



INTERNATIONAL  
**BEST**  
PRACTICE  
COMPETITION

# Virtual One-Stop Shop for Best Practices

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

## 12<sup>th</sup> International Best Practice Competition

Best Practice Sharing Extravaganza: 3 August – 21 September 2026

Best of the Best – Awards Spectacular (Final): 20 & 22 October 2026

## 8<sup>th</sup> Organisation-Wide Innovation Award

Final: Tuesday 6 October 2026

## 11<sup>th</sup> Global Benchmarking Award

Final: Thursday 8 October 2026

## 5<sup>th</sup> Environmental, Social, & Governance (ESG) Excellence Award,

Final: Tuesday 13 October 2026

### Organisers of the International Best Practice Competition:



### Supporters:



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## Webinar Schedule

| Day                              | Time                                                                                                  | Competition                                    | Session                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Webinar Link                                                                                                                                                                                        |
|----------------------------------|-------------------------------------------------------------------------------------------------------|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Monday, 3 August 2026</b>     | <b>Start:</b> UTC-7.00am, UAE-11.00am, NZ-7.00pm<br><b>Finish:</b> UTC-9.25am, UAE-1.25pm, NZ-9.25pm  | <b>International Best Practice Competition</b> | Session 1<br>• <b>Innovation projects</b> (developing innovative products, services, processes, business models, or ways of working)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Invitation links for the webinars will be sent directly to presenters and judges.</p> <p>All others please register at:<br/><a href="#">Webinar Registration - Best Practice Competition</a></p> |
| <b>Tuesday, 4 August, 2026</b>   | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 2<br>• <b>Leadership</b> (vision, values, communication with stakeholders, driving performance, and shaping organisational culture)<br>• <b>Crisis, emergency, and disaster management</b> (emergency preparedness, crisis response, disaster mitigation, recovery planning, and business continuity)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                     |
|                                  | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm | <b>International Best Practice Competition</b> | Session 3<br>• <b>Strategy deployment and performance management</b> (implementing strategic plans, selecting KPIs, analysing performance, reporting results, and using dashboards to support decision-making)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                     |
| <b>Thursday, 6 August, 2026</b>  | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 4<br>• <b>Environmental sustainability</b> (surpassing regulatory requirements in areas such as energy use, waste reduction, pollution prevention, emissions reduction, and the responsible use of natural resources)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                     |
|                                  | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm | <b>International Best Practice Competition</b> | Session 5<br>• <b>Technology transformation of a specific process or service</b> (use of digital, industrial or other technologies (excluding AI as the main driver) to significantly improve, automate or redesign one clearly defined process or service. Examples may include big data analytics, robotics, blockchain, GIS, augmented reality, IoT, RPA, industrial automation systems, advanced machinery or manufacturing technologies)                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                     |
| <b>Tuesday, 11 August, 2026</b>  | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 6<br>• <b>Improvement initiatives</b> (major initiatives involving operational excellence, change management, knowledge management, or continuous improvement across multiple areas)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                     |
|                                  | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm | <b>International Best Practice Competition</b> | Session 7<br>• <b>Strategy deployment and performance management</b> (implementing strategic plans, selecting KPIs, analysing performance, reporting results, and using dashboards to support decision-making)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                     |
| <b>Thursday, 13 August, 2026</b> | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 8<br>• <b>Integrated technology transformation across multiple processes or services</b> (use of digital, industrial or other technologies (excluding AI as the main driver) to significantly improve, automate or redesign several interconnected processes or services, often across a department, facility or organisation. Examples may include integrated automation and analytics across a customer journey, organisation-wide IoT and monitoring solutions, or end-to-end digitisation of core operations).                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                     |
|                                  | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm | <b>International Best Practice Competition</b> | Session 9<br>• <b>AI-led transformation</b> (A best practice where artificial intelligence (including machine learning or generative AI) is the primary driver of improving, automating or redesigning one or more processes or services. Examples may include AI-driven decision support, predictive maintenance, fraud detection, recommendation engines, computer-vision inspection, or generative-AI assistants and chatbots).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                     |
| <b>Tuesday, 18 August, 2026</b>  | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 10<br>• <b>Social and community responsibility</b> (engaging with communities, delivering public value, improving inclusion, supporting diversity, and addressing social needs)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                     |
|                                  | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm | <b>International Best Practice Competition</b> | Session 11<br>• <b>Governance</b> (governance frameworks, transparency, accountability, ethics, integrity, oversight, and responsible decision-making)<br>• <b>Management of assets</b> (managing financial assets, physical assets, infrastructure, equipment, facilities, and other organisational assets, including asset inspection, condition monitoring, maintenance, and lifecycle optimisation)<br>• <b>Integrated technology transformation across multiple processes or services</b> (use of digital, industrial or other technologies (excluding AI as the main driver) to significantly improve, automate or redesign several interconnected processes or services, often across a department, facility or organisation. Examples may include integrated automation and analytics across a customer journey, organisation-wide IoT and monitoring solutions, or end-to-end digitisation of core operations). |                                                                                                                                                                                                     |
| <b>Thursday, 20 August, 2026</b> | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 12<br>• <b>Process improvement projects</b> (examples include Lean, Six Sigma, benchmarking, cycle-time reduction, efficiency improvement, and quality improvement projects)<br>• <b>Integrated technology transformation across multiple processes or services</b> (use of digital, industrial or other technologies (excluding AI as the main driver) to significantly improve, automate or redesign several interconnected processes or services, often across a department, facility or organisation. Examples may include integrated automation and analytics across a customer journey, organisation-wide IoT and monitoring solutions, or end-to-end digitisation of core operations).                                                                                                                                                                                                                    |                                                                                                                                                                                                     |

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|-------------------------------------|-------------------------------------------------------------------------------------------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                     | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm | <b>International Best Practice Competition</b> | Session 13<br><ul style="list-style-type: none"> <li><b>Crisis, emergency, and disaster management</b> (emergency preparedness, crisis response, disaster mitigation, recovery planning, and business continuity)</li> <li><b>Innovation systems and approaches</b> (ideas management systems, innovation governance, innovation culture, and approaches for encouraging and managing innovation)</li> <li><b>Employee engagement and empowerment</b> (teamwork, motivation, empowerment, satisfaction, recognition, and employee involvement)</li> <li><b>Governance</b> (governance frameworks, transparency, accountability, ethics, integrity, oversight, and responsible decision-making)</li> </ul> |
| <b>Wednesday, 26 August, 2026</b>   | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 14<br><ul style="list-style-type: none"> <li><b>Risk management and resilience</b> (identifying, assessing, preventing, and minimising strategic, operational, public health, environmental, community, and other risks)</li> <li><b>Crisis, emergency, and disaster management</b> (emergency preparedness, crisis response, disaster mitigation, recovery planning, and business continuity)</li> <li><b>Cybersecurity and information security</b> (managing cyber risks, protecting information, preventing security incidents, and strengthening digital resilience)</li> </ul>                                                                                                              |
|                                     | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm | <b>International Best Practice Competition</b> | Session 15<br><ul style="list-style-type: none"> <li><b>Process improvement projects</b> (examples include Lean, Six Sigma, benchmarking, cycle-time reduction, efficiency improvement, and quality improvement projects)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Thursday, 27 August, 2026</b>    | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 16<br><ul style="list-style-type: none"> <li><b>Employee health, safety, and wellbeing</b> (workplace health and safety, employee wellbeing, and the prevention of occupational risks)</li> <li><b>Workforce management and employee services</b> (workforce planning, recruitment, talent acquisition, succession planning, retention, HR information systems, attendance management, leave services, employee certificates, and other internal workforce and employee services)</li> </ul>                                                                                                                                                                                                      |
|                                     | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm | <b>International Best Practice Competition</b> | Session 17<br><ul style="list-style-type: none"> <li><b>Customer and market focus</b> (understanding customer needs, improving customer experience, building loyalty, handling complaints, and exceeding expectations)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Tuesday, 1 September, 2026</b>   | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 18<br><ul style="list-style-type: none"> <li><b>Social and community responsibility</b> (engaging with communities, delivering public value, improving inclusion, supporting diversity, and addressing social needs)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Tuesday, 1 September, 2026</b>   | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm | <b>International Best Practice Competition</b> | Session 19<br><ul style="list-style-type: none"> <li><b>Workforce management and employee services</b> (workforce planning, recruitment, talent acquisition, succession planning, retention, HR information systems, attendance management, leave services, employee certificates, and other internal workforce and employee services)</li> </ul>                                                                                                                                                                                                                                                                                                                                                         |
| <b>Thursday, 3 September, 2026</b>  | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 20<br><ul style="list-style-type: none"> <li><b>Risk management and resilience</b> (identifying, assessing, preventing, and minimising strategic, operational, public health, environmental, community, and other risks)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Thursday, 3 September, 2026</b>  | <b>Start:</b> UTC-12.00pm, UAE-4.00pm, NZ-12.00am<br><b>Finish:</b> UTC-2.25pm, UAE-6.25pm, NZ-2.25am | <b>International Best Practice Competition</b> | Session 21<br><ul style="list-style-type: none"> <li><b>Improvement initiatives</b> (major initiatives involving operational excellence, change management, knowledge management, or continuous improvement across multiple areas)</li> <li><b>Employee engagement and empowerment</b> (teamwork, motivation, empowerment, satisfaction, recognition, and employee involvement)</li> <li><b>Innovation projects</b> (developing innovative products, services, processes, business models, or ways of working)</li> </ul>                                                                                                                                                                                 |
| <b>Friday, 4 September, 2026</b>    | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 22<br><ul style="list-style-type: none"> <li><b>Reserve session</b> (for late applications and/or presentations that need to be rescheduled)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Tuesday, 8 September, 2026</b>   | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 23<br><ul style="list-style-type: none"> <li><b>Customer and market focus</b> (understanding customer needs, improving customer experience, building loyalty, handling complaints, and exceeding expectations)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Tuesday, 8 September, 2026</b>   | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm | <b>International Best Practice Competition</b> | Session 24<br><ul style="list-style-type: none"> <li><b>Innovation projects</b> (developing innovative products, services, processes, business models, or ways of working)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Thursday, 10 September, 2026</b> | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 25<br><ul style="list-style-type: none"> <li><b>Procurement and contract management</b> (sourcing, tendering, purchasing, supplier evaluation, value for money, responsible procurement, and contract management)</li> <li><b>Supplier and partner relationships</b> (supplier development, collaboration, strategic partnerships, joint initiatives, performance improvement, and the delivery of shared services or outcomes)</li> </ul>                                                                                                                                                                                                                                                        |
| <b>Thursday, 10 September, 2026</b> | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm | <b>International Best Practice Competition</b> | Session 26<br><ul style="list-style-type: none"> <li><b>Design of processes/products/services</b> (research and development, translating customer needs to design, re-engineering)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Friday, 11 September, 2026</b>   | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm  | <b>International Best Practice Competition</b> | Session 27<br><ul style="list-style-type: none"> <li><b>Risk management and resilience</b> (identifying, assessing, preventing, and minimising strategic, operational, public health, environmental, community, and other risks)</li> <li><b>Innovation projects</b> (developing innovative products, services, processes, business models, or ways of working)</li> </ul>                                                                                                                                                                                                                                                                                                                                |

|                                     |                                                                                                         |                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                      |
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|                                     |                                                                                                         |                                                                                                                                                                              | <ul style="list-style-type: none"> <li>• <b>Improvement initiatives</b> (major initiatives involving operational excellence, change management, knowledge management, or continuous improvement across multiple areas)</li> <li>• <b>AI-led transformation</b> (A best practice where artificial intelligence (including machine learning or generative AI) is the primary driver of improving, automating or redesigning one or more processes or services. Examples may include AI-driven decision support, predictive maintenance, fraud detection, recommendation engines, computer-vision inspection, or generative-AI assistants and chatbots).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                      |
| <b>Tuesday, 15 September, 2026</b>  | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm    | <b>International Best Practice Competition</b>                                                                                                                               | Session 28<br><ul style="list-style-type: none"> <li>• <b>Employee learning and capability development</b> (education, training, professional development, knowledge sharing, and building workforce capability)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                      |
| <b>Tuesday, 15 September, 2026</b>  | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm   | <b>International Best Practice Competition</b>                                                                                                                               | Session 29<br><ul style="list-style-type: none"> <li>• <b>Environmental sustainability</b> (surpassing regulatory requirements in areas such as energy use, waste reduction, pollution prevention, emissions reduction, and the responsible use of natural resources)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                      |
| <b>Thursday, 17 September, 2026</b> | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm    | <b>International Best Practice Competition</b>                                                                                                                               | Session 30<br><ul style="list-style-type: none"> <li>• <b>Strategy planning</b> (future foresight, strategic planning, balanced scorecards, triple-bottom-line approaches, scenario planning, and stakeholder analysis)</li> <li>• <b>Governance</b> (governance frameworks, transparency, accountability, ethics, integrity, oversight, and responsible decision-making)</li> <li>• <b>Customer and market focus</b> (understanding customer needs, improving customer experience, building loyalty, handling complaints, and exceeding expectations)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                      |
| <b>Thursday, 17 September, 2026</b> | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm   | <b>International Best Practice Competition</b>                                                                                                                               | Session 31<br><ul style="list-style-type: none"> <li>• <b>Technology transformation of a specific process or service</b> (use of digital, industrial or other technologies (excluding AI as the main driver) to significantly improve, automate or redesign one clearly defined process or service. Examples may include big data analytics, robotics, blockchain, GIS, augmented reality, IoT, RPA, industrial automation systems, advanced machinery or manufacturing technologies).</li> <li>• <b>Strategy deployment and performance management</b> (implementing strategic plans, selecting KPIs, analysing performance, reporting results, and using dashboards to support decision-making)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                      |
| <b>Friday, 18 September, 2026</b>   | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-4.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-6.25pm    | <b>International Best Practice Competition</b>                                                                                                                               | Session 32<br><ul style="list-style-type: none"> <li>• <b>Environmental sustainability</b> (surpassing regulatory requirements in areas such as energy use, waste reduction, pollution prevention, emissions reduction, and the responsible use of natural resources)</li> <li>• <b>Risk management and resilience</b> (identifying, assessing, preventing, and minimising strategic, operational, public health, environmental, community, and other risks)</li> <li>• <b>Design of processes/products/services</b> (research and development, translating customer needs to design, re-engineering)</li> <li>• <b>AI-led transformation</b> (A best practice where artificial intelligence (including machine learning or generative AI) is the primary driver of improving, automating or redesigning one or more processes or services. Examples may include AI-driven decision support, predictive maintenance, fraud detection, recommendation engines, computer-vision inspection, or generative-AI assistants and chatbots).</li> </ul>                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                      |
| <b>Monday, 21 September, 2026</b>   | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-11.25pm   | <b>International Best Practice Competition</b>                                                                                                                               | Session 33<br><ul style="list-style-type: none"> <li>• <b>Governance</b> (governance frameworks, transparency, accountability, ethics, integrity, oversight, and responsible decision-making)</li> <li>• <b>Process improvement projects</b> (examples include Lean, Six Sigma, benchmarking, cycle-time reduction, efficiency improvement, and quality improvement projects)</li> <li>• <b>Integrated technology transformation across multiple processes or services</b> (a coordinated initiative that uses digital, industrial or other technologies (excluding AI as the main driver) to significantly improve, automate or redesign several interconnected processes or services, often across a department, facility or organisation. Examples may include integrated automation and analytics across a customer journey, organisation-wide IoT and monitoring solutions, or end-to-end digitisation of core operations).</li> <li>• <b>AI-led transformation</b> (A best practice where artificial intelligence (including machine learning or generative AI) is the primary driver of improving, automating or redesigning one or more processes or services. Examples may include AI-driven decision support, predictive maintenance, fraud detection, recommendation engines, computer-vision inspection, or generative-AI assistants and chatbots).</li> </ul> |                                                                                                                                                                                      |
| <b>Friday, 25 September, 2026</b>   | <b>Start:</b> UTC-7.00am, UAE-11.00am, NZ-7.00pm<br><b>Finish:</b> UTC-7.30am, UAE-11.30am, NZ-7.30pm   | <b>International Best Practice Competition</b><br><b>60 Potential Finalists Announced</b><br>(the strongest best practice from each webinar + 30 others across all webinars) |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                      |
| <b>Tuesday, 29 September, 2026</b>  | <b>Start:</b> UTC-10.00am, UAE-2.00pm, NZ-11.00pm<br><b>Finish:</b> UTC-10.30am, UAE-2.30pm, NZ-11.30pm | <b>International Best Practice Competition</b><br><b>24 Finalists Announced</b>                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                      |
| <b>Tuesday, 6 October, 2026</b>     | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-10.00pm<br><b>Finish:</b> UTC-11.20, UAE-3.20pm, NZ-12.20am    | <b>Organisation-Wide Innovation Award</b>                                                                                                                                    | <b>FINAL</b><br><ul style="list-style-type: none"> <li>• Maximum of 5 Presentations</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Invitation links for the webinars will be sent directly to presenters and judges. All others please register at:<br><a href="#">Webinar Registration - Best Practice Competition</a> |
| <b>Thursday, 8 October 2026</b>     | <b>Start:</b> UTC-8.00am, UAE-12.00pm, NZ-9.00pm<br><b>Finish:</b> UTC-10.20am, UAE-2.20pm, NZ-11.20pm  | <b>Global Benchmarking Award</b>                                                                                                                                             | <b>FINAL</b><br>Maximum of 5 Presentations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Invitation links for the webinars will be sent directly to presenters and judges. All others please register at:                                                                     |

|                                   |                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                            |                                                                                                                                                                                                 |
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|                                   |                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                            | <a href="https://bestpracticecompetition.com/programme">https://bestpracticecompetition.com/programme</a><br><a href="#">Webinar Registration - Best Practice Competition</a>                   |
| <b>Tuesday, 13 October, 2026</b>  | <b>Start:</b> UTC-6.00am, UAE-10.00am, NZ-7.00pm<br><b>Finish:</b> UTC-8.45am, UAE-12.45pm, NZ-9.45pm  | <b>Environmental, Social, &amp; Governance (ESG) Excellence Award</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>FINAL</b><br>Maximum of 5 Presentations | Invitation links for the webinars will be sent directly to presenters and judges.<br>All others please register at:<br><a href="#">Webinar Registration - Best Practice Competition</a>         |
| <b>Tuesday, 20 October 2026</b>   | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-5.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-7.25pm   | <b>International Best Practice Competition</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>FINAL Session 1</b><br>6 presentations  | Invitation links for the webinars will be sent directly to presenters and judges.<br><br>All others please register at:<br><br><a href="#">Webinar Registration - Best Practice Competition</a> |
|                                   | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-10.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-12.25am | <b>International Best Practice Competition</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>FINAL Session 2</b><br>6 presentations  |                                                                                                                                                                                                 |
| <b>Thursday, 22 October 2026</b>  | <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-5.00pm<br><b>Finish:</b> UTC-6.25am, UAE-10.25am, NZ-7.25pm   | <b>International Best Practice Competition</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>FINAL Session 3</b><br>6 presentations  |                                                                                                                                                                                                 |
|                                   | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-10.00pm<br><b>Finish:</b> UTC-11.25am, UAE-3.25pm, NZ-12.25am | <b>International Best Practice Competition</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>FINAL Session 4</b><br>6 presentations  |                                                                                                                                                                                                 |
| <b>Thursday, 29 October, 2026</b> | <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-10.00pm<br><b>Finish:</b> UTC-9.30am, UAE-1.30pm, NZ-10.30pm  | <b>Winner(s) of All Awards Announced:</b> <ul style="list-style-type: none"><li><b>Organisation-Wide Innovation Award Winner(s) Announced</b></li><li><b>Global Benchmarking Award Winner(s) Announced</b></li><li><b>ESG Excellence Award Winner(s) Announced</b></li></ul> <b>International Best Practice Competition Awards:</b> <ul style="list-style-type: none"><li><b>7 Star - Award Winner(s) Announced</b><br/>- Pinnacle Level of Recognition</li><li><b>Category Awards:</b><br/>- Highest Star Rating for each Category</li><li><b>Pioneer in Excellence Prizes:</b><ul style="list-style-type: none"><li>Awarded to organisation(s) that have had the most best practices assessed at 4-Stars ★ ★ ★ ★ or above</li><li>Awarded to organisation(s) that have had the most best practices assessed at 5-Stars ★ ★ ★ ★ ★ or above</li><li>Awarded to organisation(s) that have had the most best practices assessed at 6-Stars ★ ★ ★ ★ ★ or above</li></ul></li><li><b>Honour of Distinction in International Best Practices:</b><br/>- In recognition of organisations that have had three or more best practices assessed at an International Best Practice level.</li><li><b>Highest Star Rating for an SME (50 or less employees)</b></li><li><b>NZ Best Practice Competition Awards</b></li></ul> |                                            | Invitation links for the webinars will be sent directly to presenters and judges.<br><br>All others please register at:<br><br><a href="#">Webinar Registration - Best Practice Competition</a> |
|                                   | <b>Monday, 23 November, 2026</b>                                                                       | <b>Certificates for all awards, including Star Ratings, are issued to all participants</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                            |                                                                                                                                                                                                 |

## Session 1 - International Best Practice Competition

Monday 3 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                   | Agenda                                                                                                                                                                                                                                                                                                                                                                                             |
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| UTC-7.00am, UAE-11.00am, NZ-7.00pm                                                                                                                                                                                                                                                                                                                                                     | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                    |
| <b>Judges</b><br>Mandarr Agshikar, Business Excellence Mentor & General Manager at Ajhinkya Fze, UAE<br>Dr. Sunil Gupta, Founder and Chief Creatologist IDEAS, Oman<br>Dr. Siham El-Kafafi, Director & Business Consultant, Arrows Research Consultancy, New Zealand<br>Dr. Almas Tazein, Senior Researcher and Consultant, Centre for Organisational Excellence Research, New Zealand |                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Innovation projects (developing innovative products, services, processes, business models, or ways of working)</b>                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                    |
| UTC-7.05am, UAE-11.05am, NZ-7.05pm                                                                                                                                                                                                                                                                                                                                                     | <b>Ghiath - A Fully Integrated Proactive Mobile Police Vehicle (16)</b><br>Dubai Police, UAE<br>Presenter(s): Lt. Col. Eng. Omar Al Khaja, Director -- Future of Digital Mobility Center; Capt. Eng. Mohamed Zainal, Head of Future Mobility Sciences; 1st Lt. Eng. Saif AlMatrooshi, Head of Engineering Innovation Section                                                                       |
| UTC-7.15am, UAE-11.15am, NZ-7.15pm                                                                                                                                                                                                                                                                                                                                                     | Q&A Team: Lt. Col. Eng. Omar Al Khaja, Director -- Future of Digital Mobility Center; Capt. Eng. Mohamed Zainal, Head of Future Mobility Sciences; 1st Lt. Eng. Saif AlMatrooshi, Head of Engineering Innovation Section;                                                                                                                                                                          |
| UTC-7.25am, UAE-11.25am, NZ-7.25pm                                                                                                                                                                                                                                                                                                                                                     | <b>Smart Home Vehicle Impoundment Practice (94)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Col. Saif Abdalla Ahmed Al Falasi, Director of the Strategy and Performance Development Department; Lt. Col. Rashid Humaid Khalifa Al Alili, Deputy Director of the Traffic and Patrols Department; and 1st Lt. Ali Salem Rashid Al Humrani, Head of the Traffic Engineering Branch |
| UTC-7.35am, UAE-11.35am, NZ-7.35pm                                                                                                                                                                                                                                                                                                                                                     | Q&A Team: Col. Saif Abdalla Ahmed Al Falasi, Director of the Strategy and Performance Development Department; Lt. Col. Rashid Humaid Khalifa Al Alili, Deputy Director of the Traffic and Patrols Department; and 1st Lt. Ali Salem Rashid Al Humrani, Head of the Traffic Engineering Branch                                                                                                      |
| UTC-7.45am, UAE-11.45am, NZ-7.45pm                                                                                                                                                                                                                                                                                                                                                     | <b>Karachi Gateway Terminal AI-Powered Smart Bag Counting System (155)</b><br>Karachi Gateway Terminal Multipurpose Ltd (KGTML), AD Ports Group, Pakistan<br>Presenter(s): Muhammad Kamal, Manager Information Technology and Muhammad Aamir, Deputy Manager IT                                                                                                                                    |
| UTC-7.55am, UAE-11.55am, NZ-7.55pm                                                                                                                                                                                                                                                                                                                                                     | Q&A Team: Bright Rayan, Director - Smart Solutions; Muhammad Kamal, Manager Information Technology; and Muhammad Aamir, Deputy Manager IT                                                                                                                                                                                                                                                          |
| UTC-8.05am, UAE-12.05pm, NZ-8.05pm                                                                                                                                                                                                                                                                                                                                                     | <b>Direct Eye Bank-Enabled Readiness-Triggered Transplant Integration (19)</b><br>Dhahran Eye Specialist Hospital, Saudi Arabia<br>Presenter(s): Naif Alghamdi, Eye Bank Supervisor                                                                                                                                                                                                                |
| UTC-8.15am, UAE-12.15pm, NZ-8.15pm                                                                                                                                                                                                                                                                                                                                                     | Q&A Team: Dalia Nabil Abbas, Project Leader - Head of OR & Anaesthesia Department -- Anaesthesia Consultant; Fatimah Alzahr, Head of Eye Bank and Corneal Transplant -- Cornea Consultant; and Naif Alghamdi, Eye Bank Supervisor                                                                                                                                                                  |
| UTC-8.25am, UAE-12.25pm, NZ-8.25pm                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                    |
| UTC-8.35am, UAE-12.35pm, NZ-8.35pm                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                    |
| UTC-8.45am, UAE-12.45pm, NZ-8.45pm                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                    |
| UTC-8.55am, UAE-12.55pm, NZ-8.55pm                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                    |
| 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                                                                                                                                                                                                                                                                                                                                                      | Close                                                                                                                                                                                                                                                                                                                                                                                              |
| UTC-9.35-9.55am, UAE-1.35-1.55pm, NZ-9.35-9.55pm                                                                                                                                                                                                                                                                                                                                       | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                                 |

