAE-11.30am, NZ-7.30pm	International Best Practice Competition	25 Potential Finalists Announced (top two from each webinar + the three strongest third placed best practices across all webinars)	
Monday, July 15, 2024	Start: UTC-10.00am, UAE-2.00pm, NZ-10.00pm Finish: UTC-10.30am, UAE-2.30pm, NZ-10.30pm	International Best Practice Competition	14 Finalists Announced	
Tuesday, July 30, 2024	Start: UTC-9.00am, UAE-1.00pm, NZ-9.00pm Finish: UTC-11.25am, UAE-3.25pm, NZ-11.25pm	International Best Practice Competition	FINAL Session 1 7 presentations	<p>Invitation links for the webinars will be sent directly to presenters and judges.</p> <p>All others please register at:</p> <p>Webinar Registration - Best Practice Competition</p>
Wednesday, July 31, 2024	Start: UTC-5.00am, UAE-9.00am, NZ-5.00pm Finish: UTC-7.25am, UAE-11.25am, NZ-7.25pm	International Best Practice Competition	FINAL Session 2 7 presentations	
Friday, August 02, 2024	Start: UTC-7.00am, UAE-11.00am, NZ-7.00pm Finish: UTC-7.30am, UAE-11.30am, NZ-7.30pm	7 Star - Award Winner(s) Announced		
Wednesday, August 07, 2024	Start: UTC-6.00am, UAE-10.00am, NZ-6.00pm Finish: UTC-8.45am, UAE-12.45pm, NZ-8.45pm	Organisation-Wide Innovation Award	FINAL • Maximum of 6 Presentations	
Thursday, August 08, 2024	Start: UTC-6.00am, UAE-10.00am, NZ-6.00pm Finish: UTC-8.45am, UAE-12.45pm, NZ-8.45pm	Global Benchmarking Award	FINAL • Maximum of 6 Presentations	
Friday, August 09, 2024	Start: UTC-7.00am, UAE-11.00am, NZ-7.00pm Finish: UTC-7.30am, UAE-11.30am, NZ-7.30pm	<p>Award Winner(s) Announced:</p> <ul style="list-style-type: none"> • Organisation-Wide Innovation Award • Global Benchmarking Award • International Best Practice Competition <p>Pioneer in Excellence Prizes:</p>		

		<ul style="list-style-type: none"> - Awarded to organisation(s) that have had the most best practices assessed at 4-Stars ★ ★ ★ ★ or above - Awarded to organisation(s) that have had the most best practices assessed at 5-Stars ★ ★ ★ ★ ★ or above - Awarded to organisation(s) that have had the most best practices assessed at 6-Stars ★ ★ ★ ★ ★ ★ or above <p>Category Prizes: - Highest Star Rating for each Category</p> <p>Highest Star Rating for an SME (50 or less employees)</p> <p>Special Recognition Prize</p>	
Monday, August 19, 2024		International Best Practice Competition & other awards	IBPC Best Practice Certificates including Star Ratings and Certificates for other awards issued to all participants
Thursday, August 29, 2024	Start: UTC-6.00am, UAE-10.00am, NZ-6.00pm Finish: UTC-8.45am, UAE-12.45pm, NZ-8.45pm	Environmental, Social, & Governance (ESG) Excellence Award	FINAL <ul style="list-style-type: none"> • Maximum of 6 Presentations Invitation links for the webinars will be sent directly to presenters and judges. All others please register at: Webinar Registration - Best Practice Competition
Friday, August 30, 2024	Start: UTC-7.00am, UAE-11.00am, NZ-7.00pm Finish: UTC-7.30am, UAE-11.30am, NZ-7.30pm	Award Winner(s) Announced	
Monday, September 09, 2024		ESG Certificates including Star Ratings will be issued to all participants after moderating and aligning the judges' assessments.	

Session 1 - International Best Practice Competition

Tuesday 25 June 2024

Time	Agenda
UTC-5.00am, UAE-9.00am, NZ-5.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
Judges Carew Hatherley, Managing Director, IQM Group NZ, New Zealand Dr Mehran Doulat, Centre of Excellence (CoE), Universiti Teknikal Malaysia (Melaka), Malaysia Phil Guerin, Immediate Past President IMC New Zealand, Director Hague Consulting Ltd, New Zealand Tonnis van Dam, CBO (Chief Benchmarking Officer), Compare to Compete, The Netherlands	
Digital Transformation	
UTC-5.05am, UAE-9.05am, NZ, 5.05pm	Digital transformation (using digital technologies such as big data, artificial intelligence, robotics to transform processes) Smart Messenger Initiative Ajman Police GHQ, UAE Presenter(s): Lt. Col. Khaleel Al Hamadi, Head of the Electronic Services and Communications Department; Cap. Abdulaziz Alnuaimi, Manager of the Excellence Awards Branch; and Ghazi AlSubaihi, Executive Director of Quality and Institutional Excellence
UTC-5.15am, UAE-9.15am, NZ-5.15pm	Digital transformation (using digital technologies such as big data, artificial intelligence, robotics to transform processes) "My Food" Initiative: Pioneering Digital Food Safety in Dubai Dubai Municipality, UAE Presenter(s): Shuguftha shaikh, Principal Food Permit Officer
UTC-5.25am, UAE-9.25am, NZ-5.25pm	Digital transformation (using digital technologies such as big data, artificial intelligence, robotics to transform processes) Q&A Team: Shuguftha shaikh, Principal Food Permit Officer; and Bobby Krishna, Senior Specialist
UTC-5.35am, UAE-9.35am, NZ-5.35pm	Digital transformation (using digital technologies such as big data, artificial intelligence, robotics to transform processes) Digital Feeder Information System Tenaga Nasional Berhad, Malaysia Presenter(s): Akmal Faiz Abd Halim, Electrical Engineer, Grid Maintenance North,
UTC-5.45am, UAE-9.45am, NZ-5.45pm	Digital transformation (using digital technologies such as big data, artificial intelligence, robotics to transform processes) Q&A Team: Akmal Faiz Abd Halim, Electrical Engineer and Ku Md Ridzuan Rashid, Senior Technician
UTC-5.55am, UAE-9.55am, NZ-5.55pm	Digital transformation (using digital technologies such as big data, artificial intelligence, robotics to transform processes) Digital Integration Platform for Remote Litigation Ministry of Interior, UAE Presenter(s): Brig. Mohammed Al Shamsi, Directorate of Programs and Smart Solutions Department; Brig. Yaser Al Wahhabi, Directorate of Digital Infrastructure Department; and Basem Shuqair, IT Consultant
UTC-6.05am, UAE-10.05am, NZ-6.05pm	Digital transformation (using digital technologies such as big data, artificial intelligence, robotics to transform processes) Q&A Team: Brig. Mohammed Al Shamsi, Directorate of Programs and Smart Solutions Department; Brig. Yaser Al Wahhabi, Directorate of Digital Infrastructure Department; and Basem Shuqair, IT Consultant
UTC-6.25am, UAE-10.25am, NZ-6.25pm	Digital transformation (using digital technologies such as big data, artificial intelligence, robotics to transform processes) Designing an Innovative Digital Transformation Roadmap Nouri Petrochemical Company, Iran Presenter(s): Sajjad Keshavarzian, Responsible for Digital Transformation Projects
UTC-6.35am, UAE-10.35am, NZ-6.35pm	Digital transformation (using digital technologies such as big data, artificial intelligence, robotics to transform processes) Q&A Team: Sajjad Keshavarzian, Responsible for Digital Transformation Projects; Ali Akbar Koohepeima, Head of Development Projects; and Mahdi Ojani, Senior Researcher
UTC-6.45am, UAE-10.45am, NZ-6.45pm	Digital transformation (using digital technologies such as big data, artificial intelligence, robotics to transform processes) Electronic Linking Between Crime Fighting Partners Ras Al Khaimah Police HQ, UAE Presenter(s): Dr. Hesham Abdelhamid Farag, Director of Forensic Lab; and Sahar Ahmed Tawfiq, Consultant of Histopathology
UTC-6.55am, UAE-10.55am, NZ-6.55pm	Digital transformation (using digital technologies such as big data, artificial intelligence, robotics to transform processes) Q&A Team: Dr. Hesham Abdelhamid Farag, Director of Forensic Lab; Sahar Ahmed Tawfiq, Consultant of Histopathology; and Noora Moosa Alzaabi, Coordinator of Cooperate Excellence Section
UTC-7.05am, UAE-11.05am, NZ-7.05pm	Close
UTC-7.10-7.30am, UAE-11.10-11.30am, NZ-7.10-7.30pm	Judges Consensus Meeting – Private