\*Registration Forms required for applications highlighted in red



## Session 2 - International Best Practice Competition

Tuesday 04 August 2026

| Time                                                                                                                                                                                                                                                                                             | Agenda                                                                                                                                                                                                                                                                                    |
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| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                           |
| <b>Judges</b><br>Dr. Sunil Gupta, Founder and Chief Creatologist IDEAS, Oman<br>Dr. Siham El-Kafafi, Director & Business Consultant, Arrows Research Consultancy, New Zealand<br>Mai Haddad, Management Consultant, UAE/Jordan<br>Cynthia Payne, Managing Director, Anchor Excellence, Australia |                                                                                                                                                                                                                                                                                           |
| <b>Leadership (vision, values, communication with stakeholders, driving performance, and shaping organisational culture)</b>                                                                                                                                                                     |                                                                                                                                                                                                                                                                                           |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                | <b>Enhancing Innovation for Self-Sustainability and Profitability Beyond 2040 (121)</b><br>Aerospace Technology Systems Corp Sdn. Bhd (ATSC), Malaysia<br>Presenter(s): Lt Col Dato' Mohd Fadzar bin Suhada RMAF (R), CEO                                                                 |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                | Q&A Team: Lt Col Dato' Mohd Fadzar bin Suhada RMAF (R), CEO; Ir. Ahmad Saifuddin bin Abdul Manaf, General Manager Business Development; and Sayyidatul Aisyah binti Sulaiman, Engineer                                                                                                    |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                | <b>Institutional Values Day (67)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): WO. Ahmed Yaslam Awadh Rashid Al Mahri; WO. Ali Mohammed Ali Humaid Al Shamsi; Aisha Sulaiman Dawood Al Hosani                                                                            |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                | Q&A Team: WO. Ahmed Yaslam Awadh Rashid Al Mahri; WO. Ali Mohammed Ali Humaid Al Shamsi; Aisha Sulaiman Dawood Al Hosani                                                                                                                                                                  |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                | <b>Speak Up for Safety: Building a Proactive Learning Culture Through Safety Intelligence (40)</b><br>SEHA Clinics, UAE<br>Presenter(s): Ankita Chouhan, Risk Management Officer; Liba Mathew, Senior Continuous Quality Improvement Officer; and Bernard Isidro, Risk Management Officer |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                | Q&A Team: Ankita Chouhan, Risk Management Officer; Liba Mathew, Senior Continuous Quality Improvement Officer; and Bernard Isidro, Risk Management Officer                                                                                                                                |
| 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                                                                                                                                                                                                                                                               | Close                                                                                                                                                                                                                                                                                     |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                               | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                        |

\*Registration Forms required for applications highlighted in red



## Session 3 - International Best Practice Competition

Tuesday 04 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                        | Agenda                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                           | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Judges</b><br>Professor Dotun Adebajo, Professor of Supply Chain Management, University of Greenwich, UK<br>Mandarr Agshikar, Business Excellence Mentor & General Manager at Ajhinkya Fze, UAE<br>Dr. Ajitabh Ambastha, Director, Incubatee IIT, India<br>Nancy Nouaimeh, Leadership and Organizational Excellence Consultant, Xcellium Consulting, UAE |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Strategy deployment and performance management (implementing strategic plans, selecting KPIs, analysing performance, reporting results, and using dashboards to support decision-making)</b>                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                                           | <b>Enterprise Corporate Development Framework for Transformation (54)</b><br>Roads and Transport Authority, UAE<br>Presenter(s): Hamada Gebriel, Chief Specialist; Hanan AlHemairy, Expert; Muath Hirzallah, Chief Specialist<br>Q&A Team: Hamada Gebriel, Chief Specialist; Hanan AlHemairy, Expert; Muath Hirzallah, Chief Specialist                                                                                                                                                                                                                                                                         |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                                                           | <b>Strategy-to-Execution Transformation Model (106)</b><br>Mohammed Bin Rashid Housing Establishment, UAE<br>Presenter(s): Noura Saeed Almutawa, Head of Strategic & Performance; Rami Al Khatib, Organisation Development Expert; and Fatma Jaffar Al Ustad, Excellence and Instructional Leadership Section<br>Q&A Team: Noura Saeed Almutawa, Head of Strategic & Performance; Rami Al Khatib, Organisation Development Expert; and Fatma Jaffar Al Ustad, Excellence and Instructional Leadership Section                                                                                                   |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                                           | <b>Digital Performance Management System (Injaz) (61)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Cap. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation Branch; Fatima Ali Ahmed Al Marzooqi, Head of Follow-up and Evaluation Branch; Ghazi Yaseen Al Subaihi, Executive Director of Quality and Institutional Excellence<br>Q&A Team: Cap. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation Branch; Fatima Ali Ahmed Al Marzooqi, Head of Follow-up and Evaluation Branch; Ghazi Yaseen Al Subaihi, Executive Director of Quality and Institutional Excellence |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                                         | <b>Centralized Automated Platform for Service Governance (Live Dashboard) (71)</b><br>Abu Dhabi City Municipality, UAE<br>Presenter(s): Mariam AlQubaisi, Quality & Operations Analyst<br>Q&A Team: Mariam AlQubaisi, Quality & Operations Analyst; and Abdulwahed Al Marzooqi, Quality & Operations Analyst                                                                                                                                                                                                                                                                                                    |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| UTC-10.25am, UAE-2.25pm, NZ-10.25pm                                                                                                                                                                                                                                                                                                                         | <b>MBRHE 360° Performance Measurement and Management Framework (107)</b><br>Mohammed Bin Rashid Housing Establishment, UAE<br>Presenter(s): Mohd Al Marashi, Senior Engineer, Asset; Fatma Al Ustad, Head of Section - Excellence and Instructional Leadership Section; Aseel Ayoub, Senior Specialist - Quality and excellence<br>Q&A Team: Mohd Al Marashi, Senior Engineer, Asset; Fatma Al Ustad, Head of Section - Excellence and Instructional Leadership Section; Aseel Ayoub, Senior Specialist - Quality and excellence                                                                                |
| 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                                        | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

\*Registration Forms required for applications highlighted in red



## Session 4 - International Best Practice Competition

Thursday 06 August 2026

| Time                                                                                                                                                                                                                                                                                                                     | Agenda                                                                                                                                                                                                                                                                                                                                                                                   |
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| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                        | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                          |
| <b>Judges</b><br>Shouqi Al Yousuf, Business Excellence and Strategy Consultant, UAE<br>Keith Philips, CEO, QBLS, New Zealand<br>Somia Rokhgireh, Sustainability and Business Excellence Architect, President, Academician, Entrepreneur, Canada<br>Trish Wilson, Founder/Director, The Network of Us (NOUS), New Zealand |                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Environmental sustainability</b> (surpassing regulatory requirements in areas such as energy use, waste reduction, pollution prevention, emissions reduction, and the responsible use of natural resources)                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                          |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                        | <b>Premium Hull Coating - Fleet-Wide Fuel Reduction (146)</b><br>Noatum Maritime, AD Ports Group, UAE<br>Presenter(s): <a href="#">Abdelrahman Nasreldin, Environmental Specialist</a>                                                                                                                                                                                                   |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                        | Q&A Team: <a href="#">Abdelrahman Nasreldin, Environmental Specialist</a>                                                                                                                                                                                                                                                                                                                |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                        | <b>Intelligent Organic Compost from Municipal Solid Waste (2)</b><br>Fujairah Municipality, UAE<br>Presenter(s): <a href="#">Mohammed Elhassan, Environmental Engineer</a>                                                                                                                                                                                                               |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                        | Q&A Team: <a href="#">Mohammed Elhassan, Environmental Engineer</a> ; <a href="#">Suhair Cholayil, Technical Supervisor-Compost Plant</a> ; <a href="#">Rami Yussuf, Agricultural Engineer-MRF &amp; FCF</a>                                                                                                                                                                             |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                        | <b>UAE Satellite Temperature Analytics for Industrial Energy Efficiency (13)</b><br>Ministry of Energy and infrastructure, UAE<br>Presenter(s): <a href="#">Somayyah Alyammahi, Director of Productivity and Demand Department</a> ; <a href="#">Maggie Mahmoud, Assistant Consultant Projects &amp; Programs</a> ; <a href="#">Nawal Alhanaee, Director of Future Energy Department</a> |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                        | Q&A Team: <a href="#">Somayyah Alyammahi, Director of Productivity and Demand Department</a> ; <a href="#">Maggie Mahmoud, Assistant Consultant Projects &amp; Programs</a> ; <a href="#">Nawal Alhanaee, Director of Future Energy Department</a> ;                                                                                                                                     |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                        | <b>Rapid Biodiversity Translocation for Mega Projects (109)</b><br>Dubai Aviation Engineering Projects (DAEP), UAE<br>Presenter(s): <a href="#">Moaza AlZafin, Environmental Engineer</a>                                                                                                                                                                                                |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                        | Q&A Team: <a href="#">Moaza AlZafin, Environmental Engineer</a> ; <a href="#">Arindam Khan, Senior Safety Officer</a> ; and <a href="#">Ali Asghar, HSSE Administration Supervisor</a>                                                                                                                                                                                                   |
| 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                                                                                                                                                                                                                                                                                       | Close                                                                                                                                                                                                                                                                                                                                                                                    |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                       | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                       |

\*Registration Forms required for applications highlighted in red



## Session 5 - International Best Practice Competition

Thursday 06 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                                           | Agenda                                                                                                                                                                                                                                                                                                                                                                 |
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| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                                              | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                        |
| <b>Judges</b><br>Professor Dotun Adebajo, Professor of Supply Chain Management, University of Greenwich, UK<br>Ekaterina Dmitrieva, Associate, a Software-Focused Investment Firm, USA<br>Carew Hatherley, Managing Director, IQM Group NZ, New Zealand<br>Mai Trinh, Board Member, CFO, Business Strategy & Execution, M&A, Australia & Vietnam                                                                               |                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Technology transformation of a specific process or service</b> (use of digital, industrial or other technologies (excluding AI as the main driver) to significantly improve, automate or redesign one clearly defined process or service. Examples may include big data analytics, robotics, blockchain, GIS, augmented reality, IoT, RPA, industrial automation systems, advanced machinery or manufacturing technologies) |                                                                                                                                                                                                                                                                                                                                                                        |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                                                                                                              | <b>Digital School Health Screening Transformation (45)</b><br>SEHA Clinics, UAE<br>Presenter(s): <i>Fatima Hashi, Operation Manager</i>                                                                                                                                                                                                                                |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                                                                                                              | Q&A Team: <i>Fatima Hashi, Operation Manager; Dr. Najah Mustapha, SHS Project Consultant; and Nahida Salameh, SHS Education Manager</i>                                                                                                                                                                                                                                |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                                                                                                                              | <b>Intelligent Automation of Health Licensing Processes using RPA/AI (103)</b><br>Dubai Health Authority, UAE<br>Presenter(s): <i>Amer Alameri, Clinical Quality Specialist; Dana Ellaktah, Senior Administrative Officer; and Alaa Albqeen, Senior Specialist</i>                                                                                                     |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                                                                                                              | Q&A Team: <i>Amer Alameri, Clinical Quality Specialist; Dana Ellaktah, Senior Administrative Officer; and Alaa Albqeen, Senior Specialist</i>                                                                                                                                                                                                                          |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                                                                                                              | <b>Digital Lost and Found Platform (60)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): <i>Col. Mohamed Abdalla Bu Shehab, Head of Al Nuaimiya Comprehensive Police Station; Cap. Rashid Bin Hamdan Al Nuaimi, Head of the Criminal Investigation and Detection Branch; Capt. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation Branch</i> |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                                                                                                              | Q&A Team: <i>Col. Mohamed Abdalla Bu Shehab, Head of Al Nuaimiya Comprehensive Police Station; Cap. Rashid Bin Hamdan Al Nuaimi, Head of the Criminal Investigation and Detection Branch; Capt. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation Branch</i>                                                                                              |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                                                                                                            | <b>Eliminating Human Exposure with Robotic Inspection - Intelligent Robotics for Zero Exposure Inspections (145)</b><br>Noatum Maritime, AD Ports Group, UAE<br>Presenter(s): <i>Latifa Alketbi, Executive Project and David Stark, Senior Manager - Business Development</i>                                                                                          |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                                                                                                            | Q&A Team: <i>Latifa Alketbi, Executive Project; Arun Raj, QHSE Lead; and David Stark, Senior Manager - Business Development</i>                                                                                                                                                                                                                                        |
| UTC-10.25am, UAE-2.25pm, NZ-10.25pm                                                                                                                                                                                                                                                                                                                                                                                            | <b>Judicial Circulars Management Practice (91)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): <i>Lt. Col. Rashid Humaid Khalifa Al Alili, Deputy Director of the Traffic and Patrols Department; Dr. Mohammed Rashid Ghanem Al Asri Al Matrooshi; and Raed Mohammed Ahmed Hussam</i>                                                                   |
| UTC-10.35am, UAE-2.35pm, NZ-10.35pm                                                                                                                                                                                                                                                                                                                                                                                            | Q&A Team: <i>Lt. Col. Rashid Humaid Khalifa Al Alili, Deputy Director of the Traffic and Patrols Department; Dr. Mohammed Rashid Ghanem Al Asri Al Matrooshi; and Raed Mohammed Ahmed Hussam</i>                                                                                                                                                                       |
| 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                                                                                                                                                                                                                                                                                                                                                                  |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                                                                                                           | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                     |

\*Registration Forms required for applications highlighted in red



## Session 6 - International Best Practice Competition

Tuesday 11 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                                        | Agenda                                                                                                                                                                                                                                                                   |
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| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                                                                           | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                          |
| <b>Judges</b><br>Romy Baker, CEO, Business Excellence Australia, Australia<br>Dr. Rey Fremista, Chair, Philippine Society for Quality, Founder & Chief Consultant, MindGrit, Philippines<br>Dr. Saad Ghafoor, Operational Excellence Professional, Canada<br>Yuen Wah Ku, Chief of MTech Digital Leadership and Deputy Director of Corporate Services at NUS-ISS, Singapore |                                                                                                                                                                                                                                                                          |
| <b>Improvement initiatives</b> (major initiatives involving operational excellence, change management, knowledge management, or continuous improvement across multiple areas)                                                                                                                                                                                               |                                                                                                                                                                                                                                                                          |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                                                                           | <b>Jaywun: Transforming Marine Environmental Intelligence (137)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): Maitha Mohamed, Acting Executive Director – Terrestrial & Marine Biodiversity; Sara Salem, Marine Research; and Lamia Majid, Marine Research |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                                                                           | Q&A Team: Maitha Mohamed, Acting Executive Director – Terrestrial & Marine Biodiversity; Sara Salem, Marine Research; and Lamia Majid, Marine Research                                                                                                                   |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                                                                           | <b>Clinical Audit for Safer, Better Care at SEHA Clinics (74)</b><br>SEHA Clinics, UAE<br>Presenter(s): Aya Eideh, Performance Management Officer; Salama Al-Hosani, CMO; and Fatima Almarzooqi, Informatics                                                             |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                                                                           | Q&A Team: Aya Eideh, Performance Management Officer; Salama Al-Hosani, CMO; and Fatima Almarzooqi, Informatics                                                                                                                                                           |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                                                                           | <b>ICD-10 Coding at the Indus Hospital &amp; Health Network (39)</b><br>Indus Hospital & Health Network (IHHN), Pakistan<br>Presenter(s): Kafeel Naz Sajid, Deputy General Manager                                                                                       |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                                                                           | Q&A Team: Kafeel Naz Sajid, Deputy General Manager; Beenish Wajid, Manager; and Saba Danish, Deputy Manager                                                                                                                                                              |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                                                                           | <b>Project Quality Index Best Practices (110)</b><br>Dubai Aviation Engineering Projects (DAEP), UAE<br>Presenter(s): Dr. Mansour Farhat, Head of Quality Management & Operational Audit                                                                                 |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                                                                           | Q&A Team: Alia Alaleeli, Senior Corporate Excellence Manager and Dr. Mansour Farhat, Head of Quality Management & Operational Audit                                                                                                                                      |
| UTC-5.25am, UAE-9.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                                                                           | <b>Compensation Health Scorecard (105)</b><br>Dubai Government Human Resources Department (DGHR), UAE<br>Presenter(s): Qais Farooq, Chief HR Consultant                                                                                                                  |
| UTC-5.35am, UAE-9.35am, NZ-5.35pm                                                                                                                                                                                                                                                                                                                                           | Q&A Team: Qais Farooq, Chief HR Consultant; Maher Rashed Bin Sulaiman, Chief HR Consultant; and Ayesha AlJallaf, Senior Human Resources Specialist                                                                                                                       |
| 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                                                                                                                                                                                                                                                                                                                                          | Close                                                                                                                                                                                                                                                                    |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                                                                          | Judges Consensus Meeting – Private                                                                                                                                                                                                                                       |

\*Registration Forms required for applications highlighted in red



## Session 7 - International Best Practice Competition

Tuesday 11 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                             | Agenda                                                                                                                                                                                                                                                                                                                                       |
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| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                              |
| <b>Judges</b><br>Professor Dotun Adebajo, Professor of Supply Chain Management, University of Greenwich, UK<br>Dr. Ajitabh Ambastha, Director, Incubatee IIT, India<br>Dr. Rey Fremista, Chair, Philippine Society for Quality, Founder & Chief Consultant, MindGrit, Philippines<br>Dr. Phanasan Kohsuwan, Technical Sub-Committee and Lead Assessor for Thailand Quality Award (TQA), Thailand |                                                                                                                                                                                                                                                                                                                                              |
| <b>Strategy deployment and performance management</b> (implementing strategic plans, selecting KPIs, analysing performance, reporting results, and using dashboards to support decision-making)                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                              |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                                                                                | <b>Implementing a Standardised KPI Governance Model for Screening in SEHA Clinics (73)</b><br>SEHA Clinics, UAE<br>Presenter(s): Mona Abdel Magud Mohamed Elgendy, Clinical Quality and Patient Safety Officer; Abdul Wahid Arayaparath, HIS Clinical Support Analyst; and Shamma Saeed Al Alawi, Informatics Manager - Consultant Physician |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                                                                                | Q&A Team: Mona Abdel Magud Mohamed Elgendy, Clinical Quality and Patient Safety Officer; Abdul Wahid Arayaparath, HIS Clinical Support Analyst; and Shamma Saeed Al Alawi, Informatics Manager - Consultant Physician                                                                                                                        |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                                                                                                | <b>Raqeeb: Smart Regulatory Excellence in Public Health (10)</b><br>Government of Ajman – Municipality & Planning Dept, UAE<br>Presenter(s): Abdullah Abdulrazaq Ibrahim AlTamimi, Director of Public Health Dept.                                                                                                                           |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                                                                                | Q&A Team: Abdullah Abdulrazaq Ibrahim AlTamimi, Director of Public Health Dept.; Meerah Abdulla Eissa Khalifa Bushehab, Head of Food & Health Control Section; Amrou Shehata Mohammed Abdulrahman, Food Safety Specialist                                                                                                                    |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                                                                                | <b>Emergency Care Transformation Journey (27)</b><br>Jubail General Hospital, Saudi Arabia<br>Presenter(s): Sondos Mohammed Alhawsawi, ED Performance and Clinical Operation Manager; Dr. Sameer Masoud Alhamid, Head of Emergency Department; and Dr. Afnan Alburik, Deputy of Emergency Department Head                                    |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                                                                                | Q&A Team: Sondos Mohammed Alhawsawi, ED Performance and Clinical Operation Manager; Dr. Sameer Masoud Alhamid, Head of Emergency Department; and Dr. Afnan Alburik, Deputy of Emergency Department Head                                                                                                                                      |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                                                                              | <b>Transforming Pediatric Oncology Capacity Through Predictive Bed Governance (12)</b><br>King Hussein Cancer Center, Jordan<br>Presenter(s): Rawad Rihani, Chairperson, Department of Pediatrics                                                                                                                                            |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                                                                              | Q&A Team: Rawad Rihani, Chairperson, Department of Pediatrics; Dania Abu Jamous, Pediatric throughput Coordinator; Yara Abid, Pediatric throughput Coordinator                                                                                                                                                                               |
| 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                                                                                                                                                                                                                                                                                                                                        |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                                                                             | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                           |

\*Registration Forms required for applications highlighted in red



## Session 8 - International Best Practice Competition

Thursday 13 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Agenda                                                                                                                                                                                                                                                                                                                                                                          |
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| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                 |
| <b>Judges</b><br>Dr. Mehran Doulat, Centre of Excellence (CoE), Universiti Teknikal Malaysia (Melaka), Malaysia<br>Carew Hatherley, Managing Director, IQM Group NZ, New Zealand<br>Dr. Rey Fremista, Chair, Philippine Society for Quality, Founder & Chief Consultant, MindGrit, Philippines<br>Dr. Alan Samuel, Benchmarking Consultant & Researcher (futurist & best practice), Research in AI-human Collaboration, Leadership & Life Coach, New Zealand                                                                            |                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Integrated technology transformation across multiple processes or services (a coordinated initiative that uses digital, industrial or other technologies</b> (excluding AI as the main driver) to significantly improve, automate or redesign several interconnected processes or services, often across a department, facility or organisation. Examples may include integrated automation and analytics across a customer journey, organisation-wide IoT and monitoring solutions, or end-to-end digitisation of core operations). |                                                                                                                                                                                                                                                                                                                                                                                 |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>MARSA- Unified Digital Port Operations Excellence Platform (149)</b><br>Noatum Maritime, AD Ports Group, UAE<br>Presenter(s): Shameem Thurkey, Senior Business Analyst                                                                                                                                                                                                       |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Shameem Thurkey, Senior Business Analyst                                                                                                                                                                                                                                                                                                                              |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Integrated Criminal Report Package (63)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Capt. Sultan Bin Mohammed Al Nuaimi, Director of the Criminal Investigation and Detection Branch; 1st Lt. Mohammed Rashid Al Khatri, Director of the Security Information Branch; Ghazi Yaseen Al Subaihi, Executive Director of Quality and Institutional Excellence |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Capt. Sultan Bin Mohammed Al Nuaimi, Director of the Criminal Investigation and Detection Branch; 1st Lt. Mohammed Rashid Al Khatri, Director of the Security Information Branch; Ghazi Yaseen Al Subaihi, Executive Director of Quality and Institutional Excellence                                                                                                 |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>System-Integrated Maternal Tdap Immunization (84)</b><br>SEHA Health Services, UAE<br>Presenter(s): Hanan Rashed, Corporate Senior Infection Prevention and Control; Huda Aldhanhani, Pediatrics Infectious Diseases Consultant; and Khlood Catroon, Senior Clinical Pharmacist                                                                                              |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Hanan Rashed, Corporate Senior Infection Prevention and Control; Huda Aldhanhani, Pediatrics Infectious Diseases Consultant; and Khlood Catroon, Senior Clinical Pharmacist                                                                                                                                                                                           |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Aynati: A Digital Model Advancing Diagnostic Safety and Full Traceability (28)</b><br>Jubail General Hospital, Saudi Arabia<br>Presenter(s): Roaa Almousa, Chairperson Primary Healthcare; Rasha Almohseen, Director of Laboratory Department; Hussin Alsadiq, Laboratory Specialist                                                                                         |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Roaa Almousa, Chairperson Primary Healthcare; Rasha Almohseen, Director of Laboratory Department; Hussin Alsadiq, Laboratory Specialist                                                                                                                                                                                                                               |
| UTC-5.25am, UAE-9.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Digital Compliance Monitoring and Renewal Automation System (79)</b><br>Sdeira Group - Eskan, UAE<br>Presenter(s): Muhammad Alhussein, Specialist - QHSE; Shanavas Saifudeen, Manager - City Management                                                                                                                                                                      |
| UTC-5.35am, UAE-9.35am, NZ-5.35pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Muhammad Alhussein, Specialist - QHSE; Shanavas Saifudeen, Manager - City Management; and Eissa Al Hemeiri, General Manager                                                                                                                                                                                                                                           |
| UTC-5.45am, UAE-9.45am, NZ-5.45pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Integrated Cleanliness Services Platform (ICSP) (70)</b><br>Abu Dhabi City Municipality, UAE<br>Presenter(s): Khaled khamees Almazrooqi, Director of Public Cleanliness Division                                                                                                                                                                                             |
| UTC-5.55am, UAE-9.55am, NZ-5.55pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Khaled khamees Almazrooqi, Director of Public Cleanliness Division; Aqeel Ali Alhashimi, Head of Contracts and Follow up Section; and Yahya Naser Alshkeili, Head of the Public Cleanliness Monitoring Department                                                                                                                                                     |
| 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Close                                                                                                                                                                                                                                                                                                                                                                           |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                              |