*Registration Forms required for applications highlighted in red

Session 2 - International Best Practice Competition

Wednesday 26 June 2024

Time	Agenda
UTC-5.00am, UAE-9.00am, NZ-5.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
Judges Dr André Moll, Executive Secretary, Initiative Ludwig-Erhard-Preis e.V., Germany Trish Wilson, Founder/Director, The Network of Us (NOUS), New Zealand Romy Baker, CEO, Business Excellence Australia, Australia Michael McLean, Managing Director, McLean Management Consultants, Australia	
Customer Focus	
UTC-5.05am, UAE-9.05am, NZ, 5.05pm	<small>Customer and market focus (understanding customers, building customer relationships, marketing, delivering services)</small> Innovation in Gland Spanner Design - Open/Close/Tighten Tenaga Nasional Berha, Malaysia Presenter(s): Mohd 'Amirul 'Adzmie Bin Mohd Sidek, Senior Engineer
UTC-5.15am, UAE-9.15am, NZ-5.15pm	Q&A Team: Mohd 'Amirul 'Adzmie Bin Mohd Sidek, Senior Engineer
UTC-5.25am, UAE-9.25am, NZ-5.25pm	<small>Customer and market focus (understanding customers, building customer relationships, marketing, delivering services)</small> Ajman Police Meta Ajman Police GHQ, UAE Presenter(s): Lt. Col. Mohammed Alsuwidi, Head of Al Nuaimiya Police Station; and Cap. Rashid Alnuaimi, Branch Manager, Customer Unit and Criminal Investigation; and Ghazi AlSubaihi, Executive Director of Quality and Institutional Excellence
UTC-5.35am, UAE-9.35am, NZ-5.35pm	Q&A Team: Lt. Col. Mohammed Alsuwidi, Head of Al Nuaimiya Police Station; and Cap. Rashid Alnuaimi, Branch Manager, Customer Unit and Criminal Investigation; and Ghazi AlSubaihi, Executive Director of Quality and Institutional Excellence
UTC-5.45am, UAE-9.45am, NZ-5.45pm	<small>Customer and market focus (understanding customers, building customer relationships, marketing, delivering services)</small> Customer Centricity of Pre-Issuance Verification Process SBI Life Insurance Company Limited, India Presenter(s): Rajkumari Chhabria, Sr. Vice President & Head - New Business; Sourav Majumder, Dy Chief Information Officer; and Vurimi Rajanikanth, SVP & Head - Analytics, Projects & Process Quality Excellence
UTC-5.55am, UAE-9.55am, NZ-5.55pm	Q&A Team: Rajkumari Chhabria, Sr. Vice President & Head - New Business; Sourav Majumder, Dy Chief Information Officer; and Vurimi Rajanikanth, SVP & Head - Analytics, Projects & Process Quality Excellence
UTC-6.05am, UAE-10.05am, NZ-6.05pm	<small>Customer and market focus (understanding customers, building customer relationships, marketing, delivering services)</small> Request a Falcon Passport Ministry of Climate Change & Environment, UAE Presenter(s): Eman Mohammed Abu Dhaim, Agricultural Engineer
UTC-6.15am, UAE-10.15am, NZ-6.15pm	Q&A Team: Eman Mohammed Abu Dhaim, Agricultural Engineer
UTC-6.25am, UAE-10.25am, NZ-6.25pm	<small>Customer and market focus (understanding customers, building customer relationships, marketing, delivering services)</small> The Design and Verification of Building Work Al Dhafrah Region Municipality, UAE Presenter(s): Bakheet Salem Saeed Alameri, Civil Engineer; and Abdel Hadi Omar Shaaban, Executive Assistant
UTC-6.35am, UAE-10.35am, NZ-6.35pm	Q&A Team: Bakheet Salem Saeed Alameri, Civil Engineer; and Abdel Hadi Omar Shaaban, Executive Assistant; and Walid Jabar Ballan, Senior Civil Engineer
UTC-6.45am, UAE-10.45am, NZ-6.45pm	Close
UTC-6.50-7.15am, UAE-10.50-11.15am, NZ-6.50-7.15pm	Judges Consensus Meeting – Private

*Registration Forms required for applications highlighted in red

Session 3 - International Best Practice Competition & Session 4 - International Best Practice Competition

Wednesday 26 June 2024

Friday 28 June 2024

These Sessions have been cancelled with presentations moved to other sessions.

Session 5 - International Best Practice Competition

Tuesday 2 July 2024

Time	Agenda
UTC-5.00am, UAE-9.00am, NZ-5.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
Judges Dr. Joseph A. DeFeo, Juran's Chairman and Executive Adviser, United States Keith Phillips, CEO, QBLs, New Zealand Dr Sunil Gupta, Founder and Chief Creatologist IDEAS, Oman Dr. Rey B. Fremista, President, Philippine Society for Quality, Philippines	
Operational Excellence & Innovation	
UTC-5.05am, UAE-9.05am, NZ, 5.05pm	Innovation Triage System New Zealand Defence Force, New Zealand Presenter(s): Timoth Aldridge, Innovation Manager <small>Innovation systems and approaches (ideas management system, developing an innovation culture)</small>
UTC-5.15am, UAE-9.15am, NZ-5.15pm	Q&A Team: Timoth Aldridge, Innovation Manager
UTC-5.25am, UAE-9.25am, NZ-5.25pm	Designing a Tool to Improve the Transformer Oil Sampling Process. Tenaga Nasional Berhad, Malaysia Presenter(s): Ir. Normikman bin Rahimin, Senior Engineer, Substation Diagnostic <small>Innovation projects (developing innovative products/processes/services)</small>
UTC-5.35am, UAE-9.35am, NZ-5.35pm	Q&A Team: Ir.Normikman bin Rahimin, Sr. Engineer Substation Diagnostic and Asumawe bin Ayub Technician (Corrective Maintenance)
UTC-5.45am, UAE-9.45am, NZ-5.45pm	Revolutionizing Healthcare Experience: Disease Prevention and Screening App Ambulatory Healthcare services, UAE Presenter(s): Talal Al Messabi, Applications Support Manager ; Jay Ar Ramos, Quality Officer <small>Innovation projects (developing innovative products/processes/services)</small>
UTC-5.55am, UAE-9.55am, NZ-5.55pm	Q&A Team: Talal Al Messabi, Applications Support Manager ; Jay Ar Ramos, Quality Officer ; Gibin Thomas, Business Applications Analyst
UTC-6.05am, UAE-10.05am, NZ-6.05pm	Benchmarking of Food Safety Studies Dubai Municipality, UAE Presenter(s): Aida Nasser, Senior Food Safety Specialist <small>Process improvement (examples of six sigma, improvement projects, benchmarking projects)</small>
UTC-6.15am, UAE-10.15am, NZ-6.15pm	Q&A Team: Aida Nasser, Senior Food Safety Specialist
Human Resources	
UTC-6.25am, UAE-10.25am, NZ-6.25pm	The Gold Heist – Gamified Induction Sopra Steria, India Presenter(s): Rashmi Ahooja, Service Delivery Leader <small>Education, training, development, and learning</small>
UTC-6.35am, UAE-10.35am, NZ-6.35pm	Q&A Team: Rashmi Ahooja, Service Delivery Leader ; Chaudri Ajmal Hussain, BPS Director ; and Pinki Rani, Manager - Specialist
UTC-6.45am, UAE-10.45am, NZ-6.45pm	Pioneering Virtual Reality and Augmented Reality Training Saif Bin Zayed Academy for Police and Security Sciences, UAE Presenter(s): Lt. Abdulla AlTayyar, Manager <small>Education, training, development, and learning</small>
UTC-6.55am, UAE-10.55am, NZ-6.55pm	Q&A Team: Lt. Abdulla AlTayyar, Manager ; Khalifa AlBadi, Manager ; and Rajarajan Thirumavalavan, Technical Team Supervisor
UTC-7.05am, UAE-11.05am, NZ-7.05pm	Close
UTC-7.10-7.30am, UAE-11.10-11.30am, NZ-7.10-7.30pm	Judges Consensus Meeting – Private

*Registration Forms required for applications highlighted in red

Session 6 - International Best Practice Competition

Wednesday 3 July 2024

Time	Agenda
UTC-5.00am, UAE-9.00am, NZ-5.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
Judges Phil Guerin, Immediate Past President IMC New Zealand, Director Hague Consulting Ltd, New Zealand Trish Wilson, Founder/Director, The Network of Us (NOUS), New Zealand Mandarr Agshikar, Business Excellence Mentor & General Manager at Ajhinkya Fze, UAE Michael McLean, Managing Director, McLean Management Consultants, Australia	
Asset Management	
UTC-5.05am, UAE-9.05am, NZ-5.05pm	Disc of Responsibility-Health and Safety Tuatahi First Fibre Limited Presenter(s): Mitch Jones, Head of Risk Management and Health and Safety and Jennie Vickers, Risk and Audit Lead Q&A Team: Mitch Jones, Head of Risk Management and Health and Safety and Jennie Vickers, Risk and Audit Lead
UTC-5.15am, UAE-9.15am, NZ-5.15pm	<small>Risk management (crisis management, disaster mitigation, cybersecurity, employee safety, business continuity)</small> Risk Radar: Navigating Towards Proactive Risk Leadership Ambulatory Healthcare services, UAE Presenter(s): Bernard Isidro, Risk Management Officer ; Liba Yohannan, Risk Management Officer Q&A Team: Bernard Isidro, Risk Management Officer ; Liba Yohannan, Risk Management Officer ; Saleh Tayem, Quality Manager - Risk and Safety
UTC-5.25am, UAE-9.25am, NZ-5.25pm	<small>Risk management (crisis management, disaster mitigation, cybersecurity, employee safety, business continuity)</small> Temperature and Humidity Monitoring Devices Shaukat Khanum Memorial Cancer Hospital, Pakistan Presenter(s): Danial Fouz, Manager Biomedical Engineering Q&A Team: Danial Fouz, Manager Biomedical Engineering ; Adnan Tufail, Senior Manager Engineering and Maintenance Department ; Saliha Ali, Deputy Manager Quality Assurance
UTC-5.35am, UAE-9.35am, NZ-5.35pm	<small>Risk management (crisis management, disaster mitigation, cybersecurity, employee safety, business continuity)</small> The Best Traffic and Mobility Practices Road and Transportation Authority, UAE Presenter(s): Hamad Alafeefi, Director of Enterprise Command & Control Department ; Ammar Hassan, Chief Specialist ; and Rizwan Chollambattu, Senior Specialist Q&A Team: Hamad Alafeefi, Director of Enterprise Command & Control Department ; Ammar Hassan, Chief Specialist ; and Rizwan Chollambattu, Senior Specialist
UTC-5.45am, UAE-9.45am, NZ-5.45pm	<small>Risk management (crisis management, disaster mitigation, cybersecurity, employee safety, business continuity)</small> Crises and Emergency Management - Operational Command & Control Center Dubai Municipality, UAE Presenter(s): Mohammad Malik, Project Manager Q&A Team: Mohammad Malik, Project Manager ; Abdulla Alhammedi, CCC Team Leader ; and Mohanakrishna Narendranathan, Project Manager
UTC-6.05am, UAE-10.05am, NZ-6.05pm	<small>Risk management (crisis management, disaster mitigation, cybersecurity, employee safety, business continuity)</small> Close
UTC-6.15am, UAE-10.15am, NZ-6.15pm	<small>Risk management (crisis management, disaster mitigation, cybersecurity, employee safety, business continuity)</small> Judges Consensus Meeting – Private
UTC-6.25am, UAE-10.25am, NZ-6.25pm	
UTC-6.35am, UAE-10.35am, NZ-6.35pm	
UTC-6.45am, UAE-10.45am, NZ-6.45pm	
UTC-6.50-7.15am, UAE-10.50-11.15am, NZ-6.50-7.15pm	