\*Registration Forms required for applications highlighted in red



INTERNATIONAL  
**BEST**  
PRACTICE  
COMPETITION

## Session 9 - International Best Practice Competition

Thursday 13 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                                | Agenda                                                                                                                                                                                                                                                                             |
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| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                                   | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                    |
| <b>Judges</b><br>Dr. Ajitabh Ambastha, Director, Incubatee IIT, India<br>Teresa Bagaman, Director, Global Benchmarking Network, Consultant on Strategic Innovation, The Medical City, Philippines<br>Ekaterina Dmitrieva, Associate, a Software-Focused Investment Firm, USA<br>Mai Trinh, Board Member, CFO, Business Strategy & Execution, M&A, Australia & Vietnam                                               |                                                                                                                                                                                                                                                                                    |
| <b>AI-led transformation</b> (A best practice where artificial intelligence (including machine learning or generative AI) is the primary driver of improving, automating or redesigning one or more processes or services. Examples may include AI-driven decision support, predictive maintenance, fraud detection, recommendation engines, computer-vision inspection, or generative-AI assistants and chatbots). |                                                                                                                                                                                                                                                                                    |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                                                                                                   | <b>Data-driven and AI-Embedded Operational Governance for Bus Service Excellence (7)</b><br>Roads and Transport Authority, UAE<br>Presenter(s): Reghu Anguswamy, Chief Specialist; Mohamed Saleh, Deputy Director and Manager -- Bus OCC; Christy Ann Cherian, Chief Specialist    |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                                                                                                   | Q&A Team: Reghu Anguswamy, Chief Specialist; Mohamed Saleh, Deputy Director and Manager -- Bus OCC; Christy Ann Cherian, Chief Specialist                                                                                                                                          |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                                                                                                                   | <b>Dubai AI Real-Time Trusted Information (158)</b><br>Dubai Digital Authority, UAE<br>Presenter(s): Abdulaziz Altunaiji, Senior Director and Alya Alshehhi, Customer Experience Specialist                                                                                        |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                                                                                                   | Q&A Team: Abdulaziz Altunaiji, Senior Director; Alya Alshehhi, Customer Experience Specialist; and Philip Nakhleh, System Developer                                                                                                                                                |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                                                                                                   | <b>AJP 800901 AI Platform (96)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Col. Saeed Ali Saeed Abdullah Al Madhani, Deputy Director of the Operations Department and Lt. Col. Noura Sultan Hamad Ali Al Shamsi, Head of the Media and Public Relations Section |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                                                                                                   | Q&A Team: Col. Saeed Ali Saeed Abdullah Al Madhani, Deputy Director of the Operations Department; Lt. Col. Noura Sultan Hamad Ali Al Shamsi, Head of the Media and Public Relations Section; and Capt. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation              |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                                                                                                 | <b>The Enhancement of Testing Process for Chloride Titration by the Integration of Artificial Intelligence Robots (37)</b><br>Dubai Municipality-Dubai Central Laboratories, UAE<br>Presenter(s): Rama Krishnan Murugaiyan, Senior Engineering Materials Analyst                   |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                                                                                                 | Q&A Team: Adnan Mahmoud Al Marzouqi, Section Manager; Hend Isamil Al Rahma, Principal Products Quality Specialist; and Rama Krishnan Murugaiyan, Senior Engineering Materials Analyst                                                                                              |
| 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                                                                                                                                                                                                                                                                              |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                                                                                                | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                 |

\*Registration Forms required for applications highlighted in red



## Session 10 - International Best Practice Competition

Tuesday 18 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                 | Agenda                                                                                                                                                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                                                    | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                 |
| <b>Judges</b><br>Dr. Mehran Doulat, Centre of Excellence (CoE), Universiti Teknikal Malaysia (Melaka), Malaysia<br>Dr. Siham El-Kafafi, Director & Business Consultant, Arrows Research Consultancy, New Zealand<br>Paul Grizzell, President of Core Values Partners, Inc, United States<br>Suresh Lulla, Managing Trustee, Qimpro Foundation, India |                                                                                                                                                                                                                                                                                                                 |
| <b>Social and community responsibility</b> (engaging with communities, delivering public value, improving inclusion, supporting diversity, and addressing social needs)                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                 |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                                                    | <b>SDG Champions Network with Structured CSR Tracker (148)</b><br>Noatum Maritime, AD Ports Group, UAE<br>Presenter(s): <i>Rahaf Al Qahtani, Senior Officer – Project Management and Abdelrahman Nasreldin, Environmental Specialist</i>                                                                        |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                                                    | Q&A Team: <i>Rahaf Al Qahtani, Senior Officer – Project Management and Abdelrahman Nasreldin, Environmental Specialist</i>                                                                                                                                                                                      |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                                                    | <b>Primary Care Future-Proofs Hearing in Gaming Era (44)</b><br>SEHA Clinics, UAE<br>Presenter(s): <i>Dr Snithin Sasheendran, Audiology Team Lead</i>                                                                                                                                                           |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                                                    | Q&A Team: <i>Fatma Hussain Kamyabi, Allied Health Manager; Dr Snithin Sasheendran, Audiology Team Lead; and Liba Mathew Yohannan, Senior Continuous Quality Improvement Officer</i>                                                                                                                             |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                                                    | <b>Data-Driven Complex Care Coordination Program Using PDCA (35)</b><br>Qatif Central Hospital, Saudi Arabia<br>Presenter(s): <i>Rawan Abu Fadda, Director of Nursing Services</i>                                                                                                                              |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                                                    | Q&A Team: <i>Rawan Abu Fadda, Director of Nursing Services; Majed Al Saif, Care Management Head; Abrar Al Khalifan, Complex Care Coordinator</i>                                                                                                                                                                |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                                                    | <b>Sensory Room for People of Determination (Autism Spectrum Disorder) (56)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): <i>Col. Mohamed Abdalla Bu Shehab, Head of Al Nuaimiya Comprehensive Police Station; Capt. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation Branch</i> |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                                                    | Q&A Team: <i>Col. Mohamed Abdalla Bu Shehab, Head of Al Nuaimiya Comprehensive Police Station; Capt. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation Branch; WO. Fatima Rashid Bin Zayed Al Ali</i>                                                                                              |
| 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                                                                                                                                                                                                                                                                                                                   | Close                                                                                                                                                                                                                                                                                                           |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                                                   | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                              |

\*Registration Forms required for applications highlighted in red



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## Session 11 - International Best Practice Competition

**Tuesday 18 August 2026**

| Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Agenda                                                                                                                                                                                                                                                                                                                                                                  |
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| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                         |
| <b>Judges</b><br>Carrie Marr, Senior Leader in Strategic Change & Health System Innovation, UK<br>Niso Nigmatullina, Founder, Satou Agency, USA<br>Cynthia Payne, Managing Director, Anchor Excellence, Australia<br>Trish Wilson, Founder/Director, The Network of Us (NOUS), New Zealand                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Governance</b> (governance frameworks, transparency, accountability, ethics, integrity, oversight, and responsible decision-making)                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                         |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Unified Medical Operations (83)</b><br>Department of Health Abu Dhabi, UAE<br>Presenter(s): <a href="#">Hanoof Mohammed, Special Pathways Program Specialist</a>                                                                                                                                                                                                     |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: <a href="#">Saud Hamad Ahmed Alshams, Director of Operations, Unified Medical Operations Command</a> ; <a href="#">Suleiman Ibrahim Salem Ayasrah, Director of Operations, Health Emergency Management</a> ; <a href="#">Asma Alnuaimi, Acting Director, preparedness division</a> ; and <a href="#">Hanoof Mohammed, Special Pathways Program Specialist</a> |
| <b>Management of assets</b> (managing financial assets, physical assets, infrastructure, equipment, facilities, and other organisational assets, including asset inspection, condition monitoring, maintenance, and lifecycle optimisation)                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                         |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Smart Logistics Support System (66)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): <a href="#">1st Lt. Saeed Tariq Al Ghafli, Head of the Knowledge Branch</a> ; <a href="#">Mariam Abdullah Ibrahim Al Manaie</a> ; and <a href="#">Reem Faisal Mohammed Al Qaidi</a>                                                                               |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: <a href="#">1st Lt. Saeed Tariq Al Ghafli, Head of the Knowledge Branch</a> ; <a href="#">Mariam Abdullah Ibrahim Al Manaie</a> ; and <a href="#">Reem Faisal Mohammed Al Qaidi</a>                                                                                                                                                                           |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Dubai Municipality Investment Strategy (78)</b><br>Dubai Municipality, United Arab Emirates<br>Presenter(s):                                                                                                                                                                                                                                                         |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team                                                                                                                                                                                                                                                                                                                                                                |
| <b>Integrated technology transformation across multiple processes or services</b> (a coordinated initiative that uses digital, industrial or other technologies (excluding AI as the main driver) to significantly improve, automate or redesign several interconnected processes or services, often across a department, facility or organisation. Examples may include integrated automation and analytics across a customer journey, organisation-wide IoT and monitoring solutions, or end-to-end digitisation of core operations). |                                                                                                                                                                                                                                                                                                                                                                         |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Digital Transformation of Group HSSE Through Enhanced Interconnected Platforms (117)</b><br>AD Ports Group, UAE<br>Presenter(s): <a href="#">Mohamed H Al Hosani, VP - Group HSSE &amp; Business Continuity</a>                                                                                                                                                      |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Q&A Team: <a href="#">Mohamed H Al Hosani, VP - Group HSSE &amp; Business Continuity</a> ; <a href="#">Abdul Aziz Zurub, Director – Corporate HSE</a> ; and <a href="#">Alev Saygi, Sr. Manager – HSE Performance Management</a>                                                                                                                                        |
| 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                                                                                                                                                                                                                                                                                                                                                                   |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                      |

\*Registration Forms required for applications highlighted in red



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## Session 12 - International Best Practice Competition

Thursday 20 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Agenda                                                                                                                                                                                                                                                                                                                                                                             |
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| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                    |
| <b>Judges</b><br>Teresa Bagaman, Director, Global Benchmarking Network, Consultant on Strategic Innovation, The Medical City, Philippines<br>Dr. Saad Ghafoor, Operational Excellence Professional, Canada<br>Michael McLean, Managing Director, McLean Management Consultants, Australia<br>Rob Walley, BEA Ambassador, Business Excellence Australia, Australia                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Process improvement projects</b> (examples include Lean, Six Sigma, benchmarking, cycle-time reduction, efficiency improvement, and quality improvement projects)                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                    |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Lifestyle and Residential New Business Quoting Process (15)</b><br>FMG, New Zealand<br>Presenter(s): Luke Jones, Business Improvement Lead                                                                                                                                                                                                                                      |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Luke Jones, Business Improvement Lead; Danella Dunning, Head of Operational Excellence                                                                                                                                                                                                                                                                                   |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Multimodal IPC Screening and Dressing Optimization (17)</b><br>Dammam Medical Complex, Saudi Arabia<br>Presenter(s): Hajer Am Al-Dossary, Infection Prevention and Control Director; Zainab Zainaldeen Zainaldeen, Head of Health care epidemiology surveillance; Nada Al-Hamed Al-Hamed, Co-leader AMS                                                                         |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Hajer Am Al-Dossary, Infection Prevention and Control Director; Zainab Zainaldeen Zainaldeen, Head of Health care epidemiology surveillance; Nada Al-Hamed Al-Hamed, Co-leader AMS                                                                                                                                                                                       |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Rapid AMR Screening: Cutting Hospital Stay and Cost (23)</b><br>Eastern Health Cluster, Saudi Arabia<br>Presenter(s): Reyof Salem Al-Azmi, Manager of Infection Prevention and Control                                                                                                                                                                                          |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Reyof Salem Al-Azmi, Manager of Infection Prevention and Control; Tarfa Saad Al-Mugeren, Supervisor of Infection Prevention and Control Performance and Improvement                                                                                                                                                                                                      |
| <b>Integrated technology transformation across multiple processes or services</b> (a coordinated initiative that uses digital, industrial or other technologies (excluding AI as the main driver) to significantly improve, automate or redesign several interconnected processes or services, often across a department, facility or organisation. Examples may include integrated automation and analytics across a customer journey, organisation-wide IoT and monitoring solutions, or end-to-end digitisation of core operations). |                                                                                                                                                                                                                                                                                                                                                                                    |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Zajel Electronic System for Inmate Requests (65)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Col. Mohammed Mubarak Mohammed Al Ghaffli, Head of the Correctional and Rehabilitation Institution Department; Maj. Rashid Abdulnoor Mohammed Al Ajmani, Head of the Men's Prison Branch; 1st Lt. Saeed Tariq Abdullah Al Ghaffli, Head of the Knowledge Branch |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Col. Mohammed Mubarak Mohammed Al Ghaffli, Head of the Correctional and Rehabilitation Institution Department; Maj. Rashid Abdulnoor Mohammed Al Ajmani, Head of the Men's Prison Branch; 1st Lt. Saeed Tariq Abdullah Al Ghaffli, Head of the Knowledge Branch                                                                                                          |
| 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Close                                                                                                                                                                                                                                                                                                                                                                              |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                 |

\*Registration Forms required for applications highlighted in red



## Session 13 - International Best Practice Competition

Thursday 20 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                                                    | Agenda                                                                                                                                                                                                                                                                                                                                                             |
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| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                                                       | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                    |
| <b>Judges</b><br>Dr. Joseph DeFeo, Chief Quality & Advocacy Officer, ComplianceQuest and Past CEO Juran Institute, United States<br>Ravi Fernando, Thrive35, Founder and Director, Business Excellence Australia, Director, Australia<br>Phil Guerin, Past President IMC New Zealand, Director Hague Consulting Ltd, New Zealand<br>Harnek Singh, Adjunct & External Assessor, Skills and Workforce Development Agency (SWDA) Singapore |                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Crisis, emergency, and disaster management</b> (emergency preparedness, crisis response, disaster mitigation, recovery planning, and business continuity)                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                    |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Mobile Smart Police Station Practice (93)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Col. Ghaith Khalifa Salem Al Kaabi, Director of Al Madinah Comprehensive Police Station; Capt. Saud Mohammed Rashid Al Nuaimi, Head of the Happiness Section; and 1st Lt. Mohammed Rashid Mohammed Al Khatari, Head of the Security Information Branch |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Col. Ghaith Khalifa Salem Al Kaabi, Director of Al Madinah Comprehensive Police Station; Capt. Saud Mohammed Rashid Al Nuaimi, Head of the Happiness Section; and 1st Lt. Mohammed Rashid Mohammed Al Khatari, Head of the Security Information Branch                                                                                                   |
| <b>Innovation systems and approaches</b> (ideas management systems, innovation governance, innovation culture, and approaches for encouraging and managing innovation)                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                    |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Nuclear Solutions Group (Sprint Project) (1)</b><br>Sellafeld Ltd, UK<br>Presenter(s): Lorna Devine, NSG Engineering Lead; Matt Dixon, NSG Engineering Lead; Craig Branney, Head of Nuclear Solutions Group                                                                                                                                                     |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Lorna Devine, NSG Engineering Lead; Matt Dixon, NSG Engineering Lead; Craig Branney, Head of Nuclear Solutions Group; and Darren Telford, Implementation Lead, Resolve Engineered Solutions                                                                                                                                                              |
| <b>Employee engagement and empowerment</b> (teamwork, motivation, empowerment, satisfaction, recognition, and employee involvement)                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                    |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Empowering Every Employee Voice (167)</b><br>Department of Municipalities and Transport (DMT), UAE<br>Presenter(s): Waleed Alhammadi, Director Talent Affairs; Arieq Elsiddig, Specialist - Payroll & Benefits; and Aneesha Sharma, HC Systems Consultant                                                                                                       |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                                                                                                                       | Q&A Team: Waleed Alhammadi, Director Talent Affairs; Arieq Elsiddig, Specialist - Payroll & Benefits; and Aneesha Sharma, HC Systems Consultant                                                                                                                                                                                                                    |
| <b>Governance</b> (governance frameworks, transparency, accountability, ethics, integrity, oversight, and responsible decision-making)                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                    |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Integrated Cross-Sector Governance Framework for Sustainable Financial Operations (25)</b><br>EHC- RCM, Saudi Arabia<br>Presenter(s): Zainab Alyousif, Group Manager, Business Services-Finance                                                                                                                                                                 |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                                                                                                                     | Q&A Team: Zainab Alyousif, Group Manager, Business Services-Finance and Mohammed Aljuraifani, VP of Finance                                                                                                                                                                                                                                                        |
| 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                                                                                                                                                                                                                                                                                                                                                              |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                                                                                                                    | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                 |

\*Registration Forms required for applications highlighted in red



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## Session 14 - International Best Practice Competition

Wednesday 26 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                   | Agenda                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                                                                                      | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                           |
| <b>Judges</b><br>Shouqi Al Yousuf, Business Excellence and Strategy Consultant, UAE<br>Phil Guerin, Past President IMC New Zealand, Director Hague Consulting Ltd, New Zealand<br>Peter Holtmann, Founder, Managing Director, Holtmann Professional Services, Australia<br>Dr. Phanasan Kohsuwan, Technical Sub-Committee and Lead Assessor for Thailand Quality Award (TQA), Thailand |                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Risk management and resilience</b> (identifying, assessing, preventing, and minimising strategic, operational, public health, environmental, community, and other risks)                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                           |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                                                                                      | <b>Abu Dhabi Safety Transformation through Reporting, Intelligence, Data, and Empowerment (81)</b><br>Department of Health Abu Dhabi, UAE<br>Presenter(s): Fatima Alhajer, Division Director - Patient Safety, Advocacy, and Risk Management; Dr. Bakr Saadoon, Projects Manager Patient Safety Advocacy and Risk Management; and Luena Palacios, Senior Specialist Quality Improvement Impact Assessment |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Fatima Alhajer, Division Director - Patient Safety, Advocacy, and Risk Management; Dr. Bakr Saadoon, Projects Manager Patient Safety Advocacy and Risk Management; and Luena Palacios, Senior Specialist Quality Improvement Impact Assessment                                                                                                                                                  |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                                                                                      | <b>Data-Driven Clinical Enhancement Workshop for Nurses (112)</b><br>Shaikh Tahnoon Bin Mohammed Medical City, UAE<br>Presenter(s): Najla Mohammed, Education Unit Nurse Manager and Nidal Al Namrawi, Clinical Resource Nurse                                                                                                                                                                            |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Najla Mohammed, Education Unit Nurse Manager and Nidal Al Namrawi, Clinical Resource Nurse                                                                                                                                                                                                                                                                                                      |
| <b>Crisis, emergency, and disaster management</b> (emergency preparedness, crisis response, disaster mitigation, recovery planning, and business continuity)                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                           |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                                                                                      | <b>Lead the Risk, Sustain Supply Chain (120)</b><br>AD Ports Group, UAE<br>Presenter(s): Mohamed Al Hosani, VP - Corporate HSSE & Business Continuity                                                                                                                                                                                                                                                     |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Mohamed Al Hosani, VP - Corporate HSSE & Business Continuity; Sarah Aichour, Business Continuity Manager; and Samer Abu Amarah, Senior Specialist - Policies & Procedures                                                                                                                                                                                                                       |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                                                                                      | <b>Makhzan Al Khair: Building the World's Largest Strategic Underground Drinking Water Reserve (136)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): Abdulla Alhammadi, Specialist                                                                                                                                                                                                            |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                                                                                      | Q&A Team:                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Cybersecurity and information security</b> (managing cyber risks, protecting information, preventing security incidents, and strengthening digital resilience)                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                           |
| UTC-5.25am, UAE-9.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                                                                                      | <b>AI SHIELD (87)</b><br>Dubai Culture & Arts Authority, UAE<br>Presenter(s): Abdullah Foudeh, Infrastructure and Technical Support Manager                                                                                                                                                                                                                                                               |
| UTC-5.35am, UAE-9.35am, NZ-5.35pm                                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Mohamed Yousif Alhammadi, IT Director; Abdullah Foudeh, Infrastructure and Technical Support Manager; and Ahoud Alsaadi, Smart Services Development Section                                                                                                                                                                                                                                     |
| 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                                                                                                                                                                                                                                                                                                                                                     | Close                                                                                                                                                                                                                                                                                                                                                                                                     |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                                                                                     | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                                        |

\*Registration Forms required for applications highlighted in red



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## Session 15 - International Best Practice Competition