*Registration Forms required for applications highlighted in red

Session 7 - International Best Practice Competition

Wednesday 3 July 2024

Time	Agenda
UTC-10.00am, UAE-2.00pm, NZ-10.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
Judges Dr. Oriol Amat, Professor of Financial Economics and Accounting, University Pompeu Fabra (Barcelona) Dr Wayne MacPherson, Senior Lecturer, Massey University, New Zealand Dr John Bullivant, Director of Governance Benchmarking, UK Dr Alan Samuel, Benchmarking Consultant & Researcher (futurist & best practice), Research in AI-human Collaboration, Leadership & Life Coach, New Zealand	
Social and Environmental Responsibility	
UTC-10.05am, UAE-2.05pm, NZ, 10.05pm	Establishing a Center for Sheltering Crime Victims Ajman Police GHQ, UAE Presenter(s): Maj. Wafaa Alhosani, Director of the Social Support Center; Maj. Fatima Alshamsi, Head of the Community Police Department; and Fatima Alhamadi, Civilian <small>Social responsibility (engaging with the local community/public good activities/diversity/anti-discrimination)</small>
UTC-10.15am, UAE-2.15pm, NZ-10.15pm	Q&A Team: Maj. Wafaa Alhosani, Director of the Social Support Center; Maj. Fatima Alshamsi, Head of the Community Police Department; and Fatima Alhamadi, Civilian <small>Social responsibility (engaging with the local community/public good activities/diversity/anti-discrimination)</small>
UTC-10.25am, UAE-2.25pm, NZ-10.25pm	Clothes for good Road and Transportation Authority, UAE Presenter(s): Murali Krishna, Chief Specialist Q&A Team: Murali Krishna, Chief Specialist <small>Social responsibility (engaging with the local community/public good activities/diversity/anti-discrimination)</small>
UTC-10.35am, UAE-2.35pm, NZ-10.35pm	Interfaith Harmony Modernage Public School and College, Pakistan Presenter(s): Sumeera Wahid, Co-Principal Q&A Team: Sumeera Wahid, Co-Principal <small>Social responsibility (engaging with the local community/public good activities/diversity/anti-discrimination)</small>
UTC-10.45am, UAE-2.45pm, NZ-10.45pm	The Future Police Initiative Ajman Police GHQ, UAE Presenter(s): Lt. Col. Amani AlSaheb, Head of the Police Training Center; Cap. Abdulaziz Alnuaimi, Manager of the Excellence Awards Branch; and Ghazi AlSubaihi, Executive Director of Quality and Institutional Excellence <small>Social responsibility (engaging with the local community/public good activities/diversity/anti-discrimination)</small>
UTC-11.05pm, UAE-3.05pm, NZ-11.05pm	Q&A Team: Lt. Col. Amani AlSaheb, Head of the Police Training Center; Cap. Abdulaziz Alnuaimi, Manager of the Excellence Awards Branch; and Ghazi AlSubaihi, Executive Director of Quality and Institutional Excellence <small>Social responsibility (engaging with the local community/public good activities/diversity/anti-discrimination)</small>
Leadership	
UTC-11.25pm, UAE-3.25pm, NZ-11.25pm	Corporate Communication (Internal & External Communication) Dubai Customs, UAE Presenter(s): Rehan Uddin, Expert Corporate Social Responsibility <small>Leadership (vision, values, communication with stakeholders, driving performance, integrity, developing leaders)</small>
UTC-11.35pm, UAE-3.35pm, NZ-11.35pm	Q&A Team: Rehan Uddin, Expert Corporate Social Responsibility <small>Leadership (vision, values, communication with stakeholders, driving performance, integrity, developing leaders)</small>
UTC-11.45pm, UAE-3.45pm, NZ-11.45pm	Carleton Leader Carleton University, Canada Presenter(s): Rebecca Drodge, Leadership & Professional Development Officer Q&A Team: Rebecca Drodge, Leadership & Professional Development Officer; Nancy Arnold, Director, Office of Quality Initiatives; and Jaymie Koroluk, Assistant Director (Wellness, Leadership & Organizational Development) <small>Leadership (vision, values, communication with stakeholders, driving performance, integrity, developing leaders)</small>
UTC-11.55pm, UAE-3.55am, NZ-11.55pm	Q&A Team: Rebecca Drodge, Leadership & Professional Development Officer; Nancy Arnold, Director, Office of Quality Initiatives; and Jaymie Koroluk, Assistant Director (Wellness, Leadership & Organizational Development) <small>Leadership (vision, values, communication with stakeholders, driving performance, integrity, developing leaders)</small>
UTC-12.25pm, UAE-4.25pm, NZ-12.25am	Close
UTC-12.30-12.50pm, UAE-4.30-4.50pm, NZ-12.30-12.50am	Judges Consensus Meeting – Private

*Registration Forms required for applications highlighted in red

Session 8 - International Best Practice Competition

Thursday 4 July 2024

Time	Agenda
UTC-5.00am, UAE-9.00am, NZ-5.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
Judges Suresh Lulla, Managing Trustee, Qimpro Foundation, India Trish Wilson, Founder/Director, The Network of Us (NOUS), New Zealand Dr Siham El-Kafafi, Director & Business Consultant, Arrows Research Consultancy, New Zealand Mai Haddad, Management Consultant, UAE	
Human Resources	
UTC-5.05am, UAE-9.05am, NZ, 5.05pm	A Volunteer Initiative at Dubai International Airport Dubai Police, UAE Presenter(s): Col. Abdullah Faisal Al Dossari, Director of Terminal 3 Security Department; Noura Jumma Al Ghaylani, Senior Quality Technician; and Hassan Yousuf Hassan, Quality Technician <small>Workforce planning, recruitment, and retention</small>
UTC-5.15am, UAE-9.15am, NZ-5.15pm	Q&A Team: Col. Abdullah Faisal Al Dossari, Director of Terminal 3 Security Department; Noura Jumma Al Ghaylani, Senior Quality Technician; and Hassan Yousuf Hassan, Quality Technician
UTC-5.25am, UAE-9.25am, NZ-5.25pm	Aircraftman Engagement Programme New Zealand Defence Force (NZDF), New Zealand Presenter(s): Carol Voshaar, Wing Warrant Officer <small>Workforce planning, recruitment, and retention</small>
UTC-5.35am, UAE-9.35am, NZ-5.35pm	Q&A Team: Carol Voshaar, Wing Warrant Officer; Lachlan Clark, Logistics Specialist under training; and George Griffin, Logistics Specialist under training
UTC-5.45am, UAE-9.45am, NZ-5.45pm	Panorama- Student Motivation Program Witty International School, India Presenter(s): Danial Fauz, Manager Biomedical Engineering; Sheetal Kapoor, Principal and Head Curriculum Training and Counselling Witty Group of Schools; Ruchi Mittal, Cambridge Primary Coordinator; Chrisilda Mullakkara, Cambridge Secondary- English Teacher <small>Employee teams, empowerment, motivation, satisfaction</small>
UTC-5.55am, UAE-9.55am, NZ-5.55pm	Q&A Team: Danial Fauz, Manager Biomedical Engineering; Sheetal Kapoor, Principal and Head Curriculum Training and Counselling Witty Group of Schools; Ruchi Mittal, Cambridge Primary Coordinator; Chrisilda Mullakkara, Cambridge Secondary- English Teacher
UTC-6.05am, UAE-10.05am, NZ-6.05pm	Employee Engagement Success Story Program South Ghawar Producing Department, Saudi Aramco, Saudi Arabia Presenter(s): Ali Al- Hajj, Employee Engagement Coordinator <small>Employee teams, empowerment, motivation, satisfaction</small>
UTC-6.15am, UAE-10.15am, NZ-6.15pm	Q&A Team: Ali Al- Hajj, Employee Engagement Coordinator; and Ahmed Al-Abdulqader, Employee Engagement Champion
UTC-6.25am, UAE-10.25am, NZ-6.25pm	Safe Driving Stars Initiative Dubai Police, UAE Presenter(s): Maj. Eng. Omar Arif Al Khaja, Head of Future of Digital Mobility Center <small>Employee teams, empowerment, motivation, satisfaction</small>
UTC-6.35am, UAE-10.35am, NZ-6.35pm	Q&A Team: Col. Samira Abdullah Al Ali, Head of Insurance Department; Maj. Eng. Omar Arif Al Khaja, Head of Future of Digital Mobility Center; and Nadia Amir Hussain Quraishi, Senior Graphic Designer
UTC-6.45am, UAE-10.45am, NZ-6.45pm	Close
UTC-6.50-7.15am, UAE-10.50-11.15am, NZ-6.50-7.15pm	Judges Consensus Meeting – Private

*Registration Forms required for applications highlighted in red

Session 9 - International Best Practice Competition

Time	Agenda
UTC-5.00am, UAE-9.00am, NZ-5.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
Judges Tonnis van Dam, CBO (Chief Benchmarking Officer), Compare to Compete, The Netherlands Dr Aymen Sajjad, Senior Lecturer in Sustainability and Business Management, Massey University, New Zealand Mandarr Agshikar, Business Excellence Mentor & General Manager at Ajhinkkya Fze, UAE Dr Almas Tazein, Senior Researcher and Consultant – Benchmarking and Business Excellence, Centre for Organisational Excellence Research (COER), New Zealand	
Environmental Sustainability	
UTC-5.05am, UAE-9.05am, NZ, 5.05pm	<small>Environmental sustainability (surpassing regulatory requirements for energy use, waste, pollution, and/or consumption of natural resources)</small> Sustainability Framework – 5S Approach to Sustainability Global Schools Group, Singapore Presenter(s): Rathin Khandhadia, Director; Vikram Krish, Manager; Smita Warnekar, Deputy Manager
UTC-5.15am, UAE-9.15am, NZ-5.15pm	Q&A Team: Rathin Khandhadia, Director; Vikram Krish, Manager; Smita Warnekar, Deputy Manager
UTC-5.25am, UAE-9.25am, NZ-5.25pm	<small>Environmental sustainability (surpassing regulatory requirements for energy use, waste, pollution, and/or consumption of natural resources)</small> Road Lighting with LED Power Saving System Abu Dhabi Municipality (ADM), UAE
UTC-5.35am, UAE-9.35am, NZ-5.35pm	Presenter(s): Eng. Eiman Alameri, Senior Maintenance Projects Engineer; Eng. Mohannad Eid, Project Manager; Eng. Amani Alsammani, Chief Engineer
UTC-5.45am, UAE-9.45am, NZ-5.45pm	<small>Environmental sustainability (surpassing regulatory requirements for energy use, waste, pollution, and/or consumption of natural resources)</small> Sustainability Monitoring and Tracking Global Schools Group, Singapore Presenter(s):
UTC-5.55am, UAE-9.55am, NZ-5.55pm	Q&A Team: Rathin Khandhadia, Director; Vikram Krish, Manager; Smita Warnekar, Deputy Manager
UTC-6.05am, UAE-10.05am, NZ-6.05pm	<small>Environmental sustainability (surpassing regulatory requirements for energy use, waste, pollution, and/or consumption of natural resources)</small> Plant Diversity Booklet - Fostering a Flourishing and Sustainable Ecosystem Global Schools Group, Singapore Presenter(s): Rathin Khandhadia, Director; Vikram Krish, Manager; Smita Warnekar, Deputy Manager
UTC-6.15am, UAE-10.15am, NZ-6.15pm	Q&A Team: Rathin Khandhadia, Director; Vikram Krish, Manager; Smita Warnekar, Deputy Manager
UTC-6.25am, UAE-10.25am, NZ-6.25pm	Close
UTC-6.30-6.50am, UAE-10.30-10.50am, NZ-6.30-6.50am	Judges Consensus Meeting – Private