Wednesday 26 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                                           | Agenda                                                                                                                                                                                                                                                                                                                                                                              |
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| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                                              | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                     |
| <b>Judges</b><br>Ravi Fernando, Thrive35, Founder and Director, Business Excellence Australia, Director, Australia<br>Dr. Phanasan Kohsuwan, Technical Sub-Committee and Lead Assessor for Thailand Quality Award (TQA), Thailand<br>Dale Weeks, Global Leadership and Benchmarking Associates, USA<br>Dr. Saad Ghafoor, Operational Excellence Professional, Canada                                                           |                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Process improvement projects</b> (examples include Lean, Six Sigma, benchmarking, cycle-time reduction, efficiency improvement, and quality improvement projects)                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                     |
| UTC-9.05am, UAE-1.05pm, NZ, 9.05pm                                                                                                                                                                                                                                                                                                                                                                                             | <b>Unified Microbiology Services: Faster, Safer, Cost-Efficient Care (30)</b><br>King Fahad Specialized Hospital, Saudi Arabia<br>Presenter(s): <a href="#">Baha Abdalhamid, Consultant, Medical and Molecular Microbiologist</a>                                                                                                                                                   |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                                                                                                              | Q&A Team: <a href="#">Baha Abdalhamid, Consultant, Medical and Molecular Microbiologist</a> ; <a href="#">Nowayer Alkhaldi, Microbiology Supervisor</a> ; <a href="#">Qamra Al-Qahtani, Molecular Pathology Supervisor</a>                                                                                                                                                          |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                                                                                                                              | <b>Demand-Driven Surgical Scheduling to Improve OR Utilisation (68)</b><br>Dhahran Eye Specialist Hospital, Saudi Arabia<br>Presenter(s): <a href="#">Dalia Nabil Abbas, Project Leader - Head of Anaesthesia Department -- Anaesthesia Consultant</a>                                                                                                                              |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                                                                                                              | Q&A Team: <a href="#">Dalia Nabil Abbas, Project Leader - Head of Anaesthesia Department -- Anaesthesia Consultant</a> ; <a href="#">Nora AlMulhim, Quality &amp; Performance Manager</a> ; and <a href="#">Dhoha AlHamad, Member – Medical and Clinical Affairs Director</a>                                                                                                       |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                                                                                                              | <b>Establishing a Multidisciplinary Team to Improve Outpatient Care for Sickle Cell Disease Patients (34)</b><br>Prince Mohammed bin Fahad General Hospital, Saudi Arabia<br>Presenter(s): <a href="#">Dr. Mohamed Al-Zayer, Head of Haematology</a> ; <a href="#">Dr. Mazen Al-Zaier, Medical Director</a> ; and <a href="#">Dr. Zaid Al-Mustaffa, Assistants Medical Director</a> |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                                                                                                              | Q&A Team: <a href="#">Dr. Mohamed Al-Zayer, Head of Haematology</a> ; <a href="#">Dr. Mazen Al-Zaier, Medical Director</a> ; and <a href="#">Dr. Zaid Al-Mustaffa, Assistants Medical Director</a>                                                                                                                                                                                  |
| <b>Improvement initiatives</b> (major initiatives involving operational excellence, change management, knowledge management, or continuous improvement across multiple areas)                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                     |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                                                                                                            | <b>Process COE Best Practice (161)</b><br>Westpac New Zealand Limited, New Zealand<br>Presenter(s): <a href="#">Brendan Shea, Head of Process and Robert Brown, Craft Specialist</a>                                                                                                                                                                                                |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                                                                                                            | Q&A Team: <a href="#">Brendan Shea, Head of Process and Robert Brown, Craft Specialist</a>                                                                                                                                                                                                                                                                                          |
| <b>Technology transformation of a specific process or service</b> (use of digital, industrial or other technologies (excluding AI as the main driver) to significantly improve, automate or redesign one clearly defined process or service. Examples may include big data analytics, robotics, blockchain, GIS, augmented reality, IoT, RPA, industrial automation systems, advanced machinery or manufacturing technologies) |                                                                                                                                                                                                                                                                                                                                                                                     |
| UTC-10.25am, UAE-2.25pm, NZ-10.25pm                                                                                                                                                                                                                                                                                                                                                                                            | <b>Dubai Police Lost and Found Service (116)</b><br>Dubai Police, UAE<br>Presenter(s): <a href="#">Reem Alhosani, Head of Communication and Complaint Follow-up</a>                                                                                                                                                                                                                 |
| UTC-10.35am, UAE-2.35pm, NZ-10.35pm                                                                                                                                                                                                                                                                                                                                                                                            | Q&A Team: <a href="#">Reem Alhosani, Head of Communication and Complaint Follow-up</a>                                                                                                                                                                                                                                                                                              |
| 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                                                                                                                                                                                                                                                                                                                                                                               |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                                                                                                           | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                  |

\*Registration Forms required for applications highlighted in red



## Session 16 - International Best Practice Competition

Thursday 27 August 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                | Agenda                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                                                                                                   | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                                             |
| <b>Judges</b><br>Suresh Lulla, Managing Trustee, Qimpro Foundation, India<br>Cynthia Payne, Managing Director, Anchor Excellence, Australia<br>Dr. Almas Tazein, Senior Researcher and Consultant, Centre for Organisational Excellence Research (COER), New Zealand<br>Dr. Azizah Yusof, Centre for Educational Sustainability Development and Strategies, INTI International University, Malaysia |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Employee health, safety, and wellbeing</b> (workplace health and safety, employee wellbeing, and the prevention of occupational risks)                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                                                                                                   | <b>AI Videos for HSE Communication (150)</b><br>Noatum Maritime, AD Ports Group, UAE<br>Presenter(s): <a href="#">Odai Al Karadsheh, Performance Monitoring Specialist</a><br>Q&A Team: <a href="#">Odai Al Karadsheh, Performance Monitoring Specialist</a>                                                                                                                                                                |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                                                                                                   | <b>Integrated Workforce Health &amp; Welfare System (153)</b><br>Noatum Maritime, AD Ports Group, UAE<br>Presenter(s): <a href="#">Joud Masri, HSSEQ Specialist – GRC; Wael Arafa, HSSEQ &amp; GRC Manager; and Capt. Abdullah Al Hammadi, Commercial Director</a><br>Q&A Team: <a href="#">Joud Masri, HSSEQ Specialist – GRC; Wael Arafa, HSSEQ &amp; GRC Manager; and Capt. Abdullah Al Hammadi, Commercial Director</a> |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Workforce management and employee services</b> (workforce planning, recruitment, talent acquisition, succession planning, retention, HR information systems, attendance management, leave services, employee certificates, and other internal workforce and employee services)                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                                                                                                   | <b>Predictive Workforce Intelligence (141)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): <a href="#">Ghazi Khalid, Section Head - Organisational Development</a><br>Q&A Team: <a href="#">Ghazi Khalid, Section Head - Organisational Development; Majid AlSaadi, Humna Resources Consultants; and Asma AlHosani, Section Head – Talent Management</a>                                                        |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                                                                                                   | <b>Mawared Ajman” Smart App (89)</b><br>Department of Human Resources – Ajman Government (DHR), UAE<br>Presenter(s): <a href="#">Maitha Alremeithi, Data Analyst</a><br>Q&A Team: <a href="#">Maitha Alremeithi, Data Analyst; Mohammad Irshed, HR Systems Consultant; and Fatima Alshaali, Technical Systems Specialist</a>                                                                                                |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                             |
| UTC-5.25am, UAE-9.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                                                                                                   | <b>Allied Health Productivity Framework (20)</b><br>EHC - Allied Health, Saudi Arabia<br>Presenter(s): <a href="#">Noura Alsaleh, Group Manager Planning and Productivity, EHC; Abdullatif Alsalem, Eastern Health Cluster (EHC); Noora Alkuwaiz</a><br>Q&A Team: <a href="#">Noura Alsaleh, Group Manager Planning and Productivity, EHC; Abdullatif Alsalem, Eastern Health Cluster (EHC); Noora Alkuwaiz</a>             |
| UTC-5.35am, UAE-9.35am, NZ-5.35pm                                                                                                                                                                                                                                                                                                                                                                   | Q&A Team:                                                                                                                                                                                                                                                                                                                                                                                                                   |
| UTC-5.45am, UAE-9.45am, NZ-5.45pm                                                                                                                                                                                                                                                                                                                                                                   | <b>Unified Government Workforce Management (160)</b><br>Dubai Digital Authority, UAE<br>Presenter(s): <a href="#">Ahmed Farag Khir, ERP Architect</a><br>Q&A Team: <a href="#">Ahmed Farag Khir, ERP Architect; Hend Saif ALRowahi, Manager of Human Resources and Payroll Systems; and Huda AlHashimi, Senior Director</a>                                                                                                 |
| 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                                                                                                                                                                                                                                                                                                                                                                  | Close                                                                                                                                                                                                                                                                                                                                                                                                                       |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                                                                                                  | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                                                          |

\*Registration Forms required for applications highlighted in red



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## Session 17 - International Best Practice Competition

Thursday 27 August 2026

| Time                                                                                                                                                                                                                                                                                                                                         | Agenda                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                            | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Judges</b><br>Romy Baker, CEO, Business Excellence Australia, Australia<br>Mai Trinh, Board Member, CFO, Business Strategy & Execution, M&A, Australia & Vietnam<br>Rob Walley, BEA Ambassador, Business Excellence Australia, Australia<br>Nancy Nouaimeh, Leadership and Organizational Excellence Consultant, Xcellium Consulting, UAE |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Customer and market focus</b> (understanding customer needs, improving customer experience, building loyalty, handling complaints, and exceeding expectations)                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                            | <b>Smart Path Practice for Vehicle Inspection (62)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Maj. Ali Mohammed Rashid Al Nuaimi, Head of the Vehicle Licensing Department; Capt. Abdullah Mohammed Hilal Al Shamsi, Head of the Heavy Vehicle Technical Inspection Branch; Lt. Abdulrahman Bin Sultan Al Nuaimi, Head of the Programs and Systems Branch                                                                                           |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                            | Q&A Team: Maj. Ali Mohammed Rashid Al Nuaimi, Head of the Vehicle Licensing Department; Capt. Abdullah Mohammed Hilal Al Shamsi, Head of the Heavy Vehicle Technical Inspection Branch; Lt. Abdulrahman Bin Sultan Al Nuaimi, Head of the Programs and Systems Branch                                                                                                                                                                                                   |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                                            | <b>Embalming Service Project (3)</b><br>Sharjah Police Headquarters, UAE<br>Presenter(s): Col. Dr Sameh Khamis Alhalyan ; Capt. Saqer Sultan Alyahyae; Mariam Eisa Alhazami                                                                                                                                                                                                                                                                                             |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                            | Q&A Team: Col. Dr Sameh Khamis Alhalyan ; Capt. Saqer Sultan Alyahyae; Mariam Eisa Alhazami                                                                                                                                                                                                                                                                                                                                                                             |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                            | <b>Wiyakum Package Project (48)</b><br>Ras Al Khaimah Police HQ, UAE<br>Presenter(s): Dr. Hamad Alshehhi, Head of Happiness Section; Ahmed Abuqoota, Officer 1st Lt.; Ibrahim Harara, Senior Consultant                                                                                                                                                                                                                                                                 |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                            | Q&A Team: Dr. Hamad Alshehhi, Head of Happiness Section; Ahmed Abuqoota, Officer 1st Lt.; Ibrahim Harara, Senior Consultant                                                                                                                                                                                                                                                                                                                                             |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                          | <b>An Innovative Digital Self-Service Channel Supported by Virtual Assistance Services (95)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Col. Ghaith Khalifa Salem Al Kaabi, Head of Al Madinah Comprehensive Police Station; Col. Mohammed Abdullah Bu Shehab Al Suwaidi, Head of Al Nuaimiya Comprehensive Police Station; and Lt. Col. Dr. Mohammed Ahmed Hzeem Al Suwaidi, Deputy Director of the Strategy and Performance Development Department |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                          | Q&A Team: Col. Ghaith Khalifa Salem Al Kaabi, Head of Al Madinah Comprehensive Police Station; Col. Mohammed Abdullah Bu Shehab Al Suwaidi, Head of Al Nuaimiya Comprehensive Police Station; and Lt. Col. Dr. Mohammed Ahmed Hzeem Al Suwaidi, Deputy Director of the Strategy and Performance Development Department                                                                                                                                                  |
| UTC-10.25am, UAE-2.25pm, NZ-10.25pm                                                                                                                                                                                                                                                                                                          | <b>Borderless Travel Ecosystem (143)</b><br>General Directorate for Identity and Foreigners Affairs Dubai, UAE<br>Presenter(s): Eng. Eissa Alkamali, Head of Section                                                                                                                                                                                                                                                                                                    |
| UTC-10.35am, UAE-2.35pm, NZ-10.35pm                                                                                                                                                                                                                                                                                                          | Q&A Team: Eng. Eissa Alkamali, Head of Section; Hashim Alhashimi, Head of Department; and Dr. Salem Albedwawi, Head of Section                                                                                                                                                                                                                                                                                                                                          |
| UTC-10.45am, UAE-2.45pm, NZ-10.45pm                                                                                                                                                                                                                                                                                                          | <b>Driving Environmental Excellence Through Sustainability Recognition (133)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): Dr. Entesar Ali Al Menhali, Expert-Organization Excellence and Innovation; Osama Bassam Abu Saleem, Advisor – Secretary General Office; and Aysha Matar Al Ketbi, Office Director – Strategic Planning                                                                                                                         |
| UTC-10.55am, UAE-2.55pm, NZ-10.55pm                                                                                                                                                                                                                                                                                                          | Q&A Team: Dr. Entesar Ali Al Menhali, Expert-Organization Excellence and Innovation; Osama Bassam Abu Saleem, Advisor – Secretary General Office; and Aysha Matar Al Ketbi, Office Director – Strategic Planning                                                                                                                                                                                                                                                        |
| 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                         | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                                                                                                      |

\*Registration Forms required for applications highlighted in red



## Session 18 - International Best Practice Competition

Tuesday 1 September 2026

| Time                                                                                                                                                                                                                                                                                 | Agenda                                                                                                                                                                                                                                                                                                                                                                                              |
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| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                    | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                     |
| <b>Judges</b><br>Jeremy Cox, Managing Director, Klicx, New Zealand<br>Dr. Siham El-Kafafi, Director & Business Consultant, Arrows Research Consultancy, New Zealand<br>Mai Haddad, Management Consultant, UAE/Jordan<br>Dr Saad Ghafoor, Operational Excellence Professional, Canada |                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Social and community responsibility</b> (engaging with communities, delivering public value, improving inclusion, supporting diversity, and addressing social needs)                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                     |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                    | <b>Beyond Karachi Terminal Gates — Measurable Social Impact (156)</b><br>Karachi Gateway Terminal (Private) Limited, Noatum Ports, AD Ports Group, Pakistan<br>Presenter(s): Marilyn Carmel D'Souza, Lead Corporate Communication and Executive Affairs                                                                                                                                             |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                    | Q&A Team: Marilyn Carmel D'Souza, Lead Corporate Communication and Executive Affairs; Mahmoud Rabah, Senior Manager - Environment; and Arif Raza, Head of Human Capital                                                                                                                                                                                                                             |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                    | <b>Inclusive Beach Accessibility Model (Corniche Beach) (69)</b><br>Abu Dhabi City Municipality, UAE<br>Presenter(s): Abdulmajeed Alharthi, Contract Manager                                                                                                                                                                                                                                        |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                    | Q&A Team: Abdulmajeed Alharthi, Contract Manager; Abdulla Bamzahem, Senior Supervisor; and Yasin Alkhabbaz, Operations & Facilities Manager                                                                                                                                                                                                                                                         |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                    | <b>The "Guest Rest Stop" Practice for Emergency Family Cases (97)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Lt Col. Mohammed Kalfan Rashid Al Shaali, Director of Al Jurf Comprehensive Police Station; 1st Lt. Majid Juma Khalfan Al Shamsi, Head of the Security Information Branch; and Ghazi Yaseen Al Subaihi, Executive Director of Quality and Institutional Excellence |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                    | Q&A Team: Lt Col. Mohammed Kalfan Rashid Al Shaali, Director of Al Jurf Comprehensive Police Station; 1st Lt. Majid Juma Khalfan Al Shamsi, Head of the Security Information Branch; and Ghazi Yaseen Al Subaihi, Executive Director of Quality and Institutional Excellence                                                                                                                        |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                    | <b>Esnad Qawafil: Data-Driven Precision Surgical and Clinical Units (88)</b><br>Madinah Health Cluster, Saudi Arabia<br>Presenter(s): Ayman Kharaba, Executive Director of Clinical Services; Ahamd Khawajah, Director of Planning and Development; and Suhayb Tarabzouni, Director of Financial Transformation                                                                                     |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                    | Q&A Team: Ayman Kharaba, Executive Director of Clinical Services; Ahamd Khawajah, Director of Planning and Development; and Suhayb Tarabzouni, Director of Financial Transformation                                                                                                                                                                                                                 |
| UTC-5.25am, UAE-9.25am, NZ-5.25pm                                                                                                                                                                                                                                                    | <b>Naha – An Integrated Platform for Stakeholder Engagement (122)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): Ahmed Baharoon, Executive Director - Environmental Information, Science, and Outreach Management                                                                                                                                                                      |
| UTC-5.35am, UAE-9.35am, NZ-5.35pm                                                                                                                                                                                                                                                    | Q&A Team: Ahmed Baharoon, Executive Director - Environmental Information, Science, and Outreach Management; Rasha Madfai, Division Director - Awareness and Outreach, Environmental Information, Science, and Outreach Management; and Richard Perry, Adviser - Environmental Information, Science, and Outreach Management                                                                         |
| UTC-5.45am, UAE-9.45am, NZ-5.45pm                                                                                                                                                                                                                                                    | <b>Seeds of Awareness: Engaging Society in Conservation (127)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): Maher Kabshaw, Section Head Seed Collection & Preservation                                                                                                                                                                                                                |
| UTC-5.55am, UAE-9.55am, NZ-5.55pm                                                                                                                                                                                                                                                    | Q&A Team: Maher Kabshaw, Section Head Seed Collection & Preservation                                                                                                                                                                                                                                                                                                                                |
| 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                                                                                                                                                                                                                                                   | Close                                                                                                                                                                                                                                                                                                                                                                                               |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                   | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                                  |

\*Registration Forms required for applications highlighted in red



## Session 19 - International Best Practice Competition

Tuesday 1 September 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Agenda                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                                                                                       | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Judges</b><br>Jeremy Cox, Managing Director, Klick, New Zealand<br>Stephanie Naidoo, Chair, Business Excellence Australia & CEO, Blue Crane Consulting Group, Australia<br>Dr. Azizah Yusof, Centre for Educational Sustainability Development and Strategies, INTI International University, Malaysia<br>Dr. Alan Samuel, Benchmarking Consultant & Researcher (futurist & best practice), Research in AI-human Collaboration, Leadership & Life Coach, New Zealand |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Workforce management and employee services</b> (workforce planning, recruitment, talent acquisition, succession planning, retention, HR information systems, attendance management, leave services, employee certificates, and other internal workforce and employee services)                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Driving Healthcare Excellence Through Strategic Staff Utilization and Mobility (22)</b><br>EHC- Human Resources, Saudi Arabia<br>Presenter(s): <a href="#">Sara Al Afandi, Vice President, Human Resource</a><br>Q&A Team: <a href="#">Sara Al Afandi, Vice President, Human Resource</a>                                                                                                                                                                                                                                                                                                    |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Remote Work System (90)</b><br>Department of Human Resources – Ajman Government (DHR), UAE<br>Presenter(s): <a href="#">Sultan AlNuaimi, Acting HR Policies Section Manager</a><br>Q&A Team: <a href="#">Anood AlNuaimi, Director of Policies &amp; Governance</a> ; <a href="#">Sultan AlNuaimi, Acting HR Policies Section Manager</a> ; and <a href="#">Afraa Alblooshi, Policy &amp; Governance Executive</a>                                                                                                                                                                            |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Future Environmental Leaders Programme (142)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): <a href="#">Ghazi Khalid, Section Head - Organisational Development</a><br>Q&A Team: <a href="#">Ghazi Khalid, Section Head - Organisational Development</a> ; <a href="#">Majid AlSaadi, Humna Resources Consultants</a> ; and <a href="#">Asma AlHosani, Section Head – Talent Management</a>                                                                                                                                                                                     |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Model for Professional Talent Management (Suhail) (57)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): <a href="#">Col. Abdalla Ali Alwan Al Nuaimi, Deputy Director of Human Resources Department</a> ; <a href="#">Maj. Humaid Ahmed Al Shamsi, Head of Officers Affairs Branch</a><br>Q&A Team: <a href="#">Col. Abdalla Ali Alwan Al Nuaimi, Deputy Director of Human Resources Department</a> ; <a href="#">Maj. Humaid Ahmed Al Shamsi, Head of Officers Affairs Branch</a> ; <a href="#">Fatima Abdalla Humaid Al Hammadi, Head of Human Resources Planning Branch</a> |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Healthcare Opportunity Platform (104)</b><br>Dubai Health Authority, UAE<br>Presenter(s): <a href="#">Amer Alameri, Clinical Quality Specialist</a> ; <a href="#">Dana Ellaktah, Senior Administrative Officer</a> ; and <a href="#">Alaa Albqaeen, Senior Specialist</a><br>Q&A Team: <a href="#">Amer Alameri, Clinical Quality Specialist</a> ; <a href="#">Dana Ellaktah, Senior Administrative Officer</a> ; and <a href="#">Alaa Albqaeen, Senior Specialist</a>                                                                                                                       |
| UTC-10.35am, UAE-2.35pm, NZ-10.35pm                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Governance</b> (governance frameworks, transparency, accountability, ethics, integrity, oversight, and responsible decision-making)                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| UTC-10.45am, UAE-2.45pm, NZ-10.45pm                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>From Overfishing to Full Sustainability: Abu Dhabi's Blue Ecosystem Fisheries Model (123)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): <a href="#">Dr. Dario Pinello, Unit Head - Fisheries Assessment and Research</a><br>Q&A Team: <a href="#">Dr. Dario Pinello, Unit Head - Fisheries Assessment and Research</a>                                                                                                                                                                                                                                                         |
| 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                                                                                                                                                    | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

\*Registration Forms required for applications highlighted in red



## Session 20 - International Best Practice Competition

Thursday 3 September 2026

| Time                                                                                                                                                                                                                                                                                                                                                   | Agenda                                                                                                                                                                                                                                                                                                                                                                                           |
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| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                                                      | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                  |
| <b>Judges</b><br>Shouqi Al Yousuf, Business Excellence and Strategy Consultant, UAE<br>Jeremy Cox, Managing Director, Klick, New Zealand<br>Dr. Mahmoud Farghali, Organizational Excellence, Quality, and Change Management Advisor and Trainer, Saudi Arabia<br>Peter Holtmann, Founder, Managing Director, Holtmann Professional Services, Australia |                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Risk management and resilience</b> (identifying, assessing, preventing, and minimising strategic, operational, public health, environmental, community, and other risks)                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                  |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                                                      | <b>From Variation to Standardization: Endoscopy Sedation Safety (43)</b><br>SEHA Clinics, UAE<br>Presenter(s): Ayan M. Ali, Continuous Quality Improvement officer and Bernard Mangaser Isidro, Risk Management Officer                                                                                                                                                                          |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                                                      | Q&A Team: Ayan M. Ali, Continuous Quality Improvement officer and Bernard Mangaser Isidro, Risk Management Officer                                                                                                                                                                                                                                                                               |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                                                      | <b>Double Banking/ Casting Off Without Tugboat (147)</b><br>Noatum Maritime, AD Ports Group, UAE<br>Presenter(s): Adnan Al Ahmadi, Director - Safeen Transshipment and Amado Bustamante, Specialist - Operation Transshipment                                                                                                                                                                    |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                                                      | Q&A Team: Adnan Al Ahmadi, Director - Safeen Transshipment and Amado Bustamante, Specialist - Operation Transshipment                                                                                                                                                                                                                                                                            |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                                                      | <b>Digitalizing Risk Governance: An Integrated Approach to Risk Visibility and Control across Healthcare facilities (41)</b><br>SEHA Clinics, UAE<br>Presenter(s): Basheer Ahamed Yousuff, Occupational Safety and Health Officer; Liba Mathew, Senior Continuous Quality Improvement Officer; and Bernard Isidro, Risk Management Officer                                                       |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                                                      | Q&A Team: Basheer Ahamed Yousuff, Occupational Safety and Health Officer; Liba Mathew, Senior Continuous Quality Improvement Officer; and Bernard Isidro, Risk Management Officer                                                                                                                                                                                                                |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                                                      | <b>Integrated Multidisciplinary Fall-Prevention Model for Hospitalized Patients (33)</b><br>Nuairiyah General Hospital, Saudi Arabia<br>Presenter(s): Mohanad Helmy, Head of TQM -- Western Division, Rural Health Network / NGH                                                                                                                                                                 |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                                                      | Q&A Team: Mohanad Helmy, Head of TQM -- Western Division, Rural Health Network / NGH; Aml Sabra, Nursing Education Dept.; Basma Almutairy, Nursing Quality                                                                                                                                                                                                                                       |
| UTC-5.25am, UAE-9.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                                                      | <b>Abu Dhabi Pharmacovigilance Networking (ADPVN) for Healthcare Professional (82)</b><br>Department of Health Abu Dhabi, UAE<br>Presenter(s): Lateefa Almarzooqi, Section Head Drugs Medical Products Traditional, Complementary, and Alternative Medicine Monitoring and Pharmacovigilance; Mozah Alseredi, Specialist Pharmacovigilance; and Nahed Alraeesi, Senior Analyst Pharmacovigilance |
| UTC-5.35am, UAE-9.35am, NZ-5.35pm                                                                                                                                                                                                                                                                                                                      | Q&A Team: Lateefa Almarzooqi, Section Head Drugs Medical Products Traditional, Complementary, and Alternative Medicine Monitoring and Pharmacovigilance; Mozah Alseredi, Specialist Pharmacovigilance; and Nahed Alraeesi, Senior Analyst Pharmacovigilance                                                                                                                                      |
| 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                                                                                                                                                                                                                                                                                                                     | Close                                                                                                                                                                                                                                                                                                                                                                                            |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                                                     | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                               |

\*Registration Forms required for applications highlighted in red



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## Session 21 - International Best Practice Competition