*Registration Forms required for applications highlighted in red

Session 10 - International Best Practice Competition

Wednesday 10 July 2024

Time	Agenda
UTC-4.00am, UAE-8.00am, NZ-4.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
Judges Phil Guerin, Immediate Past President IMC New Zealand, Director Hague Consulting Ltd, New Zealand Romy Baker, CEO, Business Excellence Australia, Australia Peter Holtmann, Founder, Managing Director, Holtmann Professional Services, Australia Abraham Fenn, Chairman & President New Zealand Organisation for Quality (NZOQ), New Zealand	
Asset Management	
UTC-4.05am, UAE-8.05am, NZ-4.05pm	People First Tuatahi First Fibre Limited Presenter(s): Mitch Jones, Head of Risk Management and Health and Safety and Jennie Vickers, Risk and Audit Lead Q&A Team: Mitch Jones, Head of Risk Management and Health and Safety and Jennie Vickers, Risk and Audit Lead
UTC-4.15am, UAE-8.15am, NZ-4.15pm	
UTC-4.25am, UAE-8.25am, NZ-4.25pm	A Dynamic Process Safety Risk Management Model Arya Sasol Polymer Company, Iran Presenter(s): Hooman Ziaei, Head of Process Safety Q&A Team: Hooman Ziaei, Head of Process Safety ; Parisa Mousavian, Senior Process Safety Principal ; and Amir Nouri, Senior Process Safety Principal
UTC-4.35am, UAE-8.35am, NZ-4.35pm	
UTC-4.45am, UAE-8.45am, NZ-4.45pm	Applying Best Practices in Risk Management Al Dhafrah Region Municipality, UAE Presenter(s): Dr Aysha Al Hammadi, Organizational Excellence Department Manager ; and Mahmoud Ewaida, Quality and Operations Improvement Specialist Q&A Team: Dr Aysha Al Hammadi, Organizational Excellence Department Manager ; Mahmoud Ewaida, Quality and Operations Improvement Specialist ; and Hamdha Alameri, Risks Specialist
UTC-4.55am, UAE-8.55am, NZ-4.55pm	
Supplier & Partner Relationships	
UTC-5.05am, UAE-9.05am, NZ-5.05pm	The Strategic Reporting of Violating Vehicles in Dubai Roads And Transport Authority, UAE Presenter(s): Moayyad Khleif, Senior Specialist Q&A Team: Moayyad Khleif, Senior Specialist
UTC-5.15am, UAE-9.15am, NZ-5.15pm	
Strategy and Performance	
UTC-5.25am, UAE-9.25am, NZ-5.25pm	Integrated Action Management System Mobarakeh Steel Company, Iran Presenter(s): Mahsa Jenabi, Expert of integrated management systems Q&A Team: Mahsa Jenabi, Expert of integrated management systems ; Mojdeh Mirenayat, Head of integrated Action management systems ; and Negin Mirhadian, Expert of integrated Action management systems
UTC-5.35am, UAE-9.35am, NZ-5.35pm	
UTC-5.45am, UAE-9.45am, NZ-5.45pm	Holistic Process Management and Improvement Framework Ajman Municipality, UAE Presenter(s): Salman Issa, Business Process Specialist Q&A Team: Salman Issa, Business Process Specialist ; and Mohammed Housani, Business Process Manager
UTC-5.55am, UAE-9.55am, NZ-5.55pm	
UTC-6.05am, UAE-10.05am, NZ-6.05pm	
UTC-6.15am, UAE-10.15am, NZ-6.15pm	
UTC-6.20am, UAE-10.20am, NZ-6.20pm	Close
UTC-6.25-6.45am, UAE-10.25-10.45am, NZ-6.25-6.45pm	Judges Consensus Meeting – Private

*Registration Forms required for applications highlighted in red

Session 11 - International Best Practice Competition

Wednesday 10 July 2024

Time	Agenda
UTC-10.00am, UAE-2.00pm, NZ-10.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand
Judges Professor Dotun Adebajo, Professor of Supply Chain Management, University of Greenwich, UK Ravi Fernando, Thrive35, Founder and Director, Business Excellence Australia, Director, Australia Atif Baig, Researcher, Centre for Organisational Excellence Research (COER), New Zealand Dr. Rey B. Fremista, President, Philippine Society for Quality, Philippines	
Digital Transformation / Automatal & Technology	
UTC-10.05am, UAE-2.05pm, NZ, 10.05pm	<small>Automation and technology (application of advanced technology and integration of independently designed systems)</small> Smart Security Surveillance System Ajman Police GHQ, UAE Presenter(s): Brig. Mohamed Shaiban, Deputy Director General of the General Administration of Resources and Support Services; Jahed Salem, Digital Systems Expert; and Khuloud Alhosani, Civilian Q&A Team: Brig. Mohamed Shaiban, Deputy Director General of the General Administration of Resources and Support Services; Jahed Salem, Digital Systems Expert; and Khuloud Alhosani, Civilian
UTC-10.15am, UAE-2.15pm, NZ-10.15pm	<small>Automation and technology (application of advanced technology and integration of independently designed systems)</small> Integrated Vital Signs Measurements in Outpatient Clinics Ambulatory Healthcare services, UAE Presenter(s): Mohamed Hamid, HIS Application Support Analysts Q&A Team: Mohamed Hamid, HIS Application Support Analyst; Safa Ibrahim, Application Support Analyst; Liba Yohannan, Risk Management Officer
UTC-10.25am, UAE-2.25pm, NZ-10.25pm	<small>Automation and technology (application of advanced technology and integration of independently designed systems)</small> Technological Intelligence - An Innovative Method to Create Value Nouri Petrochemical Company, Iran Presenter(s): Sajjad Keshavarzian, Responsible for Digital Transformation Projects; and Ali Akbar Koohepeima, Head of Development Projects Q&A Team: Sajjad Keshavarzian, Responsible for Digital Transformation Projects; Ali Akbar Koohepeima, Head of Development Projects; and Sohrab Aghazadeh, Senior Researcher
UTC-10.35am, UAE-2.35pm, NZ-10.35pm	<small>Automation and technology (application of advanced technology and integration of independently designed systems)</small> Implementation of Probabilistic Genotyping Software, STRmix™, in Forensics Dubai Police, UAE Presenter(s): Fatma Altamimi, Senior DNA Analyst Q&A Team: Colonel Dr. Hussain Alghanim, Head of Biology and DNA section; Fatma Altamimi, Senior DNA Analyst; and Suad Alshehi, Senior DNA Analyst
UTC-10.45am, UAE-2.45pm, NZ-10.45pm	<small>Automation and technology (application of advanced technology and integration of independently designed systems)</small> Smart Security Surveillance System Ajman Police GHQ, UAE Presenter(s): Brig. Mohamed Shaiban, Deputy Director General of the General Administration of Resources and Support Services; Jahed Salem, Digital Systems Expert; and Khuloud Alhosani, Civilian Q&A Team: Brig. Mohamed Shaiban, Deputy Director General of the General Administration of Resources and Support Services; Jahed Salem, Digital Systems Expert; and Khuloud Alhosani, Civilian
UTC-10.55am, UAE-2.55pm, NZ-10.55pm	<small>Automation and technology (application of advanced technology and integration of independently designed systems)</small> Implementation of Probabilistic Genotyping Software, STRmix™, in Forensics Dubai Police, UAE Presenter(s): Fatma Altamimi, Senior DNA Analyst Q&A Team: Colonel Dr. Hussain Alghanim, Head of Biology and DNA section; Fatma Altamimi, Senior DNA Analyst; and Suad Alshehi, Senior DNA Analyst
UTC-11.05pm, UAE-3.05pm, NZ-11.05pm	<small>Automation and technology (application of advanced technology and integration of independently designed systems)</small> Implementation of Probabilistic Genotyping Software, STRmix™, in Forensics Dubai Police, UAE Presenter(s): Fatma Altamimi, Senior DNA Analyst Q&A Team: Colonel Dr. Hussain Alghanim, Head of Biology and DNA section; Fatma Altamimi, Senior DNA Analyst; and Suad Alshehi, Senior DNA Analyst
UTC-11.15pm, UAE-3.15pm, NZ-11.15pm	<small>Automation and technology (application of advanced technology and integration of independently designed systems)</small> Implementation of Probabilistic Genotyping Software, STRmix™, in Forensics Dubai Police, UAE Presenter(s): Fatma Altamimi, Senior DNA Analyst Q&A Team: Colonel Dr. Hussain Alghanim, Head of Biology and DNA section; Fatma Altamimi, Senior DNA Analyst; and Suad Alshehi, Senior DNA Analyst
Human Resources	
UTC-11.25pm, UAE-3.25pm, NZ-11.25pm	<small>Education, training, development, and learning</small> Modular & Hybrid Approach (Competence-based) to Management Systems Lead Auditors Training Courses ATSG – Academia Tecnologica de Sistemas de Gestao, Brazil Presenter(s): Rogerio Campos Meira, Managing Director & CKO – Chief Knowledge Officer Q&A Team: Rogerio Campos Meira, Managing Director & CKO – Chief Knowledge Officer
UTC-11.35pm, UAE-3.35pm, NZ-11.35pm	Q&A Team: Rogerio Campos Meira, Managing Director & CKO – Chief Knowledge Officer
UTC-11.45pm, UAE-3.45pm, NZ-11.45pm	Close
UTC-11.50-12.10pm, UAE-3.50-4.10pm, NZ-11.50pm-12.10am	Judges Consensus Meeting – Private