Thursday 3 September 2026

| Time                                                                                                                                                                                                                                                                                                                                         | Agenda                                                                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UTC-12.00pm, UAE-4.00pm, NZ-12.00am                                                                                                                                                                                                                                                                                                          | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                      |
| <b>Judges</b><br>Paul Grizzell, President of Core Values Partners, Inc, United States<br>Dr. Sunil Gupta, Founder and Chief Creatologist IDEAS, Oman<br>Brian S. Lassiter, President & CEO, Alliance for Performance Excellence, USA<br>Stephanie Naidoo, Chair, Business Excellence Australia & CEO, Blue Crane Consulting Group, Australia |                                                                                                                                                                                                                      |
| <b>Improvement initiatives</b> (major initiatives involving operational excellence, change management, knowledge management, or continuous improvement across multiple areas)                                                                                                                                                                |                                                                                                                                                                                                                      |
| UTC-12.05pm, UAE-4.05pm, NZ-12.05am                                                                                                                                                                                                                                                                                                          | <b>Excellence Maturity System for Organisational Performance (157)</b><br>AD Ports Group, UAE<br>Presenter(s): <a href="#">Rashad Hafez, Manager</a>                                                                 |
| UTC-12.15pm, UAE-4.15pm, NZ-12.15am                                                                                                                                                                                                                                                                                                          | Q&A Team: <a href="#">Souraj Salah, Director - Process Improvement</a> ; <a href="#">Hamzah Al Tamony, Senior Manager</a> and <a href="#">Rashad Hafez, Manager</a>                                                  |
| UTC-12.25pm, UAE-4.25pm, NZ-12.25am                                                                                                                                                                                                                                                                                                          | <b>Enhanced Team-Based Care with Integrated Screening Program (29)</b><br>Khobar Health Network, Saudi Arabia<br>Presenter(s): <a href="#">Hanan AlObaid, Family Medicine Consultant, TBC Lead</a>                   |
| UTC-12.35pm, UAE-4.35pm, NZ-12.35am                                                                                                                                                                                                                                                                                                          | Q&A Team: <a href="#">Hanan AlObaid, Family Medicine Consultant, TBC Lead</a> ; <a href="#">Fatimah AlNemer, Family Medicine Consultant</a> ; <a href="#">Faisal AlQahtani, Family Medicine Consultant</a>           |
| UTC-12.45pm, UAE-4.45pm, NZ-12.45am                                                                                                                                                                                                                                                                                                          | <b>Municipal Lean Six Sigma Capability System (162)</b><br>City of Midland, Texas<br>Presenter(s): <a href="#">Steven Sierra Alcabes, Process Engineer Officer</a>                                                   |
| UTC-12.55pm, UAE-4.55pm, NZ-12.55am                                                                                                                                                                                                                                                                                                          | Q&A Team: <a href="#">Gorgees Eskander, CIO &amp; ITSD Director</a> ; <a href="#">Mihir Patel, Deputy CIO &amp; Assistant Director ITSD</a> ; and <a href="#">Steven Sierra Alcabes, Process Engineer Officer</a>    |
| <b>Employee engagement and empowerment</b> (teamwork, motivation, empowerment, satisfaction, recognition, and employee involvement)                                                                                                                                                                                                          |                                                                                                                                                                                                                      |
| UTC-1.05pm, UAE-5.05pm, NZ-1.05am                                                                                                                                                                                                                                                                                                            | <b>Al Baraza: Human-Centered HR Engagement (140)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): <a href="#">Ghazi Khalid, Section Head - Organisational Development</a>                                 |
| UTC-1.15pm, UAE-5.15pm, NZ-1.15am                                                                                                                                                                                                                                                                                                            | Q&A Team: <a href="#">Ghazi Khalid, Section Head - Organisational Development</a> ; <a href="#">Majid AlSaadi, Humna Resources Consultants</a> ; and <a href="#">Asma AlHosani, Section Head – Talent Management</a> |
| UTC-1.25pm, UAE-5.25pm, NZ-1.25am                                                                                                                                                                                                                                                                                                            | <b>Creating a Thriving Workforce (55)</b><br>Methodist Healthcare Ministries of South Texas, United States<br>Presenter(s): <a href="#">Bridget Lamme, Vice President Human Resources</a>                            |
| UTC-1.35pm, UAE-5.35pm, NZ-1.35am                                                                                                                                                                                                                                                                                                            | Q&A Team: <a href="#">Oanh Maroney-Omitade, Chief Administrative Officer</a> and <a href="#">Bridget Lamme, Vice President Human Resources</a>                                                                       |
| <b>Innovation projects</b> (developing innovative products, services, processes, business models, or ways of working)                                                                                                                                                                                                                        |                                                                                                                                                                                                                      |
| UTC-1.45pm, UAE-5.45pm, NZ-1.45am                                                                                                                                                                                                                                                                                                            | <b>Live, Feel, Learn and Project Harmony (14)</b><br>Instituto Musical Diego Echavarria, Colombia<br>Presenter(s): <a href="#">Natalia Montes, Principal</a>                                                         |
| UTC-1.55pm, UAE-5.55pm, NZ-1.55am                                                                                                                                                                                                                                                                                                            | Q&A Team: <a href="#">Natalia Montes, Principal</a>                                                                                                                                                                  |
| UTC-2.05pm, UAE-6.05pm, NZ-2.05am                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                      |
| UTC-2.15pm, UAE-6.15pm, NZ-2.15am                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                      |
| UTC-2.25pm, UAE-6.25pm, NZ-2.25am                                                                                                                                                                                                                                                                                                            | Close                                                                                                                                                                                                                |
| UTC-2.35-2.55pm, UAE-6.35-6.55pm, NZ-2.35-2.55am                                                                                                                                                                                                                                                                                             | Judges Consensus Meeting – Private                                                                                                                                                                                   |

\*Registration Forms required for applications highlighted in red



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## Session 22 - International Best Practice Competition

**Friday 4 September 2026**

| Time                                                                                            | Agenda                                                                                          |
|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                               | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand |
| <b>Judges</b>                                                                                   |                                                                                                 |
| <b>Reserve session (for late applications and/or presentations that need to be rescheduled)</b> |                                                                                                 |
| UTC-4.05am, UAE-8.05am, NZ, 4.05pm                                                              |                                                                                                 |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                               |                                                                                                 |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                               |                                                                                                 |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                               |                                                                                                 |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                               |                                                                                                 |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                               |                                                                                                 |
| 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                                                              | Close                                                                                           |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                              | Judges Consensus Meeting – Private                                                              |

\*Registration Forms required for applications highlighted in red



## Session 23 - International Best Practice Competition

Tuesday 08 September 2026

| Time                                                                                                                                                                                                                                                                                                                          | Agenda                                                                                                                                                                                                                                                                                                                                     |
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| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                             | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                            |
| <b>Judges</b><br>Dr. Siham El-Kafafi, Director & Business Consultant, Arrows Research Consultancy, New Zealand<br>Carew Hatherley, Managing Director, IQM Group NZ, New Zealand<br>Dr. Prashant Kumar, Partner, Strategy & Advisory, Empact Consulting, UAE<br>Dale Weeks, Global Leadership and Benchmarking Associates, USA |                                                                                                                                                                                                                                                                                                                                            |
| <b>Customer and market focus</b> (understanding customer needs, improving customer experience, building loyalty, handling complaints, and exceeding expectations)                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                            |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                             | <b>Pearls of Sustainability: Transforming UAE Maritime Heritage into an Immersive Eco-Tourism Experience (128)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): Ayesha Alhammadi, Unit Head – Abu Dhabi Pearl Center; Hamad Almansoori, Unit Head – Aquaculture; and Khalid Alhammadi, Field Technician                         |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                             | Q&A Team: Ayesha Alhammadi, Unit Head – Abu Dhabi Pearl Center; Hamad Almansoori, Unit Head – Aquaculture; and Khalid Alhammadi, Field Technician                                                                                                                                                                                          |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                             | <b>Smart Rental Index (53)</b><br>Dubai Land Department, UAE<br>Presenter(s): Khalid Al Shaibani, Manager, Rental Department and Ahmed Hazzaa, Digital Transformation                                                                                                                                                                      |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                             | Q&A Team: Khalid Al Shaibani, Manager, Rental Department and Ahmed Hazzaa; Digital Transformation; and Ahmed Al Najjar, Manager, Institutional Excellence Department                                                                                                                                                                       |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                             | <b>From Patient Voice to System-Wide Transformation (24)</b><br>EHC- Patient Experience, Saudi Arabia<br>Presenter(s): Latifah Aldoosary, Group Director of Patient Experience; Khawla Aljafar, Group Manager of Patient Experience; Alaa Alaqraa, Group Manager of Patient Standards                                                      |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                             | Q&A Team: Latifah Aldoosary, Group Director of Patient Experience; Khawla Aljafar, Group Manager of Patient Experience; Alaa Alaqraa, Group Manager of Patient Standards                                                                                                                                                                   |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                             | <b>Patient-Driven Care Model: Narratives Improving Clinical Outcomes (47)</b><br>SEHA Clinics, UAE<br>Presenter(s): Dr. Huda Al Nuaimi, Senior Dietician and Dr. Zelal Adi, Family Medicine Specialist                                                                                                                                     |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                             | Q&A Team: Dr. Huda Al Nuaimi, Senior Dietician and Dr. Zelal Adi, Family Medicine Specialist                                                                                                                                                                                                                                               |
| UTC-5.25am, UAE-9.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                             | <b>Integrated Maternal Care: Zero Harm, Better Outcomes (32)</b><br>Maternity and Children Hospital - Dammam, Saudi Arabia<br>Presenter(s): Mohammed Ali, Executive Director of Clinical Excellence; Majd Abdullah, Performance Excellence and Data Management Manager; and Zahrah Ali Hussain Almuslim, Performance Excellence Specialist |
| UTC-5.35am, UAE-9.35am, NZ-5.35pm                                                                                                                                                                                                                                                                                             | Q&A Team: Mohammed Ali, Executive Director of Clinical Excellence; Majd Abdullah, Performance Excellence and Data Management Manager; and Zahrah Ali Hussain Almuslim, Performance Excellence Specialist                                                                                                                                   |
| UTC-5.45am, UAE-9.45am, NZ-5.45pm                                                                                                                                                                                                                                                                                             | <b>Navigator- Led Integrated Stroke Care Transformation (111)</b><br>Shaikh Tahnoon Bin Mohammed Medical City, UAE<br>Presenter(s): Khuloud Alkaabi, Stroke Unit Nurse Manager; Fatima Al Sawwafi, Stroke Navigator; and Hinda Deria, Stroke Educator – CRN                                                                                |
| UTC-5.55am, UAE-9.55am, NZ-5.55pm                                                                                                                                                                                                                                                                                             | Q&A Team: Khuloud Alkaabi, Stroke Unit Nurse Manager; Fatima Al Sawwafi, Stroke Navigator; and Hinda Deria, Stroke Educator – CRN                                                                                                                                                                                                          |
| 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                                                                                                                                                                                                                                                                                            | Close                                                                                                                                                                                                                                                                                                                                      |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                            | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                         |

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## Session 24 - International Best Practice Competition

**Tuesday 08 September 2026**

| Time                                                                                                                                                                                                                                                                                                                                  | Agenda                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                     | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                               |
| <b>Judges</b><br>Dr. Prashant Kumar, Partner, Strategy & Advisory, Empact Consulting, UAE<br>Carrie Marr, Senior Leader in Strategic Change & Health System Innovation, UK<br>Cynthia Payne, Managing Director, Anchor Excellence, Australia<br>Mai Trinh, Board Member, CFO, Business Strategy & Execution, M&A, Australia & Vietnam |                                                                                                                                                                                                                                                                                                                                               |
| <b>Innovation projects</b> (developing innovative products, services, processes, business models, or ways of working)                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                               |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                     | <b>Digital Transformation Platform (85)</b><br>Dubai Culture & Arts Authority, UAE<br>Presenter(s): Mohamed Yousif Alhammedi, IT Director                                                                                                                                                                                                     |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                     | Q&A Team: Mohamed Yousif Alhammedi, IT Director; Ahoud Alsaadi, Smart Services Development Section Manager; and Mohammed Maree, Project Manager                                                                                                                                                                                               |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                                     | <b>The "Sanad Robot" Practice for Digital Services (98)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Lt Col. Mohammed Khalfan Rashid Mohammed Al Shaali, Head of Al Jurf Comprehensive Police Station and Maj. Faisal Marwan Abdullah Ahmed Al Matrooshi, Head of the Traffic and Patrols Branch                            |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                     | Q&A Team: Lt Col. Mohammed Khalfan Rashid Mohammed Al Shaali, Head of Al Jurf Comprehensive Police Station; Maj. Faisal Marwan Abdullah Ahmed Al Matrooshi, Head of the Traffic and Patrols Branch; and Maj. Hassan Saeed Hassan Salem Al Muhri, Administrative Officer                                                                       |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                     | <b>City Terminal: Reimagining Passenger Processing Beyond Airports (108)</b><br>Dubai Aviation Engineering Projects (DAEP), UAE<br>Presenter(s): Abdullah Alshamsi, Senior Director of Future of Things                                                                                                                                       |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                     | Q&A Team: Abdullah Alshamsi, Senior Director of Future of Things and Hebah AL-Hammadi, Innovation Manager                                                                                                                                                                                                                                     |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                   | <b>Hybrid IR Pathway for PAS Hemorrhage Control (115)</b><br>King Salman Medical City, Madinah Health Cluster, Saudi Arabia<br>Presenter(s): Ali Alsaadi, Head of Intervention Radiology Center; Shadi Khurmi, Executive Director of Clinical Performance; and Rehab Alruwathi, Consultant of Bbstetrics and Gynecology-Committee head of PAS |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                   | Q&A Team: Ali Alsaadi, Head of Intervention Radiology Center; Shadi Khurmi, Executive Director of Clinical Performance; and Rehab Alruwathi, Consultant of Bbstetrics and Gynecology-Committee head of PAS                                                                                                                                    |
| UTC-10.25am, UAE-2.25pm, NZ-10.25pm                                                                                                                                                                                                                                                                                                   | <b>Transforming Dialysis Dependency into Life-Saving Transplants (31)</b><br>King Fahad Specialized Hospital, Saudi Arabia<br>Presenter(s): Azza Adnan Alqurashi, Costing Group Manager                                                                                                                                                       |
| UTC-10.35am, UAE-2.35pm, NZ-10.35pm                                                                                                                                                                                                                                                                                                   | Q&A Team:                                                                                                                                                                                                                                                                                                                                     |
| UTC-10.45am, UAE-2.45pm, NZ-10.45pm                                                                                                                                                                                                                                                                                                   | <b>Desert Gene Bank: Safeguarding the Abu Dhabi's Botanical Future (126)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): Maher Kabshawi, Section Head Seed Collection & Preservation                                                                                                                                              |
| UTC-10.55am, UAE-2.55pm, NZ-10.55pm                                                                                                                                                                                                                                                                                                   | Q&A Team: Maher Kabshawi, Section Head Seed Collection & Preservation                                                                                                                                                                                                                                                                         |
| 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                                                                                                                                                                                                                                                                                                                                         |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                  | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                            |

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## Session 25 - International Best Practice Competition

Thursday 10 September 2026

| Time                                                                                                                                                                                                                                                                                                                                     | Agenda                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                                        | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                      |
| <b>Judges</b><br>Dr. Saad Ghafoor, Operational Excellence Professional, Canada<br>Dr. Phanasan Kohsuwan, Technical Sub-Committee and Lead Assessor for Thailand Quality Award (TQA), Thailand<br>Suresh Lulla, Managing Trustee, Qimpro Foundation, India<br>Michael McLean, Managing Director, McLean Management Consultants, Australia |                                                                                                                                                                                                                                                                                                      |
| <b>Procurement and contract management</b> (sourcing, tendering, purchasing, supplier evaluation, value for money, responsible procurement, and contract management)                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                      |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                                        | <b>Purchase Order Governance Project (49)</b><br>Ras Al Khaimah Police HQ, UAE<br>Presenter(s): Saeed Al-Khatiri, Head of Contracts and Purchases Coordination Department; Matar Al-Shemeili, Purchasing Branch Manager; and Mohamed Bualrougha, Contracts Branch Manager                            |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                                        | Q&A Team: Saeed Al-Khatiri, Head of Contracts and Purchases Coordination Department; Matar Al-Shemeili, Purchasing Branch Manager; and Mohamed Bualrougha, Contracts Branch Manager                                                                                                                  |
| <b>Supplier and partner relationships</b> (supplier development, collaboration, strategic partnerships, joint initiatives, performance improvement, and the delivery of shared services or outcomes)                                                                                                                                     |                                                                                                                                                                                                                                                                                                      |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                                        | <b>Partnership Health Model (64)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): 1st Lt. Salem Ahmed Mohammed Al Shamsi, Head of the Partners and Communication Branch; Fatima Ali Ahmed Al Marzooqi, Head of Follow-up and Evaluation Branch; 1st WO. Hind Ali Humaid Rashid MUSAIBI |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                                        | Q&A Team: 1st Lt. Salem Ahmed Mohammed Al Shamsi, Head of the Partners and Communication Branch; Fatima Ali Ahmed Al Marzooqi, Head of Follow-up and Evaluation Branch; 1st WO. Hind Ali Humaid Rashid MUSAIBI                                                                                       |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                                        | <b>Regional Cardiovascular Care Without Borders (164)</b><br>Philippine Heart Center, Philippines<br>Presenter(s): Victor Quiñones, Department Manager III                                                                                                                                           |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                                        | Q&A Team: Victor Quiñones, Department Manager III                                                                                                                                                                                                                                                    |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                                        | <b>An integrated Institutional Supplier Relationship Management (SRM) Framework (80)</b><br>Ajman Municipality & Planning Department, UAE<br>Presenter(s): Alrasheed Hassan Omer Mohammed, Contracts and Procurement Specialist and Ruaa Mohammed Abdulgalil Alrady, Tenders and Auctions Executive  |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                                        | Q&A Team: Alrasheed Hassan Omer Mohammed, Contracts and Procurement Specialist; Ruaa Mohammed Abdulgalil Alrady, Tenders and Auctions Executive; and Fatima Abdulla Hassan Al Abdouli, Purchasing Accountant                                                                                         |
| UTC-5.25am, UAE-9.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                                        | <b><del>Conservation Breeding and Restoration of A Threatened Species (131)</del></b><br><del>Environment Agency – Abu Dhabi, UAE</del><br><del>Presenter(s): <del>Salim Javed</del>; <del>Mohammed Manea Al Remeithi</del>; <del>Director</del>; <del>Section Manager</del> Withdrawn</del>         |
| UTC-5.35am, UAE-9.35am, NZ-5.35pm                                                                                                                                                                                                                                                                                                        | Q&A Team:                                                                                                                                                                                                                                                                                            |
| UTC-5.45am, UAE-9.45am, NZ-5.45pm                                                                                                                                                                                                                                                                                                        | <b>The “Partner Happiness Charter” Framework Practice (100)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Maj. Khalid Ali Khamis Al Jallaf Al Muhairi, Head of the Strategic Planning Section and 1st WO Shehab Yousef Abdullah Yousef Al Hosani, Administrative Officer            |
| UTC-5.55am, UAE-9.55am, NZ-5.55pm                                                                                                                                                                                                                                                                                                        | Q&A Team: Maj. Khalid Ali Khamis Al Jallaf Al Muhairi, Head of the Strategic Planning Section; 1st WO Shehab Yousef Abdullah Yousef Al Hosani, Administrative Officer; and Dr. Mohammed Rashid Ghanem Al Asri Al Matrooshi, Administrative Officer                                                   |
| 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                                                                                                                                                                                                                                                                                                       | Close                                                                                                                                                                                                                                                                                                |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                                       | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                   |

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## Session 26 - International Best Practice Competition

Thursday 10 September 2026

| Time                                                                                                                                                                                                                                                                                                                                          | Agenda                                                                                                                                                                                                                                                                               |
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| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                             | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                      |
| <b>Judges</b><br>Ravi Fernando, Thrive35, Founder and Director, Business Excellence Australia, Director, Australia<br>Dr. Phanasan Kohsuwan, Technical Sub-Committee and Lead Assessor for Thailand Quality Award (TQA), Thailand<br>Dr. Wayne Macpherson, Senior Lecturer at Massey University, New Zealand<br>Denis Leonard, United Kingdom |                                                                                                                                                                                                                                                                                      |
| <b>Design of processes/products/services</b> (research and development, translating customer needs to design, re-engineering)                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                      |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                             | <b>Cultural Visa (86)</b><br>Dubai Culture & Arts Authority, UAE<br>Presenter(s): <u>Ahoud Alsaadi, Smart Services Development Manager</u>                                                                                                                                           |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                             | Q&A Team: <u>Mohamed Yousif Alhammedi, IT Director; Abdullah Foudeh, Infrastructure and Technical Support Manager; and Ahoud Alsaadi, Smart Services Development Manager</u>                                                                                                         |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                                             | <b>"Our Meta Experience" Practice (99)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): <u>Capt. Khamis Matar Khamis Obaid Al Ketbi, Head of the Support Services Branch and 1st Lt. Mohammed Saif Abdullah Ahmed Al Falasi, Officer</u>                               |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                             | Q&A Team: <u>Capt. Khamis Matar Khamis Obaid Al Ketbi, Head of the Support Services Branch; 1st Lt. Mohammed Saif Abdullah Ahmed Al Falasi, Officer; and Cpl Adel Faisal Abdullah Mohammed</u>                                                                                       |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                             | <b>Dubai REST (50)</b><br>Dubai Land Department, UAE<br>Presenter(s): <u>Maltha Al Ahli, Manager, Service Enhancement and Excellence Section and Duaa Deblan, Head of Real Estate Services Pioneering Department</u>                                                                 |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                             | Q&A Team: <u>Maltha Al Ahli, Manager, Service Enhancement and Excellence Section; Duaa Deblan, Head of Real Estate Services Pioneering Department; and Mureed Mustafa, Operations Manager</u>                                                                                        |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                           | <b>Integrated Diabetic Foot Limb Salvage (114)</b><br>King Salman Medical City, Madinah Health Cluster, Saudi Arabia<br>Presenter(s): <u>Dr. Shadi Khurmi, Executive Director of Clinical Performance</u>                                                                            |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                           | Q&A Team: <u>Dr. Shadi Khurmi, Executive Director of Clinical Performance and Dr. Tariq Kurdi, Director of Diabetic Foot Centre of Excellence, KSAMC</u>                                                                                                                             |
| UTC-10.25am, UAE-2.25pm, NZ-10.25pm                                                                                                                                                                                                                                                                                                           | <b>AI-Powered Customer Insight Transformation (159)</b><br>Dubai Digital Authority, UAE<br>Presenter(s): <u>Abdulaziz Mohammed Altunaiji, Senior Director- Customer Experience Design Department and Faris Alsheikh, Customer Experience Specialist</u>                              |
| UTC-10.35am, UAE-2.35pm, NZ-10.35pm                                                                                                                                                                                                                                                                                                           | Q&A Team: <u>Abdulaziz Mohammed Altunaiji, Senior Director- Customer Experience Design Department; Faris Alsheikh, Customer Experience Specialist; and Saleh Tariq Lootah, Senior Customer Experience Specialist</u>                                                                 |
| UTC-10.45am, UAE-2.45pm, NZ-10.45pm                                                                                                                                                                                                                                                                                                           | <b>Performance-based Geogrid Pavement Optimization (11)</b><br>Ajman Municipality & Planning Department, United Arab Emirates<br>Presenter(s): <u>Latifa Alghfeli, Road Supervision Chief Engineer; Aaliya Alraeesi, Planning Engineer; and Aisha Alsuwaidi, Quality Coordinator</u> |
| UTC-10.55am, UAE-2.55pm, NZ-10.55pm                                                                                                                                                                                                                                                                                                           | Q&A Team: <u>Latifa Alghfeli, Road Supervision Chief Engineer; Aaliya Alraeesi, Planning Engineer; and Aisha Alsuwaidi, Quality Coordinator</u>                                                                                                                                      |
| 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                                                                                                                                                                                                                                                                                |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                          | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                   |

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## Session 27 - International Best Practice Competition

Friday 11 September 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                                         | Agenda                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                                                                                                                            | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                    |
| <b>Judges</b><br>Jeremy Cox, Managing Director, Klickx, New Zealand<br>Dr. Azizah Yusof, Centre for Educational Sustainability Development and Strategies, INTI International University, Malaysia<br>Nancy Nouaimeh, Leadership and Organizational Excellence Consultant, Xcellium Consulting, UAE<br>Dr. Almas Tazein, Senior Researcher and Consultant, Centre for Organisational Excellence Research (COER), New Zealand |                                                                                                                                                                                                                                                                                                                    |
| <b>Risk management and resilience</b> (identifying, assessing, preventing, and minimising strategic, operational, public health, environmental, community, and other risks)                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                    |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                                                                                                                            | <b>Digitally Connected Infection Prevention Governance (42)</b><br>SEHA Clinics, UAE<br>Presenter(s): Cathrena Dileesh Kumar, Infection Prevention and Control Officer; Liba Mathew, Senior Continuous Quality Improvement Officer; and Ayan Mohamed Ali, Continuous Quality Improvement Officer                   |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                                                                                                                            | Q&A Team: Cathrena Dileesh Kumar, Infection Prevention and Control Officer; Liba Mathew, Senior Continuous Quality Improvement Officer; and Ayan Mohamed Ali, Continuous Quality Improvement Officer                                                                                                               |
| <b>Innovation projects (developing innovative products, services, processes, business models, or ways of working)</b>                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                    |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                                                                                                                            | <b>Real Estate Tokenization (52)</b><br>Dubai Land Department, UAE<br>Presenter(s): Ahmad Al Falahi, Senior Real Estate Consultant                                                                                                                                                                                 |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                                                                                                                            | Q&A Team: Ahmed Al Najjar, Head of Excellence Section and Ahmad Al Falahi, Senior Real Estate Consultant                                                                                                                                                                                                           |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                                                                                                                            | <b><del>Dune Lock Technique for Managing Sand Movement Around Critical Assets (166)</del></b><br>Central Ghawar Producing Department, Saudi Arabia<br>Presenter(s): <b>Withdrawn</b>                                                                                                                               |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                                                                                                                            | Q&A Team:                                                                                                                                                                                                                                                                                                          |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                                                                                                                            | <b>Safeen Green: Region's First Fully Unmanned Survey USV (151)</b><br>Noatum Maritime, AD Ports Group, UAE<br>Presenter(s): John Woroniuk, Senior Manager                                                                                                                                                         |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                                                                                                                            | Q&A Team: Dr. Mohamed Alsaad, Chief Operation Officer; John Woroniuk, Senior Manager and Hasan Alhashmi, Manager                                                                                                                                                                                                   |
| <b>Improvement initiatives</b> (major initiatives involving operational excellence, change management, knowledge management, or continuous improvement across multiple areas)                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                    |
| UTC-5.25am, UAE-9.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                                                                                                                            | <b>Performance-Driven Innovation System (168)</b><br>MathsOnline, Australia<br>Presenter(s): Nadim El-Rahi, COO and Cyndi Laurin, Strategic Growth Advisor                                                                                                                                                         |
| UTC-5.35am, UAE-9.35am, NZ-5.35pm                                                                                                                                                                                                                                                                                                                                                                                            | Q&A Team: Nadim El-Rahi, COO and Cyndi Laurin, Strategic Growth Advisor                                                                                                                                                                                                                                            |
| <b>Customer and market focus</b> (understanding customer needs, improving customer experience, building loyalty, handling complaints, and exceeding expectations)                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                    |
| UTC-5.45am, UAE-9.45am, NZ-5.45pm                                                                                                                                                                                                                                                                                                                                                                                            | <b>Pearls of Sustainability: Transforming UAE Maritime Heritage into an Immersive Eco-Tourism Experience (128)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): Ayesha Alhammadi, Unit Head – Abu Dhabi Pearl Center; Hamad Almansoori, Unit Head – Aquaculture; and Khalid Alhammadi, Field Technician |
| UTC-5.55am, UAE-9.55am, NZ-5.55pm                                                                                                                                                                                                                                                                                                                                                                                            | Q&A Team: Ayesha Alhammadi, Unit Head – Abu Dhabi Pearl Center; Hamad Almansoori, Unit Head – Aquaculture; and Khalid Alhammadi, Field Technician                                                                                                                                                                  |
| 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                                                                                                                                                                                                                                                                                                                                                                                           | Close                                                                                                                                                                                                                                                                                                              |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                                                                                                                           | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                 |

\*Registration Forms required for applications highlighted in red



## Session 28 - International Best Practice Competition

Tuesday 15 September 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Agenda                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                                                                                                                                                      | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                               |
| <b>Judges</b><br>Dr. Atif Baig, Senior Consultant, Centre for Organisational Excellence Research, New Zealand<br>Dr. Almas Tazein, Senior Researcher and Consultant, Centre for Organisational Excellence Research (COER), New Zealand<br>Dr. Mahmoud Farghali, Organizational Excellence, Quality, and Change Management Advisor and Trainer, Saudi Arabia<br>Phil Guerin, Past President IMC New Zealand, Director Hague Consulting Ltd, New Zealand |                                                                                                                                                                                                                                                                                                               |
| <b>Employee learning and capability development</b> (education, training, professional development, knowledge sharing, and building workforce capability)                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                               |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Certified Person Incharge Food Safety Program (4)</b><br>Dubai Municipality, UAE<br>Presenter(s): Shuguftha Shaikh, Principal Officer, Food Safety Dept.                                                                                                                                                   |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Shuguftha Shaikh, Principal Officer, Food Safety Dept.; Sindhumathi Ramadoss, IT System Analyst; Rashid Mughal, Senior System Analyst                                                                                                                                                               |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Ajman Public Health Program (APHP) (9)</b><br>Government of Ajman – Municipality & Planning Dept, UAE<br>Presenter(s): Basem M A Azzam Azzam, General Manager - TSI Quality Services                                                                                                                       |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Basem M A Azzam Azzam, General Manager - TSI Quality Services; Layla Ibrahim Mohammed AlHousani, Principle Executive, Public Health Dept. -- Public Health Program Coordinator; Amrou Shehata Mohammed Abdulrahman, Food Safety Specialist                                                          |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Virtual Stars Academy (58)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Col. Mohamed Abdalla Bu Shehab, Head of Al Nuaimiya Comprehensive Police Station; Cap. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation Branch                                                     |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Col. Mohamed Abdalla Bu Shehab, Head of Al Nuaimiya Comprehensive Police Station; Cap. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation Branch; WO. Fatima Rashid Bin Zayed Al Ali                                                                                                    |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Workforce Education, Training, and Development Initiatives (113)</b><br>Tawam Hospital, UAE<br>Presenter(s): Ancy Thomas, Clinical Resource Nurse; Binu Joseph, Clinical Resource Nurse; and Judiya Gerge, Clinical Nurse Educator                                                                         |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Ancy Thomas, Clinical Resource Nurse; Binu Joseph, Clinical Resource Nurse; and Judiya Gerge, Clinical Nurse Educator                                                                                                                                                                               |
| UTC-5.25am, UAE-9.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Optimizing Blood Culture Collection (36)</b><br>Qatif Central Hospital, Saudi Arabia<br>Presenter(s): Arafat Maki, Nursing Quality and Safety Manager; Sakianh Freesh, Nursing Director of Critical Care and Emergency Department; and May Alshwikhat, ED Nurse Manager                                    |
| UTC-5.35am, UAE-9.35am, NZ-5.35pm                                                                                                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Arafat Maki, Nursing Quality and Safety Manager; Sakianh Freesh, Nursing Director of Critical Care and Emergency Department; and May Alshwikhat, ED Nurse Manager                                                                                                                                   |
| UTC-5.45am, UAE-9.45am, NZ-5.45pm                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>AI-Driven Immersive Virtual Fire Safety (132)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): Ali Mohammed Ashkanani, Section Head-Occupational Health and Safety; Tariq Azeez Mubarak Almansoori, Specialist-Occupational Health and Safety; and Ibnul Mashhood Kalla Padanna, EHSQ Executive |
| UTC-5.55am, UAE-9.55am, NZ-5.55pm                                                                                                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Ali Mohammed Ashkanani, Section Head-Occupational Health and Safety; Tariq Azeez Mubarak Almansoori, Specialist-Occupational Health and Safety; and Ibnul Mashhood Kalla Padanna, EHSQ Executive                                                                                                    |
| 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                                                                                                                                                                                                                                                                                                                                                                                                                     | Close                                                                                                                                                                                                                                                                                                         |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                                                                                                                                                     | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                            |

\*Registration Forms required for applications highlighted in red



## Session 29 - International Best Practice Competition

Tuesday 15 September 2026

| Time                                                                                                                                                                                                                                                                                                                  | Agenda                                                                                                                                                                                                                                                                                              |
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| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                     | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                     |
| <b>Judges</b><br>Jeremy Cox, Managing Director, Klick, New Zealand<br>Carew Hatherley, Managing Director, IQM Group NZ, New Zealand<br>Dr. Wayne Macpherson, Senior Lecturer at Massey University, New Zealand<br>Harnek Singh, Adjunct & External Assessor, Skills and Workforce Development Agency (SWDA) Singapore |                                                                                                                                                                                                                                                                                                     |
| <b>Environmental sustainability</b> (surpassing regulatory requirements in areas such as energy use, waste reduction, pollution prevention, emissions reduction, and the responsible use of natural resources)                                                                                                        |                                                                                                                                                                                                                                                                                                     |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                     | <b>Milahi Center- Creating The “Best in Class” Fuel Efficient Vessel (152)</b><br>Noatum Maritime, AD Ports Group, UAE<br>Presenter(s): Sasi Prabhakaran, Director, Marine Assets                                                                                                                   |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                     | Q&A Team: Sasi Prabhakaran, Director, Marine Assets                                                                                                                                                                                                                                                 |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                     | <b>Driving Sustainable Waste Management Through Integrated Government and Private Sector Collaboration (125)</b><br>Fujairah Environment Authority, UAE<br>Presenter(s): Mohamed Ateeg, Director of Environmental Quality Management and Ghina Lotfi, Head of Waste and Chemical Management Section |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                     | Q&A Team: Mohamed Ateeg, Director of Environmental Quality Management; Ghina Lotfi, Head of Waste and Chemical Management Section; and Mohammed Elawaf, Head of Geocycle UAE                                                                                                                        |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                     | <b>Integrated Municipal Environmental Sustainability Model (8)</b><br>Government of Ajman – Municipality & Planning Dept, UAE<br>Presenter(s): Eng. Abdulrahman Alkaabi, Manager of Building Supply and Maintenance Department                                                                      |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                     | Q&A Team: Eng. Abdulrahman Alkaabi, Manager of Building Supply and Maintenance Department; Eng. Afra Mohammed, Building Equipment Executive; Eng. Khalifa Almakrashi, Maintenance Engineer                                                                                                          |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                   | <b>Digital Sustainability Management Framework (154)</b><br>Noatum Ports Spain, AD Ports Group, Spain<br>Presenter(s): Xavier Estruch, Lead of Operational Excellence                                                                                                                               |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                   | Q&A Team: Mahmoud Rabah, Senior Manager - Environment; Rafat Tahboosh, Senior Manager – QA & Excellence; and Xavier Estruch, Lead of Operational Excellence                                                                                                                                         |
| UTC-10.25am, UAE-2.25pm, NZ-10.25pm                                                                                                                                                                                                                                                                                   | <b>Hasa Project, CO2 Mineralization in Fujairah (165)</b><br>Fujairah Natural Resources Corporation, UAE<br>Presenter(s): Engineer Samya Salem Al Sereidi, Director of Geology and Mining Dept. and Sikander Khan Durrani, Geologist                                                                |
| UTC-10.35am, UAE-2.35pm, NZ-10.35pm                                                                                                                                                                                                                                                                                   | Q&A Team: Engineer Samya Salem Al Sereidi, Director of Geology and Mining Dept.; Sikander Khan Durrani, Geologist; and Ehab Tasfai, Chief Technology Officer,                                                                                                                                       |
| UTC-10.45am, UAE-2.45pm, NZ-10.45pm                                                                                                                                                                                                                                                                                   | <b>Green Geopolymer Concrete for Sustainable Construction (6)</b><br>Fujairah Municipality, UAE<br>Presenter(s): Maryam Ahmed Haroon, Director of the Engineering and Planning Affairs; Nawal Alhanaee, Director of Future Energy Dept                                                              |
| UTC-10.55am, UAE-2.55pm, NZ-10.55pm                                                                                                                                                                                                                                                                                   | Q&A Team: Maryam Ahmed Haroon, Director of the Engineering and Planning Affairs; Nawal Alhanaee, Director of Future Energy Dept                                                                                                                                                                     |
| 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                                                                                                                                                                                                                                                                                               |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                  | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                  |

\*Registration Forms required for applications highlighted in red



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## Session 30 - International Best Practice Competition

Thursday 17 September 2026

| Time                                                                                                                                                                                                                                                                                                               | Agenda                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                  | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Judges</b><br>Paul Grizzell, President of Core Values Partners, Inc, United States<br>Dr. Prashant Kumar, Partner, Strategy & Advisory, Empact Consulting, UAE<br>Michael McLean, Managing Director, McLean Management Consultants, Australia<br>Dale Weeks, Global Leadership and Benchmarking Associates, USA |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Strategy planning</b> (future foresight, strategic planning, balanced scorecards, triple-bottom-line approaches, scenario planning, and stakeholder analysis)                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| UTC-4.05am, UAE-8.05am, NZ, 4.05pm                                                                                                                                                                                                                                                                                 | <b>Signal-Driven Institutional Agility in Policing (5)</b><br>Fujairah Police General Headquarters, UAE<br>Presenter(s): <a href="#">Dr. Maryam Darweish Bin Al Shaikh Alhashmi, Lt. Col. Head of Quality Department</a><br>Q&A Team: <a href="#">Dr. Maryam Darweish Bin Al Shaikh Alhashmi, Lt. Col. Head of Quality Department</a>                                                                                                                                                                                                                                                                                                                                                    |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                  | <b>Real Estate Sector Strategy 2033 (51)</b><br>Dubai Land Department, UAE<br>Presenter(s): <a href="#">Duaa Deblan, Head of Real Estate Services</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                  | Q&A Team: <a href="#">Duaa Deblan, Head of Real Estate Services</a> and <a href="#">Ahmed Al Najjar, Head of Excellence Section</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                  | <b>From Measurement to Impact: Nursing Performance Transformation (46)</b><br>SEHA Clinics, UAE<br>Presenter(s): <a href="#">Sameh Awad Abu Arqoub, Director of Nursing</a> ; <a href="#">Ayan M. Ali, Continuous Quality Improvement Officer</a> ; and <a href="#">Azam Mathew, Practical Nurse</a>                                                                                                                                                                                                                                                                                                                                                                                     |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                  | Q&A Team: <a href="#">Sameh Awad Abu Arqoub, Director of Nursing</a> ; <a href="#">Ayan M. Ali, Continuous Quality Improvement Officer</a> ; and <a href="#">Azam Mathew, Practical Nurse</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Governance</b> (governance frameworks, transparency, accountability, ethics, integrity, oversight, and responsible decision-making)                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                  | <b>International Best Practices in Internal Audit Governance (38)</b><br>Dubai Municipality, UAE<br>Presenter(s): <a href="#">Rasha Senjalawi, Principal Information Systems Auditor</a><br>Q&A Team: <a href="#">Rasha Senjalawi, Principal Information Systems Auditor</a> ; <a href="#">Mohammed AlQadi, Principal Internal Audit Specialist</a> ; <a href="#">Huda Aljanahi, Section Manager</a>                                                                                                                                                                                                                                                                                     |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                  | <b>Enterprise Case Management Governance Model (163)</b><br>AD Ports Group, UAE<br>Presenter(s): <a href="#">Huda Al Obaidly, Director Customer Service</a><br>Q&A Team: <a href="#">Huda Al Obaidly, Director Customer Service</a> ; <a href="#">Ahmed Farouq Khougali, Senior Officer – Customer Experience</a> ; and <a href="#">Jithendrababu Lethika, Manager - Strategic Impact Management</a>                                                                                                                                                                                                                                                                                     |
| UTC-5.25am, UAE-9.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                  | <b>Dubai Organ Donation and Transplantation Program (102)</b><br>Dubai Health Authority, UAE<br>Presenter(s): <a href="#">Hanan Obaid, Director - Health Policies and Standards Department</a> ; <a href="#">Ayesha Al Falahi, Advisor- Health Policies and Standards Department</a> ; and <a href="#">Rupali Bindra, Senior Clinical Auditor - Health Policies and Standards Department</a><br>Q&A Team: <a href="#">Hanan Obaid, Director - Health Policies and Standards Department</a> ; <a href="#">Ayesha Al Falahi, Advisor- Health Policies and Standards Department</a> ; and <a href="#">Rupali Bindra, Senior Clinical Auditor - Health Policies and Standards Department</a> |
| UTC-5.35am, UAE-9.35am, NZ-5.35pm                                                                                                                                                                                                                                                                                  | <b>Customer and market focus</b> (understanding customer needs, improving customer experience, building loyalty, handling complaints, and exceeding expectations)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| UTC-5.45am, UAE-9.45am, NZ-5.45pm                                                                                                                                                                                                                                                                                  | <b>Pearls of Sustainability: Transforming UAE Maritime Heritage into an Immersive Eco-Tourism Experience (128)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): <a href="#">Ayesha Alhammadi, Unit Head – Abu Dhabi Pearl Center</a> ; <a href="#">Hamad Almansoori, Unit Head – Aquaculture</a> ; and <a href="#">Khalid Alhammadi, Field Technician</a><br>Q&A Team: <a href="#">Ayesha Alhammadi, Unit Head – Abu Dhabi Pearl Center</a> ; <a href="#">Hamad Almansoori, Unit Head – Aquaculture</a> ; and <a href="#">Khalid Alhammadi, Field Technician</a>                                                                                                              |
| UTC-6.05am, UAE-10.05am, NZ-6.05pm                                                                                                                                                                                                                                                                                 | <b>Close</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| UTC-6.15am, UAE-10.15am, NZ-6.15pm                                                                                                                                                                                                                                                                                 | <b>Judges Consensus Meeting – Private</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| UTC-6.25am, UAE-10.25am, NZ-6.25pm                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

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## Session 31 - International Best Practice Competition

Thursday 17 September 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                                            | Agenda                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                                               | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                            |
| <b>Judges</b><br>Dr. Joseph DeFeo, Chief Quality & Advocacy Officer, ComplianceQuest and Past CEO Juran Institute, United States<br>Dr. Mehran Doulat, Centre of Excellence (CoE), Universiti Teknikal Malaysia (Melaka), Malaysia<br>Ravi Fernando, Thrive35, Founder and Director, Business Excellence Australia, Director, Australia<br>Carew Hatherley, Managing Director, IQM Group NZ, New Zealand                        |                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Technology transformation of a specific process or service</b> (use of digital, industrial or other technologies (excluding AI as the main driver) to significantly improve, automate or redesign one clearly defined process or service. Examples may include big data analytics, robotics, blockchain, GIS, augmented reality, IoT, RPA, industrial automation systems, advanced machinery or manufacturing technologies). |                                                                                                                                                                                                                                                                                                                                                                                            |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                                                                                                               | <b>Digital Medical Reports (59)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Col. Mohamed Abdalla Bu Shehab, Head of Al Nuaimiya Comprehensive Police Station; Cap. Rashid Bin Hamdan Al Nuaimi, Head of the Criminal Investigation and Detection Branch; Capt. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation Branch                                    |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                                                                                                               | Q&A Team: Col. Mohamed Abdalla Bu Shehab, Head of Al Nuaimiya Comprehensive Police Station; Cap. Rashid Bin Hamdan Al Nuaimi, Head of the Criminal Investigation and Detection Branch; Capt. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation Branch                                                                                                                         |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                                                                                                                               | <b>AI-Enabled Emirate-Wide Habitat Intelligence System for Environmental Governance (129)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): Ahmed Baharoon, Executive Director                                                                                                                                                                                                   |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                                                                                                               | Q&A Team:                                                                                                                                                                                                                                                                                                                                                                                  |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                                                                                                               | <b>Enhancing Timely Hemodialysis Prescription Renewals Through System - Based Tracking and Automation (72)</b><br>SEHA Kidney Care, UAE<br>Presenter(s): Salini Sasindran, Quality Officer                                                                                                                                                                                                 |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                                                                                                               | Q&A Team: Dr Marie Kim James, Director of Nursing and Salini Sasindran, Quality Officer                                                                                                                                                                                                                                                                                                    |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                                                                                                             | <b>The “Digital Parking Permit for People of Determination” Initiative (92)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Capt. Ali Mohammed Rashid Al Nuaimi, Head of Vehicle Licensing Section; 1st Lt. Ahmed Ali Abdullah Bin Alwan Al Nuaimi, Head of Private Vehicle Licensing Branch; and Lt. Abdulrahman Bin Sultan Al Nuaimi, Head of Programs and Systems Branch |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                                                                                                             | Q&A Team: Capt. Ali Mohammed Rashid Al Nuaimi, Head of Vehicle Licensing Section; 1st Lt. Ahmed Ali Abdullah Bin Alwan Al Nuaimi, Head of Private Vehicle Licensing Branch; and Lt. Abdulrahman Bin Sultan Al Nuaimi, Head of Programs and Systems Branch                                                                                                                                  |
| <b>Strategy deployment and performance management</b> (implementing strategic plans, selecting KPIs, analysing performance, reporting results, and using dashboards to support decision-making)                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                            |
| UTC-10.25am, UAE-2.25pm, NZ-10.25pm                                                                                                                                                                                                                                                                                                                                                                                             | <b>Dubai Telehealth Project (101)</b><br>Dubai Health Authority, UAE<br>Presenter(s): Dr. Hanan Ali Mubarak Obaid, Director; Dr. Khulood Mohamed Hussain Ibrahim Alsayegh, Head of Section; and Shatha Ghandi Muhsineh, Senior Clinical Auditor                                                                                                                                            |
| UTC-10.35am, UAE-2.35pm, NZ-10.35pm                                                                                                                                                                                                                                                                                                                                                                                             | Q&A Team: Dr. Hanan Ali Mubarak Obaid, Director; Dr. Khulood Mohamed Hussain Ibrahim Alsayegh, Head of Section; and Shatha Ghandi Muhsineh, Senior Clinical Auditor                                                                                                                                                                                                                        |
| UTC-10.45am, UAE-2.45pm, NZ-10.45pm                                                                                                                                                                                                                                                                                                                                                                                             | <b>Strategy Hub: Transforming Environmental Strategy Execution Through an Integrated Government Performance Architecture (135)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): Aysha Al Ketbi, Director of SPO; Michael Shane Cowen, Expert-Corporate Performance; and Jorge Roman, Advisor-SPO                                                                                |
| UTC-10.55am, UAE-2.55pm, NZ-10.55pm                                                                                                                                                                                                                                                                                                                                                                                             | Q&A Team: Aysha Al Ketbi, Director of SPO; Michael Shane Cowen, Expert-Corporate Performance; and Jorge Roman, Advisor-SPO                                                                                                                                                                                                                                                                 |
| 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                                                                                                                                                                                                                                                                                                                                                                                      |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                                                                                                            | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                         |

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## Session 32 - International Best Practice Competition