*Registration Forms required for applications highlighted in red



Final – International Best Practice Competition

Tuesday/Wednesday 30/31 July 2024

Time	Final - Session 1	Tuesday 30 July 2024
UTC-9.00am, UAE-1.00pm, NZ-9.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand	
Judges		
To be announced		
UTC-9.05am, UAE-1.05pm, NZ, 9.05pm		
UTC-9.15am, UAE-1.15pm, NZ-9.15pm		
UTC-9.25am, UAE-1.25pm, NZ-9.25pm		
UTC-9.35am, UAE-1.35pm, NZ-9.35pm		
UTC-9.45am, UAE-1.45pm, NZ-9.45pm		
UTC-9.55am, UAE-1.55pm, NZ-9.55pm		
UTC-10.05am, UAE-2.05pm, NZ-10.05pm		
UTC-10.15am, UAE-2.15pm, NZ-10.15pm		
UTC-10.25am, UAE-2.25pm, NZ-10.25pm		
UTC-10.35am, UAE-2.35pm, NZ-10.35pm		
UTC-10.45am, UAE-2.45pm, NZ-10.45pm		
UTC-10.55am, UAE-2.55pm, NZ-10.55pm		
UTC-11.05am, UAE-3.05pm, NZ-11.05pm		
UTC-11.15am, UAE-3.15pm, NZ-11.15pm		
UTC-11.25am, UAE-3.25pm, NZ-11.25pm	Close	
Time	Final – Session 2	Wednesday 31 July 2024
UTC-5.00am, UAE-9.00am, NZ-5.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand	
UTC-5.05am, UAE-9.05am, NZ, 5.05pm		
UTC-5.15am, UAE-9.15am, NZ-5.15pm		
UTC-5.25am, UAE-9.25am, NZ-5.25pm		
UTC-5.35am, UAE-9.35am, NZ-5.35pm		
UTC-5.45am, UAE-9.45am, NZ-5.45pm		
UTC-5.55am, UAE-9.55am, NZ-5.55pm		
UTC-6.05am, UAE-10.05am, NZ-6.05pm		
UTC-6.15am, UAE-10.15am, NZ-6.15pm		
UTC-6.25am, UAE-10.25am, NZ-6.25pm		
UTC-6.35am, UAE-10.35am, NZ-6.35pm		
UTC-6.45am, UAE-10.45am, NZ-6.45pm		
UTC-6.55am, UAE-10.55am, NZ-6.55pm		
UTC-7.05am, UAE-11.05am, NZ-7.05pm		
UTC-7.15am, UAE-11.15am, NZ-7.15pm		
UTC-7.25am, UAE-11.25am, NZ-7.25pm	Close	

Awards Announcements – International Best Practice Competition

Time	Awards Announcement	Friday, July 12, 2024
UTC-7.00am, UAE-11.00am, NZ-7.00pm	<ul style="list-style-type: none"> • 25 Potential Finalists Announced 	
UTC-7.30am, UAE-11.30am, NZ-7.30pm	Close	
Time	Awards Announcement	Monday, July 15, 2024
UTC-10.00am, UAE-2.00pm, NZ-10.00pm	<ul style="list-style-type: none"> • 14 Finalists Announced 	
UTC-10.30am, UAE-2.30pm, NZ-10.30pm	Close	
Time	Awards Announcement	Friday, August 02, 2024
UTC-7.00am, UAE-11.00am, NZ-7.00pm	<ul style="list-style-type: none"> • 7 Star - Award Winner(s) Announced 	
UTC-7.30am, UAE-11.30am, NZ-7.30pm	Close	
Time	Awards Announcement	Friday, August 09, 2024
UTC-7.00am, UAE-11.00am, NZ-7.00pm	<p>Pioneer in Excellence Prizes:</p> <ul style="list-style-type: none"> - Awarded to organisation(s) that have had the most best practices assessed at 4-Stars ★ ★ ★ ★ or above - Awarded to organisation(s) that have had the most best practices assessed at 5-Stars ★ ★ ★ ★ ★ or above - Awarded to organisation(s) that have had the most best practices assessed at 6-Stars ★ ★ ★ ★ ★ ★ or above <p>Category Prizes:</p> <ul style="list-style-type: none"> - Highest Star Rating for each Category <p>Highest Star Rating for an SME (50 or less employees)</p> <p>Special Recognition Prize</p>	
UTC-7.30am, UAE-11.30am, NZ-7.30pm	Close	