Friday 18 September 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                                      | Agenda                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UTC-4.00am, UAE-8.00am, NZ-4.00pm                                                                                                                                                                                                                                                                                                                                                                                         | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Judges</b><br>Mandarr Agshikar, Business Excellence Mentor & General Manager at Ajhinkkya Fze, UAE<br>Dr. Mehran Doulat, Centre of Excellence (CoE), Universiti Teknikal Malaysia (Melaka), Malaysia<br>Romy Baker, CEO, Business Excellence Australia, Australia<br>Dr. Alaa Garad, Pro Vice-Chancellor (Academic), CEO, Dundee Centre of Business Excellence, Al-Maktoum College of Higher Education, United Kingdom |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Environmental sustainability</b> (surpassing regulatory requirements in areas such as energy use, waste reduction, pollution prevention, emissions reduction, and the responsible use of natural resources)                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| UTC-4.05am, UAE-8.05am, NZ-4.05pm                                                                                                                                                                                                                                                                                                                                                                                         | <b>Integrated Sustainability Management for Protected Areas (124)</b><br>Fujairah Environment Authority, UAE<br>Presenter(s): <a href="#">Abdul Nasser Obeidat, Section Head – Terrestrial Biodiversity and Protected Areas</a>                                                                                                                                                                                                                                                            |
| UTC-4.15am, UAE-8.15am, NZ-4.15pm                                                                                                                                                                                                                                                                                                                                                                                         | Q&A Team: <a href="#">Abdul Nasser Obeidat, Section Head – Terrestrial Biodiversity and Protected Areas</a> and <a href="#">Sami Ullah Majeed, Terrestrial Biodiversity Inspector</a>                                                                                                                                                                                                                                                                                                      |
| UTC-4.25am, UAE-8.25am, NZ-4.25pm                                                                                                                                                                                                                                                                                                                                                                                         | <b>Mission to Zero: Eliminating Single-Use Plastics (134)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): <a href="#">Monir Bou Ghanem, Advisor, Environment Policy &amp; Regulation</a>                                                                                                                                                                                                                                                                                       |
| UTC-4.35am, UAE-8.35am, NZ-4.35pm                                                                                                                                                                                                                                                                                                                                                                                         | Q&A Team: <a href="#">Abdullah Al Remeithi, Executive Director, Integrated Environment Policy &amp; Planning Sector</a> ; <a href="#">Rajeyah BinKulaib, Specialist, Environment Policy &amp; Regulation</a> ; and <a href="#">Monir Bou Ghanem, Advisor, Environment Policy &amp; Regulation</a>                                                                                                                                                                                          |
| <b>Risk management and resilience</b> (identifying, assessing, preventing, and minimising strategic, operational, public health, environmental, community, and other risks)                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| UTC-4.45am, UAE-8.45am, NZ-4.45pm                                                                                                                                                                                                                                                                                                                                                                                         | <b>Unified Group Risk &amp; Control Assurance Model (119)</b><br>AD Ports Group, UAE<br>Presenter(s): <a href="#">Capt. Saif Al Mheiri Al Mheiri, Group Chief Sustainability &amp; Risk Officer</a>                                                                                                                                                                                                                                                                                        |
| UTC-4.55am, UAE-8.55am, NZ-4.55pm                                                                                                                                                                                                                                                                                                                                                                                         | Q&A Team: <a href="#">Capt. Saif Al Mheiri Al Mheiri, Group Chief Sustainability &amp; Risk Officer</a> ; <a href="#">Qais Shelbyeh, Manager Group Risk and Internal Control</a> ; and <a href="#">Rasha Ahmed, Manager Group Risk and Internal Control</a>                                                                                                                                                                                                                                |
| UTC-5.05am, UAE-9.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                                                                                                                         | <b>360° Safety, From Detection to Protection: Integrating OVR Reporting, Trigger Tool, and Good Catch to Transform Patient Safety (26)</b><br>EHC- Risk Management & Patient safety, Saudi Arabia<br>Presenter(s): <a href="#">Asaad Khalil, Group Director - Clinical Risk Management and Patient Safety</a> ; <a href="#">Rasha DoniaSenior, Risk Management and Patient Safety Specialist</a> ; and <a href="#">Kawther Hussain, Manager, Patient Safety and Clinical Effectiveness</a> |
| UTC-5.15am, UAE-9.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                                                                                                                         | Q&A Team: <a href="#">Asaad Khalil, Group Director - Clinical Risk Management and Patient Safety</a> ; <a href="#">Rasha DoniaSenior, Risk Management and Patient Safety Specialist</a> ; and <a href="#">Kawther Hussain, Manager, Patient Safety and Clinical Effectiveness</a>                                                                                                                                                                                                          |
| <b>Design of processes/products/services</b> (research and development, translating customer needs to design, re-engineering)                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| UTC-5.25am, UAE-9.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                                                                                                                         | <b>Inclusive Entrepreneurship Through Integrated Licensing (170)</b><br>Abu Dhabi Department of Economic Development, United Arab Emirates<br>Presenter(s): <a href="#">Ali Makki, Executive Director and Erfan Al Hasmi</a>                                                                                                                                                                                                                                                               |
| UTC-5.35am, UAE-9.35am, NZ-5.35pm                                                                                                                                                                                                                                                                                                                                                                                         | Q&A Team: <a href="#">Ali Makki, Executive Director</a> , <a href="#">Erfan Al Hasmi</a> ; and <a href="#">Jorge Roman, Advisor</a>                                                                                                                                                                                                                                                                                                                                                        |
| <b>AI-led transformation</b> (A best practice where artificial intelligence (including machine learning or generative AI) is the primary driver of improving, automating or redesigning one or more processes or services. Examples may include AI-driven decision support, predictive maintenance, fraud detection, recommendation engines, computer-vision inspection, or generative-AI assistants and chatbots).       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| UTC-5.45am, UAE-9.45am, NZ-5.45pm                                                                                                                                                                                                                                                                                                                                                                                         | <b>AI-Driven Sustainable Offshore Aquaculture for Food Security and Marine Ecosystem Protection (130)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): <a href="#">Hamad Ahmed Almansoori, Unit Head - Aquaculture</a>                                                                                                                                                                                                                                                          |
| UTC-5.55am, UAE-9.55am, NZ-5.55pm                                                                                                                                                                                                                                                                                                                                                                                         | Q&A Team:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Governance</b> (governance frameworks, transparency, accountability, ethics, integrity, oversight, and responsible decision-making)                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| UTC-6.05am, UAE-10.05am, NZ-6.05pm                                                                                                                                                                                                                                                                                                                                                                                        | <b>Shared Governance-Driven Prevention of Device-Related Infections (172)</b><br>Reem Hospital, UAE<br>Presenter(s): <a href="#">Maripete Calpa, Infection Control Practitioner</a>                                                                                                                                                                                                                                                                                                        |
| UTC-6.15am, UAE-10.15am, NZ-6.15pm                                                                                                                                                                                                                                                                                                                                                                                        | Q&A Team: <a href="#">Hodan Ibrahim Sheikh Mohamed, Quality Patient Safety Director</a> and <a href="#">Maripete Calpa, Infection Control Practitioner</a>                                                                                                                                                                                                                                                                                                                                 |
| UTC-6.25am, UAE-10.25am, NZ-6.25pm                                                                                                                                                                                                                                                                                                                                                                                        | Close                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| UTC-6.35-6.55am, UAE-10.35-10.55am, NZ-6.35-6.55pm                                                                                                                                                                                                                                                                                                                                                                        | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

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## Session 33 - International Best Practice Competition

Monday 21 September 2026

| Time                                                                                                                                                                                                                                                                                                                                                                                                                            | Agenda                                                                                                                                                                                                                                                                                                |
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| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                                               | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                       |
| <b>Judges</b><br>Ailsa Carson, Partner, S A Partners, UK<br>Nancy Nouaimeh, Leadership and Organizational Excellence Consultant, CEO Xcellium Consulting, UAE<br>Rob Walley, Business Excellence Consultant, Australia<br>Dr. Atif Baig, Senior Consultant, Centre for Organisational Excellence Research, New Zealand                                                                                                          |                                                                                                                                                                                                                                                                                                       |
| <b>Governance</b> (governance frameworks, transparency, accountability, ethics, integrity, oversight, and responsible decision-making)                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                       |
| UTC-9.05am, UAE-1.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                                                                                                               | <b>Integrated Action Governance System (IAGS) (118)</b><br>AD Ports Group, UAE<br>Presenter(s): <a href="#">Wissem Kasdaghi, VP - Corporate Capital Projects Management</a>                                                                                                                           |
| UTC-9.15am, UAE-1.15pm, NZ-9.15pm                                                                                                                                                                                                                                                                                                                                                                                               | Q&A Team: <a href="#">Wissem Kasdaghi, VP - Corporate Capital Projects Management</a> and <a href="#">Muhammad Haquim, Specialist Reporting</a>                                                                                                                                                       |
| UTC-9.25am, UAE-1.25pm, NZ-9.25pm                                                                                                                                                                                                                                                                                                                                                                                               | <b>Transforming Mangrove Restoration Through Science-Based Environmental Governance (139)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): <a href="#">Nessrine Alzahrani, Expert-Marine Biodiversity Assessment and Conservation</a>                                                      |
| UTC-9.35am, UAE-1.35pm, NZ-9.35pm                                                                                                                                                                                                                                                                                                                                                                                               | Q&A Team: <a href="#">Nessrine Alzahrani, Expert-Marine Biodiversity Assessment and Conservation</a> ; <a href="#">Dr Hind Al Ameri, Section Head – Marine Biodiversity Assessment and Conservation</a> ; and <a href="#">Dr Himansu Das, Expert- Marine Biodiversity Assessment and Conservation</a> |
| UTC-9.45am, UAE-1.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                                                                                                               | <b>Integrated Sustainable Business Environment Model (169)</b><br>Abu Dhabi Department of Economic Development, United Arab Emirates<br>Presenter(s): <a href="#">Hassan Al Afifi, Advisor</a> and <a href="#">Erfan Al Hasmi</a>                                                                     |
| UTC-9.55am, UAE-1.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                                                                                                               | Q&A Team: <a href="#">Hassan Al Afifi, Advisor</a> , <a href="#">Erfan Al Hasmi</a> ; and <a href="#">Jorge Roman, Advisor</a>                                                                                                                                                                        |
| <b>Process improvement projects</b> (examples include Lean, Six Sigma, benchmarking, cycle-time reduction, efficiency improvement, and quality improvement projects)                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                       |
| UTC-10.05am, UAE-2.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                                                                                                             | <b>Optimizing Vascular Access for Hemodialysis Patients in Kano Kidney Center at Dammam Medical Complex (18)</b><br>Dammam Medical Complex, Saudi Arabia<br>Presenter(s): <a href="#">Safa Habib Alabyad, Nurse Manager of Kano Kidney Center</a>                                                     |
| UTC-10.15am, UAE-2.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                                                                                                             | Q&A Team: <a href="#">Safa Habib Alabyad, Nurse Manager of Kano Kidney Center</a> ; <a href="#">Fatimah Haydar Almuqbil, Renal Vascular Coordinator</a> ; and <a href="#">Mohammad Zaki Albaggal, Director of Kano Kidney Center</a>                                                                  |
| <b>Technology transformation of a specific process or service</b> (use of digital, industrial or other technologies (excluding AI as the main driver) to significantly improve, automate or redesign one clearly defined process or service. Examples may include big data analytics, robotics, blockchain, GIS, augmented reality, IoT, RPA, industrial automation systems, advanced machinery or manufacturing technologies). |                                                                                                                                                                                                                                                                                                       |
| UTC-10.25am, UAE-2.25pm, NZ-10.25pm                                                                                                                                                                                                                                                                                                                                                                                             | <b>Transforming Clinical Coding Excellence (21)</b><br>EHC - Clinical Coding, Saudi Arabia<br>Presenter(s): <a href="#">Njoud Alsubaie, Group Manager HIM &amp; Clinical Coding</a> and <a href="#">Bashayr Albilali, Group Supervisor Clinical Coding Eastern Cluster</a>                            |
| UTC-10.35am, UAE-2.35pm, NZ-10.35pm                                                                                                                                                                                                                                                                                                                                                                                             | Q&A Team: <a href="#">Njoud Alsubaie, Group Manager HIM &amp; Clinical Coding</a> and <a href="#">Bashayr Albilali, Group Supervisor Clinical Coding Eastern Cluster</a>                                                                                                                              |
| <b>AI-led transformation</b> (A best practice where artificial intelligence (including machine learning or generative AI) is the primary driver of improving, automating or redesigning one or more processes or services. Examples may include AI-driven decision support, predictive maintenance, fraud detection, recommendation engines, computer-vision inspection, or generative-AI assistants and chatbots).             |                                                                                                                                                                                                                                                                                                       |
| UTC-10.45am, UAE-2.45pm, NZ-10.45pm                                                                                                                                                                                                                                                                                                                                                                                             | <b>AI-Driven Competitiveness Intelligence System (171)</b><br>Abu Dhabi Department of Economic Development, United Arab Emirates<br>Presenter(s): <a href="#">Hala Al Ameri, Executive Director</a> and <a href="#">Stefan Kraxner, Advisor</a>                                                       |
| UTC-10.55am, UAE-2.55pm, NZ-10.55pm                                                                                                                                                                                                                                                                                                                                                                                             | Q&A Team: <a href="#">Hala Al Ameri, Executive Director</a> , <a href="#">Stefan Kraxner, Advisor</a> ; and <a href="#">Jorge Roman, Advisor</a>                                                                                                                                                      |
| 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                                                                                                                                                                                                                                                                                                 |
| UTC-11.35-11.55am, UAE-3.35-3.55pm, NZ-11.35-11.55pm                                                                                                                                                                                                                                                                                                                                                                            | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                    |

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## Final - Session 1 – International Best Practice Competition

**Tuesday 20 October 2026**

| Time                                                                                                                                                                                                                                                                                                                                                    | Final - Session 1                                                                                                                                                                                                                                                                                                                  | Tuesday 20 October 2026 |
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| UTC-4.00am, UAE-8.00am, NZ-5.00pm                                                                                                                                                                                                                                                                                                                       | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                    |                         |
| <b>Judges</b><br>Prof. Tariq Aldowaisan, Founder and CEO, Global Lead Consultants, Kuwait<br>Phil Guerin, Past President IMC New Zealand, Director Hague Consulting Ltd, New Zealand<br>Peter Holtmann, Founder, Managing Director, Holtmann Professional Services, Australia<br>Dr. Kamran Moosa, Chief Executive, PIQC Institute of Quality, Pakistan |                                                                                                                                                                                                                                                                                                                                    |                         |
| UTC-4.05am, UAE-8.05am, NZ, 5.05pm                                                                                                                                                                                                                                                                                                                      | <b>UAE Satellite Temperature Analytics for Industrial Energy Efficiency (13)</b><br>Ministry of Energy and infrastructure, UAE<br>Presenter(s): Somayyah Alyammahi, Director of Productivity and Demand Department; Maggie Mahmoud, Assistant Consultant Projects & Programs; Nawal Alhanaee, Director of Future Energy Department |                         |
| UTC-4.15am, UAE-8.15am, NZ-5.15pm                                                                                                                                                                                                                                                                                                                       | Q&A Team: Somayyah Alyammahi, Director of Productivity and Demand Department; Maggie Mahmoud, Assistant Consultant Projects & Programs; Nawal Alhanaee, Director of Future Energy Department;                                                                                                                                      |                         |
| UTC-4.25am, UAE-8.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                                                       | <b>Enhancing Innovation for Self-Sustainability and Profitability Beyond 2040 (121)</b><br>Aerospace Technology Systems Corp Sdn. Bhd (ATSC), Malaysia<br>Presenter(s): Lt Col Dato’ Mohd Fadzar bin Suhada RMAF (R), CEO                                                                                                          |                         |
| UTC-4.35am, UAE-8.35am, NZ-5.35pm                                                                                                                                                                                                                                                                                                                       | Q&A Team: Lt Col Dato’ Mohd Fadzar bin Suhada RMAF (R), CEO; Ir. Ahmad Saifuddin bin Abdul Manaf, General Manager Business Development; and Sayyidatul Aisyah binti Sulaiman, Engineer                                                                                                                                             |                         |
| UTC-4.45am, UAE-8.45am, NZ-5.45pm                                                                                                                                                                                                                                                                                                                       | <b>Navigator- Led Integrated Stroke Care Transformation (111)</b><br>Shaikh Tahnoon Bin Mohammed Medical City, UAE<br>Presenter(s): Khuloud Alkaabi, Stroke Unit Nurse Manager; Fatima Al Sawwafi, Stroke Navigator; and Hinda Deria, Stroke Educator – CRN                                                                        |                         |
| UTC-4.55am, UAE-8.55am, NZ-5.55pm                                                                                                                                                                                                                                                                                                                       | Q&A Team: Khuloud Alkaabi, Stroke Unit Nurse Manager; Fatima Al Sawwafi, Stroke Navigator; and Hinda Deria, Stroke Educator – CRN                                                                                                                                                                                                  |                         |
| UTC-5.05am, UAE-9.05am, NZ-6.05pm                                                                                                                                                                                                                                                                                                                       | <b>Signal-Driven Institutional Agility in Policing (5)</b><br>Fujairah Police General Headquarters, UAE<br>Presenter(s): Dr. Maryam Darweish Bin Al Shaikh Alhashmi, Lt. Col. Head of Quality Department                                                                                                                           |                         |
| UTC-5.15am, UAE-9.15am, NZ-6.15pm                                                                                                                                                                                                                                                                                                                       | Q&A Team: Dr. Maryam Darweish Bin Al Shaikh Alhashmi, Lt. Col. Head of Quality Department                                                                                                                                                                                                                                          |                         |
| UTC-5.25am, UAE-9.25am, NZ-6.25pm                                                                                                                                                                                                                                                                                                                       | <b>Unified Government Workforce Management (160)</b><br>Dubai Digital Authority, UAE<br>Presenter(s): Ahmed Farag Khir, ERP Architect                                                                                                                                                                                              |                         |
| UTC-5.35am, UAE-9.35am, NZ-6.35pm                                                                                                                                                                                                                                                                                                                       | Q&A Team: Ahmed Farag Khir, ERP Architect; Hend Saif ALRowahi, Manager of Human Resources and Payroll Systems; and Huda AlHashimi, Senior Director                                                                                                                                                                                 |                         |
| UTC-5.45am, UAE-9.45am, NZ-6.45pm                                                                                                                                                                                                                                                                                                                       | <b>From Patient Voice to System-Wide Transformation (24)</b><br>EHC- Patient Experience, Saudi Arabia<br>Presenter(s): Latifah Aldoosary, Group Director of Patient Experience; Khawla Aljafar, Group Manager of Patient Experience; Alaa Alaqraa, Group Manager of Patient Standards                                              |                         |
| UTC-5.55am, UAE-9.55am, NZ-6.55pm                                                                                                                                                                                                                                                                                                                       | Q&A Team: Latifah Aldoosary, Group Director of Patient Experience; Khawla Aljafar, Group Manager of Patient Experience; Alaa Alaqraa, Group Manager of Patient Standards                                                                                                                                                           |                         |
| UTC-6.05am, UAE-10.05am, NZ-7.05pm                                                                                                                                                                                                                                                                                                                      | Close                                                                                                                                                                                                                                                                                                                              |                         |
| UTC-6.10-6.30am, UAE-10.10-10.30am, NZ-7.10-7.30pm                                                                                                                                                                                                                                                                                                      | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                 |                         |



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## Final - Session 2 – International Best Practice Competition

**Tuesday 20 October 2026**

| Time                                                                                                                                                                                                                                                                                                                                                                             | Final – Session 2                                                                                                                                                                                                                                      | Tuesday 20 October 2026 |
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| UTC-9.00am, UAE-1.00pm, NZ-10.00pm                                                                                                                                                                                                                                                                                                                                               | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                        |                         |
| <b>Judges</b><br>Ailsa Carson, Partner, S A Partners, UK<br>Dr. Siham El-Kafafi, Director & Business Consultant, Arrows Research Consultancy, New Zealand<br>Dr. Rassel Kassem, Contemporary Management Advisor, Business Excellence Expert, Author & Researcher, UAE<br>Dr Moira Scerri, Senior Lecturer Operations and Supply Chain Management, UTS Business School, Australia |                                                                                                                                                                                                                                                        |                         |
| UTC-9.05am, UAE-1.05pm, NZ, 10.05pm                                                                                                                                                                                                                                                                                                                                              | <b>From Overfishing to Full Sustainability: Abu Dhabi's Blue Ecosystem Fisheries Model (123)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): <a href="#">Dr. Dario Pinello, Unit Head - Fisheries Assessment and Research</a>              |                         |
| UTC-9.15am, UAE-1.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                                                               | Q&A Team: <a href="#">Dr. Dario Pinello, Unit Head - Fisheries Assessment and Research</a>                                                                                                                                                             |                         |
| UTC-9.25am, UAE-1.25pm, NZ-10.25pm                                                                                                                                                                                                                                                                                                                                               | <b>Dubai Police Lost and Found Service (116)</b><br>Dubai Police, UAE<br>Presenter(s): <a href="#">Reem Alhosani, Head of Communication and Complaint Follow-up</a>                                                                                    |                         |
| UTC-9.35am, UAE-1.35pm, NZ-10.35pm                                                                                                                                                                                                                                                                                                                                               | Q&A Team: <a href="#">Reem Alhosani, Head of Communication and Complaint Follow-up</a>                                                                                                                                                                 |                         |
| UTC-9.45am, UAE-1.45pm, NZ-10.45pm                                                                                                                                                                                                                                                                                                                                               | <b>Direct Eye Bank–Enabled Readiness-Triggered Transplant Integration (19)</b><br>Dhahran Eye Specialist Hospital, Saudi Arabia<br>Presenter(s): <a href="#">Naif Alghamdi, Eye Bank Supervisor</a>                                                    |                         |
| UTC-9.55am, UAE-1.55pm, NZ-10.55pm                                                                                                                                                                                                                                                                                                                                               | Q&A Team: <a href="#">Dalia Nabil Abbas, Project Leader - Head of OR &amp; Anaesthesia Department -- Anaesthesia Consultant; Fatimah Alzaher, Head of Eye Bank and Corneal Transplant -- Cornea Consultant; and Naif Alghamdi, Eye Bank Supervisor</a> |                         |
| UTC-10.05am, UAE-2.05pm, NZ-11.05pm                                                                                                                                                                                                                                                                                                                                              | <b>Dubai REST (50)</b><br>Dubai Land Department, UAE<br>Presenter(s): <a href="#">Maitha Al Ahli, Manager, Service Enhancement and Excellence Section and Duaa Deblan, Head of Real Estate Services Pioneering Department</a>                          |                         |
| UTC-10.15am, UAE-2.15pm, NZ-11.15pm                                                                                                                                                                                                                                                                                                                                              | Q&A Team: <a href="#">Maitha Al Ahli, Manager, Service Enhancement and Excellence Section; Duaa Deblan, Head of Real Estate Services Pioneering Department; and Mureed Mustafa, Operations Manager</a>                                                 |                         |
| UTC-10.25am, UAE-2.25pm, NZ-11.25pm                                                                                                                                                                                                                                                                                                                                              | <b>Lead the Risk, Sustain Supply Chain (120)</b><br>AD Ports Group, UAE<br>Presenter(s): <a href="#">Mohamed Al Hosani, VP - Corporate HSSE &amp; Business Continuity</a>                                                                              |                         |
| UTC-10.35am, UAE-2.35pm, NZ-11.35pm                                                                                                                                                                                                                                                                                                                                              | Q&A Team: <a href="#">Mohamed Al Hosani, VP - Corporate HSSE &amp; Business Continuity; Sarah Aichour, Business Continuity Manager; and Samer Abu Amarah, Senior Specialist - Policies &amp; Procedures</a>                                            |                         |
| UTC-10.45am, UAE-2.45pm, NZ-11.45pm                                                                                                                                                                                                                                                                                                                                              | <b>Creating a Thriving Workforce (55)</b><br>Methodist Healthcare Ministries of South Texas, United States<br>Presenter(s): <a href="#">Bridget Lamme, Vice President Human Resources</a>                                                              |                         |
| UTC-10.55am, UAE-2.55pm, NZ-11.55pm                                                                                                                                                                                                                                                                                                                                              | Q&A Team: <a href="#">Oanh Maroney-Omitade, Chief Administrative Officer and Bridget Lamme, Vice President Human Resources</a>                                                                                                                         |                         |
| UTC-11.05am, UAE-3.05pm, NZ-12.05am                                                                                                                                                                                                                                                                                                                                              | Close                                                                                                                                                                                                                                                  |                         |
| UTC-11.10-11.30am, UAE-3.10-3.30pm, NZ-12.10-12.30am                                                                                                                                                                                                                                                                                                                             | Judges Consensus Meeting – Private                                                                                                                                                                                                                     |                         |



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PRACTICE  
COMPETITION**

## Final - Session 3 – International Best Practice Competition

Thursday 22 October 2026

| Time                                                                                                                                                                                                                                                                                 | Final - Session 3                                                                                                                                                                                                                                                                                                                                                                                                                        | Thursday 22 October 2026 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| UTC-4.00am, UAE-8.00am, NZ-5.00pm                                                                                                                                                                                                                                                    | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                                                          |                          |
| <b>Judges</b><br>Jeremy Cox, Managing Director, Klicx, New Zealand<br>Paul Grizzell, President of Core Values Partners, Inc, United States<br>Dr. Sunil Gupta, Founder and Chief Creatologist IDEAS, Oman<br>Dr. Alaa A. El-Halwagy, CEO of Innovative Group, Florida, United States |                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |
| UTC-4.05am, UAE-8.05am, NZ, 5.05pm                                                                                                                                                                                                                                                   | <b>Integrated Sustainability Management for Protected Areas (124)</b><br>Fujairah Environment Authority, UAE<br>Presenter(s): Abdul Nasser Obeidat, Section Head – Terrestrial Biodiversity and Protected Areas                                                                                                                                                                                                                          |                          |
| UTC-4.15am, UAE-8.15am, NZ-5.15pm                                                                                                                                                                                                                                                    | Q&A Team: Abdul Nasser Obeidat, Section Head – Terrestrial Biodiversity and Protected Areas and Sami Ullah Majeed, Terrestrial Biodiversity Inspector                                                                                                                                                                                                                                                                                    |                          |
| UTC-4.25am, UAE-8.25am, NZ-5.25pm                                                                                                                                                                                                                                                    | <b>AI-Driven Competitiveness Intelligence System (171)</b><br>Abu Dhabi Department of Economic Development, United Arab Emirates<br>Presenter(s): Hala Al Ameri, Executive Director and Stefan Kraxner, Advisor                                                                                                                                                                                                                          |                          |
| UTC-4.35am, UAE-8.35am, NZ-5.35pm                                                                                                                                                                                                                                                    | Q&A Team: Hala Al Ameri, Executive Director, Stefan Kraxner, Advisor; and Jorge Roman, Advisor                                                                                                                                                                                                                                                                                                                                           |                          |
| UTC-4.45am, UAE-8.45am, NZ-5.45pm                                                                                                                                                                                                                                                    | <b>Strategy-to-Execution Transformation Model (106)</b><br>Mohammed Bin Rashid Housing Establishment, UAE<br>Presenter(s): Noura Saeed Almutawa, Head of Strategic & Performance; Rami Al Khatib, Organisation Development Expert; and Fatma Jaffar Al Ustad, Excellence and Instructional Leadership Section                                                                                                                            |                          |
| UTC-4.55am, UAE-8.55am, NZ-5.55pm                                                                                                                                                                                                                                                    | Q&A Team: Noura Saeed Almutawa, Head of Strategic & Performance; Rami Al Khatib, Organisation Development Expert; and Fatma Jaffar Al Ustad, Excellence and Instructional Leadership Section                                                                                                                                                                                                                                             |                          |
| UTC-5.05am, UAE-9.05am, NZ-6.05pm                                                                                                                                                                                                                                                    | <b>360° Safety, From Detection to Protection: Integrating OVR Reporting, Trigger Tool, and Good Catch to Transform Patient Safety (26)</b><br>EHC- Risk Management & Patient safety, Saudi Arabia<br>Presenter(s): Asaad Khalil, Group Director - Clinical Risk Management and Patient Safety; Rasha DoniaSenior, Risk Management and Patient Safety Specialist; and Kawther Hussain, Manager, Patient Safety and Clinical Effectiveness |                          |
| UTC-5.15am, UAE-9.15am, NZ-6.15pm                                                                                                                                                                                                                                                    | Q&A Team: Asaad Khalil, Group Director - Clinical Risk Management and Patient Safety; Rasha DoniaSenior, Risk Management and Patient Safety Specialist; and Kawther Hussain, Manager, Patient Safety and Clinical Effectiveness                                                                                                                                                                                                          |                          |
| UTC-5.25am, UAE-9.25am, NZ-6.25pm                                                                                                                                                                                                                                                    | <b>Virtual Stars Academy (58)</b><br>Ajman Police General Headquarters, UAE<br>Presenter(s): Col. Mohamed Abdalla Bu Shehab, Head of Al Nuaimiya Comprehensive Police Station; Cap. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation Branch                                                                                                                                                                                |                          |
| UTC-5.35am, UAE-9.35am, NZ-6.35pm                                                                                                                                                                                                                                                    | Q&A Team: Col. Mohamed Abdalla Bu Shehab, Head of Al Nuaimiya Comprehensive Police Station; Cap. Abdulaziz Bin Sultan Al Nuaimi, Head of Criminal Investigation Branch; WO. Fatima Rashid Bin Zayed Al Ali                                                                                                                                                                                                                               |                          |
| UTC-5.45am, UAE-9.45am, NZ-6.45pm                                                                                                                                                                                                                                                    | <b>Transforming Pediatric Oncology Capacity Through Predictive Bed Governance (12)</b><br>King Hussein Cancer Center, Jordan<br>Presenter(s): Rawad Rihani, Chairperson, Department of Pediatrics                                                                                                                                                                                                                                        |                          |
| UTC-5.55am, UAE-9.55am, NZ-6.55pm                                                                                                                                                                                                                                                    | Q&A Team: Rawad Rihani, Chairperson, Department of Pediatrics; Dania Abu Jamous, Pediatric throughput Coordinator; Yara Abid, Pediatric throughput Coordinator                                                                                                                                                                                                                                                                           |                          |
| UTC-6.05am, UAE-10.05am, NZ-7.05pm                                                                                                                                                                                                                                                   | Close                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |
| UTC-6.10-6.30am, UAE-10.10-10.30am, NZ-7.10-7.30pm                                                                                                                                                                                                                                   | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                                                                       |                          |



## Final - Session 4 – International Best Practice Competition

Thursday 22 October 2026

| Time                                                                                                                                                                                                                                                                                                                                                                    | Final – Session 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Thursday 22 October 2026   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| UTC-9.00am, UAE-1.00pm, NZ-10.00pm                                                                                                                                                                                                                                                                                                                                      | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| <b>Judges</b><br>Dr. Ayed Alamri, President, Saudi Quality Council (SQC), Saudi Arabia<br>Dr. Phanasan Kohsuwan, Technical Sub-Committee and Lead Assessor for Thailand Quality Award (TQA), Thailand<br>Sunil Sinha, President Elect, International Academy for Quality, United Arab Emirates<br>Trish Wilson, Founder/Director, The Network of Us (NOUS), New Zealand |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| UTC-9.05am, UAE-1.05pm, NZ, 10.05pm                                                                                                                                                                                                                                                                                                                                     | <b>Certified Person Incharge Food Safety Program (4)</b><br>Dubai Municipality, UAE<br>Presenter(s): Shuguftha Shaikh, Principal Officer, Food Safety Dept.                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                            |
| UTC-9.15am, UAE-1.15pm, NZ-10.15pm                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Shuguftha Shaikh, Principal Officer, Food Safety Dept.; Sindhumathi Ramadoss, IT System Analyst; Rashid Mughal, Senior System Analyst                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| UTC-9.25am, UAE-1.25pm, NZ-10.25pm                                                                                                                                                                                                                                                                                                                                      | <b>Makhzan Al Khair: Building the World's Largest Strategic Underground Drinking Water Reserve (136)</b><br>Environment Agency – Abu Dhabi, UAE<br>Presenter(s): Abdulla Alghais, Groundwater Specialist; Dr. Mohammed Dawoud, Advisor; and Dr. Osama Salam, Groundwater Specialist                                                                                                                                                                                                                                                                                                                                                       |                            |
| UTC-9.35am, UAE-1.35pm, NZ-10.35pm                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Abdulla Alghais, Groundwater Specialist; Dr. Mohammed Dawoud, Advisor; and Dr. Osama Salam, Groundwater Specialist                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |
| UTC-9.45am, UAE-1.45pm, NZ-10.45pm                                                                                                                                                                                                                                                                                                                                      | <b>Ghiath - A Fully Integrated Proactive Mobile Police Vehicle (16)</b><br>Dubai Police, UAE<br>Presenter(s): Lt. Col. Eng. Omar Al Khaja, Director -- Future of Digital Mobility Center; Capt. Eng. Mohamed Zainal, Head of Future Mobility Sciences; 1st Lt. Eng. Saif AlMatrooshi, Head of Engineering Innovation Section                                                                                                                                                                                                                                                                                                              |                            |
| UTC-9.55am, UAE-1.55pm, NZ-10.55pm                                                                                                                                                                                                                                                                                                                                      | Q&A Team: Lt. Col. Eng. Omar Al Khaja, Director -- Future of Digital Mobility Center; Capt. Eng. Mohamed Zainal, Head of Future Mobility Sciences; 1st Lt. Eng. Saif AlMatrooshi, Head of Engineering Innovation Section;                                                                                                                                                                                                                                                                                                                                                                                                                 |                            |
| UTC-10.05am, UAE-2.05pm, NZ-11.05pm                                                                                                                                                                                                                                                                                                                                     | <b>Nuclear Solutions Group (Sprint Project) (1)</b><br>Sellafield Ltd, UK<br>Presenter(s): Lorna Devine, NSG Engineering Lead; Matt Dixon, NSG Engineering Lead; Craig Branney, Head of Nuclear Solutions Group                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| UTC-10.15am, UAE-2.15pm, NZ-11.15pm                                                                                                                                                                                                                                                                                                                                     | Q&A Team: Lorna Devine, NSG Engineering Lead; Matt Dixon, NSG Engineering Lead; Craig Branney, Head of Nuclear Solutions Group; and Darren Telford, Implementation Lead, Resolve Engineered Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                     |                            |
| UTC-10.25am, UAE-2.25pm, NZ-11.25pm                                                                                                                                                                                                                                                                                                                                     | <b>Integrated Multidisciplinary Fall-Prevention Model for Hospitalized Patients (33)</b><br>Nuairiyah General Hospital, Saudi Arabia<br>Presenter(s): Mohanad Helmy, Head of TQM -- Western Division, Rural Health Network / NGH                                                                                                                                                                                                                                                                                                                                                                                                          |                            |
| UTC-10.35am, UAE-2.35pm, NZ-11.35pm                                                                                                                                                                                                                                                                                                                                     | Q&A Team: Mohanad Helmy, Head of TQM -- Western Division, Rural Health Network / NGH; Aml Sabra, Nursing Education Dept.; Basma Almutairy, Nursing Quality                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                            |
| UTC-10.45am, UAE-2.45pm, NZ-11.45pm                                                                                                                                                                                                                                                                                                                                     | <b>Hasa Project, CO2 Mineralization in Fujairah (165)</b><br>Fujairah Natural Resources Corporation, UAE<br>Presenter(s): Engineer Samya Salem Al Sereidi, Director of Geology and Mining Dept. and Sikander Khan Durrani, Geologist                                                                                                                                                                                                                                                                                                                                                                                                      |                            |
| UTC-10.55am, UAE-2.55pm, NZ-11.55pm                                                                                                                                                                                                                                                                                                                                     | Q&A Team: Engineer Samya Salem Al Sereidi, Director of Geology and Mining Dept.; Sikander Khan Durrani, Geologist; and Ehab Tasfal, Chief Technology Officer,                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                            |
| UTC-11.05am, UAE-3.05pm, NZ-12.05pm                                                                                                                                                                                                                                                                                                                                     | Close                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                            |
| UTC-11.10-11.30am, UAE-3.10-3.30pm, NZ-12.10-12.30am                                                                                                                                                                                                                                                                                                                    | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                            |
| Time                                                                                                                                                                                                                                                                                                                                                                    | Awards Announcement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Thursday, 29 October, 2026 |
| UTC-9.00am, UAE-1.00pm, NZ-10.00pm                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li><b>Organisation-Wide Innovation Award Winner(s) Announced</b></li> <li><b>Global Benchmarking Award Winner(s) Announced</b></li> <li><b>ESG Excellence Award Winner(s) Announced</b></li> <li><b>International Best Practice Competition Winner(s) Announced:</b> <ul style="list-style-type: none"> <li>7 Star - Award Winner(s)</li> <li>Category Awards</li> <li>Pioneer in Excellence Prizes</li> <li>Honour of Distinction in International Best Practices</li> <li>Highest Star Rating for an SME (50 or less employees)</li> <li>NZ Best Practice Competition Awards</li> </ul> </li> </ul> |                            |
| UTC-9.30am, UAE-1.30pm, NZ-9.30pm                                                                                                                                                                                                                                                                                                                                       | Close                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                            |



## Organisation-Wide Innovation Award

| Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Final - Organisation-Wide Innovation Award                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Tuesday 6 October, 2026    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| <b>Start:</b> UTC-9.00am, UAE-1.00pm, NZ-10.00pm                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| <b>Judges</b><br>Dr. Joseph DeFeo, Chief Quality & Advocacy Officer, ComplianceQuest and Past CEO Juran Institute, United States<br>Phil Guerin, Past President IMC New Zealand, Director Hague Consulting Ltd, New Zealand<br>Harnek Singh, Adjunct & External Assessor, Skills and Workforce Development Agency (SWDA) Singapore<br>Dr. Alan Samuel, Benchmarking Consultant & Researcher (futurist & best practice), Research in AI-human Collaboration, Leadership & Life Coach, New Zealand |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| UTC-9.05am, UAE-1.05pm, NZ-10.05pm                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Environment Agency – Abu Dhabi, UAE</b><br>Presenter(s): Aysha Al Ketbi, Director, Strategic Planning Office; Suaad Alhosani, Section Head, Organisational Excellence & Innovation; and Anil Kumar, Advisor - Environmental Information Management                                                                                                                                                                                                                                                                                                                                                                                     |                            |
| UTC-9.20am, UAE-1.20pm, NZ-10.20pm                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Q&A Team: Aysha Al Ketbi, Director, Strategic Planning Office; Suaad Alhosani, Section Head, Organisational Excellence & Innovation; and Anil Kumar, Advisor - Environmental Information Management                                                                                                                                                                                                                                                                                                                                                                                                                                       |                            |
| UTC-9.30am, UAE-1.30pm, NZ-10.30pm                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>GIS Centre, Dubai Municipality, UAE</b><br>Presenter(s): Manal Kamel, GIS Analyst and AbdulAzim Hassan, Senior Data Analyst                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                            |
| UTC-9.45am, UAE-1.45pm, NZ-10.45pm                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Q&A Team: Manal Kamel, GIS Analyst; AbdulAzim Hassan, Senior Data Analyst; and Hussein Abdulmotalib, Senior GIS Specialist                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                            |
| UTC-9.55am, UAE-1.55pm, NZ-10.55pm                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Community Development Authority – Dubai, UAE</b><br>Presenter(s): Shehab Thani, Investment opportunities Specialist                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                            |
| UTC-10.10am, UAE-2.10pm, NZ-11.10pm                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Q&A Team: Shehab Thani, Investment opportunities Specialist; Dr. Ayman Al Jayyousi, Corporate Excellence Expert; and Husam Mahmood, Strategic Planning Expert                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                            |
| UTC-10.20am, UAE-2.20pm, NZ-11.20pm                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Break</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |
| UTC-10.30am, UAE-2.30pm, NZ-11.30pm                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Abu Dhabi Department of Economic Development, UAE</b><br>Presenter(s): Fatema AlRashdi, Executive Director and Yaser Alwahedi, Innovation Advisor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                            |
| UTC-10.45am, UAE-2.45pm, NZ-11.45pm                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Q&A Team: Fatema AlRashdi, Executive Director; Yaser Alwahedi, Innovation Advisor; and Jorge Roman, Advisor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                            |
| UTC-10.55am, UAE-2.55pm, NZ-11.55pm                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Aster Pharmacy Group, UAE</b><br>Presenter(s): Vamsi Krishna, Deputy General Manager - Supply Chain Management and Shiraz Khan, Associate Vice President – Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                            |
| UTC-11.10am, UAE-3.10pm, NZ-12.10am                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Q&A Team: Vamsi Krishna, Deputy General Manager - Supply Chain Management; Shiraz Khan, Associate Vice President – Operations; and Dr. Ridhima Joshi, Manager – Quality                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                            |
| UTC-11.20am, UAE-3.20pm, NZ-12.20am                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Close                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                            |
| UTC-11.20-11.45am, UAE-3.20-3.45pm, NZ-12.20-12.45am                                                                                                                                                                                                                                                                                                                                                                                                                                             | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                            |
| Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Awards Announcement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Thursday, 29 October, 2026 |
| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li><b>Organisation-Wide Innovation Award Winner(s) Announced</b></li> <li><b>Global Benchmarking Award Winner(s) Announced</b></li> <li><b>ESG Excellence Award Winner(s) Announced</b></li> <li><b>International Best Practice Competition Winner(s) Announced:</b> <ul style="list-style-type: none"> <li>7 Star - Award Winner(s)</li> <li>Category Awards</li> <li>Pioneer in Excellence Prizes</li> <li>Honour of Distinction in International Best Practices</li> <li>Highest Star Rating for an SME (50 or less employees)</li> <li>NZ Best Practice Competition Awards</li> </ul> </li> </ul> |                            |
| UTC-9.30am, UAE-1.30pm, NZ-9.30pm                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Close                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                            |

\*Registration Forms required for applications highlighted in red



GLOBAL  
BENCHMARKING  
AWARD



| Time                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Final - Global Benchmarking Award                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Thursday, 8 October, 2026  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| <b>Start:</b> UTC-8.00am, UAE-12.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                                                                | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| <b>Judges</b><br>Dr. Mehran Doulat, Centre of Excellence (CoE), Universiti Teknikal Malaysia (Melaka), Malaysia<br>Dr. Alan Samuel, Benchmarking Consultant & Researcher (futurist & best practice), Research in AI-human Collaboration, Leadership & Life Coach, New Zealand<br>Teresa Bagaman, Director, Global Benchmarking Network, Consultant on Strategic Innovation, The Medical City, Philippines<br>Khashayar Atale, Global Benchmarking Board, Canada |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| UTC-8.05am, UAE-12.05pm, NZ-9.05pm                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Roads and Transport Authority - Bus Operations Control Centre (RTA), UAE</b><br>Presenter(s): <b>Mohamed Saleh, Deputy Director; Reghu Anguswamy, Chief Specialist; and Christy Ann Cherian, Chief Specialist</b><br>Q&A Team: <b>Mohamed Saleh, Deputy Director; Reghu Anguswamy, Chief Specialist; and Christy Ann Cherian, Chief Specialist</b>                                                                                                                                                                                                                                                                                     |                            |
| UTC-8.20am, UAE-12.20pm, NZ-9.20pm                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| UTC-8.30am, UAE-12.30pm, NZ-9.30pm                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Al Fujairah Hospital, UAE</b><br>Presenter(s): <b>Sarah Zayed, Quality Executive</b><br>Q&A Team: <b>Sarah Zayed, Quality Executive; Amina Mahmoud, Head of Quality Department; and Nouf Al Ameeri, Coordination and Follow up</b>                                                                                                                                                                                                                                                                                                                                                                                                     |                            |
| UTC-8.45am, UAE-12.45pm, NZ-9.45pm                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| UTC-8.55am, UAE-12.55pm, NZ-9.55pm                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Dubai Municipality, UAE</b><br>Presenter(s): <b>Nadia Al Shaiba, Principal Quality Specialist and Saeed AlSuwaidi, Senior Knowledge and Innovation Specialist</b><br>Q&A Team: <b>Nadia Al Shaiba, Principal Quality Specialist; Saeed AlSuwaidi, Senior Knowledge and Innovation Specialist; and Nariman Al Baqi, Expert</b>                                                                                                                                                                                                                                                                                                          |                            |
| UTC-9.10am, UAE-1.10pm, NZ-10.10pm                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| UTC-9.20am, UAE-1.20pm, NZ-10.20pm                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Break</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |
| UTC-9.30am, UAE-1.30pm, NZ-10.30pm                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Staff Accommodation Authority – Abu Dhabi Ports Group, UAE</b><br>Presenter(s): <b>Othman Al Khouri, Executive Director – Corporate Authority</b><br>Q&A Team: <b>Othman Al Khouri, Executive Director – Corporate Authority and Salem Al Hosani, Manager – Research &amp; Process Management</b>                                                                                                                                                                                                                                                                                                                                      |                            |
| UTC-9.45am, UAE-1.45pm, NZ-10.45pm                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| UTC-9.55am, UAE-1.55pm, NZ-10.55pm                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Roads and Transport Authority - Rail Agency (RTA), UAE</b><br>Presenter(s): <b>Walid Abdelal, Chief Engineer</b><br>Q&A Team:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                            |
| UTC-10.10am, UAE-2.10pm, NZ-11.10pm                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| UTC-10.20am, UAE-2.20pm, NZ-11.20pm                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Close</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |
| UTC-10.20-10.45am, UAE-2.20-2.45pm, NZ-11.20-11.45pm                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Judges Consensus Meeting – Private</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                            |
| Time                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Awards Announcement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Thursday, 29 October, 2026 |
| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li><b>Organisation-Wide Innovation Award Winner(s) Announced</b></li> <li><b>Global Benchmarking Award Winner(s) Announced</b></li> <li><b>ESG Excellence Award Winner(s) Announced</b></li> <li><b>International Best Practice Competition Winner(s) Announced:</b> <ul style="list-style-type: none"> <li>7 Star - Award Winner(s)</li> <li>Category Awards</li> <li>Pioneer in Excellence Prizes</li> <li>Honour of Distinction in International Best Practices</li> <li>Highest Star Rating for an SME (50 or less employees)</li> <li>NZ Best Practice Competition Awards</li> </ul> </li> </ul> |                            |
| UTC-9.30am, UAE-1.30pm, NZ-9.30pm                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Close</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |

\*Registration Forms required for applications highlighted in red



| Time                                                                                                                                                                                                                                                                                                                                                                                                                                       | Final - Environmental, Social & Governance (ESG) Excellence Award                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Tuesday, 13 October, 2026  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| <b>Start:</b> UTC-4.00am, UAE-8.00am, NZ-5.00pm                                                                                                                                                                                                                                                                                                                                                                                            | Introduction – Dr Robin Mann, Centre for Organisational Excellence Research (COER), New Zealand                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                            |
| <b>Judges</b><br>Professor Gabriel Eweje, Professor of Corporate Responsibility & Sustainability, School of Business and Law, Edith Cowan University, Australia<br>Keith Philips, CEO, QBLS, New Zealand<br>Somia Rokhgireh, Sustainability and Business Excellence Architect, President, Academician, Entrepreneur, Canada<br>Dr. Aymen Sajjad, Senior Lecturer in Sustainability and Business Management, Massey University, New Zealand |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                            |
| UTC-4.05am, UAE-8.05am, NZ-5.05pm                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Environment Agency – Abu Dhabi, UAE</b><br>Presenter(s): <a href="#">Aysha Al Ketbi, Director – Strategic Planning Office</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                            |
| UTC-4.25am, UAE-8.25am, NZ-5.25pm                                                                                                                                                                                                                                                                                                                                                                                                          | Q&A Team: <a href="#">Aysha Al Ketbi, Director – Strategic Planning Office</a> ; <a href="#">Moh'd Alam, Expert – Climate Change</a> ; and <a href="#">Eman Ali, Specialist – Corporate Sustainability</a>                                                                                                                                                                                                                                                                                                                                                                                                                                      |                            |
| UTC-4.45am, UAE-8.45am, NZ-5.45pm                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Abu Dhabi Department of Economic Development, UAE</b><br>Presenter(s): <a href="#">Fatema Alrashdi, Executive Director</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                            |
| UTC-5.05am, UAE-9.05am, NZ-6.05pm                                                                                                                                                                                                                                                                                                                                                                                                          | Q&A Team:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                            |
| UTC-5.25am, UAE-9.25am, NZ-6.25pm                                                                                                                                                                                                                                                                                                                                                                                                          | Close                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |
| UTC-5.25-5.50am, UAE-9.25-9.50am, NZ-6.25-6.50pm                                                                                                                                                                                                                                                                                                                                                                                           | Judges Consensus Meeting – Private                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |
| Time                                                                                                                                                                                                                                                                                                                                                                                                                                       | Awards Announcement                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Thursday, 29 October, 2026 |
| UTC-9.00am, UAE-1.00pm, NZ-9.00pm                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"><li>• <b>Organisation-Wide Innovation Award Winner(s) Announced</b></li><li>• <b>Global Benchmarking Award Winner(s) Announced</b></li><li>• <b>ESG Excellence Award Winner(s) Announced</b></li><li>• <b>International Best Practice Competition Winner(s) Announced:</b><ul style="list-style-type: none"><li>○ 7 Star - Award Winner(s)</li><li>○ Category Awards</li><li>○ Pioneer in Excellence Prizes</li><li>○ Honour of Distinction in International Best Practices</li><li>○ Highest Star Rating for an SME (50 or less employees)</li><li>○ NZ Best Practice Competition Awards</li></ul></li></ul> |                            |
| UTC-9.30am, UAE-1.30pm, NZ-9.30pm                                                                                                                                                                                                                                                                                                                                                                                                          | Close                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |

\*Registration Forms required for applications highlighted in red

**This is an event you do not want to miss!**

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