**Organisation-Wide
Innovation Award**

Time	Final - Organisation-Wide Innovation Award	Wednesday, August 07, 2024
Start: UTC-6.00am, UAE-10.00am, NZ-6.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand	
Judges Phil Guerin, Immediate Past President IMC New Zealand, Director Hague Consulting Ltd, New Zealand Ravi Fernando, Thrive35, Founder and Director, Business Excellence Australia, Director, Australia Trish Wilson, Founder/Director, The Network of Us (NOUS), New Zealand Miguel Jiménez, CEO & Founder of FFWD – Futures Intelligence and Strategic Foresight, Spain		
UTC-6.10am, UAE-10.10am, NZ-6.10pm	Abu Dhabi Municipality City, UAE Presenter(s): Amal Juma Aljunaibi, Head of Excellence Section	
UTC-6.25am, UAE-10.25am, NZ-6.25pm	Q & A Team: Amal Juma Aljunaibi, Head of Excellence Section	
UTC-6.35am, UAE-10.35am, NZ-6.35pm	Saudi Aramco, Saudi Arabia Presenter(s): Anmar Munshi, Metals Tech	
UTC-6.50am, UAE-10.50am, NZ-6.50pm	Q & A Team: Anmar Munshi, Metals Tech	
UTC-7.00am, UAE-11.00am, NZ-7.00pm	Ajman Police General Headquarters, UAE Presenter(s): First Lieutenant/ Abdulaziz bin Sultan Al Nuaimi, Head of Excellence Award Branch	
UTC-7.15am, UAE-11.15am, NZ-7.15pm	Q & A Team: First Lieutenant/ Abdulaziz bin Sultan Al Nuaimi, Head of Excellence Award Branch	
UTC-7.25am, UAE-11.25am, NZ-7.25pm	Dubai Municipality, UAE Presenter(s): Soha Radwan, Senior Specialists and Nariman Al Baqi, Senior Specialists	
UTC-7.40am, UAE-11.40am, NZ-7.40pm	Q & A Team:	
UTC-7.50am, UAE-11.50am, NZ-7.50pm	Presenter(s):	
UTC-8.05am, UAE-11.05am, NZ-8.05pm	Q & A Team:	
UTC-8.20am, UAE-11.20am, NZ-8.20pm	Other finalists to be announced soon...	
UTC-8.30am, UAE-11.30am, NZ-8.30pm		
UTC-8.45am, UAE-11.45pm, NZ-8.45pm	Close	
Time	Awards Announcement	Friday, August 09, 2024
UTC-7.00am, UAE-11.00am, NZ-7.00pm	Award Winner(s) Announced - Organisation-Wide Innovation Award Award Winner(s) Announced – Global Benchmarking Award Pioneer Prizes and Category Award Winners - International Best Practice Competition	
UTC-7.30am, UAE-11.30am, NZ-7.30pm	Close	

*Registration Forms required for applications highlighted in red



Time	Final - Global Benchmarking Award	Thursday, August 08, 2024
UTC-6.00am, UAE-10.00am, NZ-6.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand	
UTC-6.10am, UAE-10.10am, NZ-6.10pm		
UTC-6.25am, UAE-10.25am, NZ-6.25pm		
UTC-6.35am, UAE-10.35am, NZ-6.35pm		
UTC-6.50am, UAE-10.50am, NZ-6.50pm		
UTC-7.00am, UAE-11.00am, NZ-7.00pm		
UTC-7.15am, UAE-11.15am, NZ-7.15pm		
UTC-7.25am, UAE-11.25am, NZ-7.25pm		
UTC-7.40am, UAE-11.40am, NZ-7.40pm		
UTC-7.50am, UAE-11.50am, NZ-7.50pm		
UTC-8.05am, UAE-11.05am, NZ-8.05pm		
UTC-8.20am, UAE-11.20am, NZ-8.20pm		
UTC-8.30am, UAE-11.30am, NZ-8.30pm	finalists to be announced soon...	
UTC-8.45am, UAE-12.45pm, NZ-8.45pm	Close	
Time	Awards Announcement	Friday, August 09, 2024
UTC-7.00am, UAE-11.00am, NZ-7.00pm	Award Winner(s) Announced - Organisation-Wide Innovation Award Award Winner(s) Announced – Global Benchmarking Award Pioneer Prizes and Category Award Winners - International Best Practice Competition	
UTC-7.30am, UAE-11.30am, NZ-7.30pm	Close	

*Registration Forms required for applications highlighted in red



Time	Final - Environmental, Social & Governance (ESG) Excellence Award	Thursday, August 29, 2024
UTC-6.00am, UAE-10.00am, NZ-6.00pm	Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand	
Judges Dale F. Weeks, Global Leadership and Benchmarking Associates, USA Dr Aymen Sajjad, Senior Lecturer in Sustainability and Business Management, Massey University, New Zealand Peter Holtmann, Founder, Managing Director, Holtmann Professional Services, Australia Judge to be decided		
UTC-6.10am, UAE-10.10am, NZ-6.10pm	Tristar Transport LLC, UAE Presenter(s): Khasti Datt Kandpal, Head - Sustainability	
UTC-6.25am, UAE-10.25am, NZ-6.25pm	Q & A Team: Khasti Datt Kandpal, Head - Sustainability; Balaji Nagabhushan, Group Chief Administrative Officer; and Niyas Babu Marukara, Manager Business Excellence	
UTC-6.35am, UAE-10.35am, NZ-6.35pm	Ajman Police General Headquarters, UAE Presenter(s): Cap Abdulaziz Alnuaimi, Manager of the Excellence Awards Branch; Lt. Saeed Alghfeli, Director of the Development Unit; and Ghazi AlSubaihi, Executive Director of Quality and Excellence	
UTC-6.50am, UAE-10.50am, NZ-6.50pm	Q & A Team: Cap Abdulaziz Alnuaimi, Manager of the Excellence Awards Branch; Lt. Saeed Alghfeli, Director of the Development Unit; and Ghazi AlSubaihi, Executive Director of Quality and Excellence	
UTC-7.00am, UAE-11.00am, NZ-7.00pm		
UTC-7.15am, UAE-11.15am, NZ-7.15pm		
UTC-7.25am, UAE-11.25am, NZ-7.25pm		
UTC-7.40am, UAE-11.40am, NZ-7.40pm		
UTC-7.50am, UAE-11.50am, NZ-7.50pm		
UTC-8.05am, UAE-11.05am, NZ-8.05pm		
UTC-8.20am, UAE-11.20am, NZ-8.20pm	Other finalists to be announced soon...	
UTC-8.30am, UAE-11.30am, NZ-8.30pm		
UTC-8.45am, UAE-12.45pm, NZ-8.45pm	Close	
Time	Awards Announcement	Friday, August 30, 2024
UTC-7.00am, UAE-11.00am, NZ-7.00pm	Award Winner(s) Announced - Environmental, Social & Governance (ESG) Excellence Award	
UTC-7.30am, UAE-11.30am, NZ-7.30pm	Close	

*Registration Forms required for applications highlighted in red

This is an event you do not want to miss!

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