



Qualcon 018

Quality in a Complex World

Sunday 14 to Tuesday 16 October 2018
The Mercure Brisbane Nth Quay

Programme



Major Sponsor



Sponsors



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QUALCON 2018 Sunday 14 October 2018 - Welcome and Networking Cocktails

6:00pm	Conference Registration
6:30-8:30pm	Canapés and Cocktails Hosted by Mr Jeff Ryall President of AOQ Ltd A traditional Qualcon® event where you can reacquaint yourself with colleagues and meet new friends. The Qualcon® organising committee will be there to meet you and to help you with any queries. Dress: Smart casual

QUALCON 2018 Monday 15 October - Day 1	
7:15 for 7:30am	AOQ Breakfast – AOQ AGM AOQ Members only
9:00am	Registration & Coffee
9:45am	Housekeeping
10:00am	Welcome by Jeff Ryall President AOQ <i>Unpacking the Conference theme</i>
10:15am	Conference Opening– AOQ 50th Anniversary Jeff Ryall – President AOQ Bob Woodward JM– AOQ Foundation Council Member Dr Martin Andrew – AOQ Board Member; interviewer <i>This session will explore the formation of AOQ. A highlight will be an interview with Life member and Juran Medallist Bob Woodward who had a key role in initiating the very first meeting, exploring his involvement, the circumstances at the time, and Bob’s passion for quality that has continued since that time.</i>
10:55	Morning Tea Sponsored by RelianSys Pty Ltd
11:15	Keynote & discussion session Prof. John Dalrymple –Swinburne Institute of Technology <i>The Changing Quality Themes over the past 50 years: What, How and Why.</i>
11:55	'Q&A' Session: What does the future of Quality look like? Looking back from 50yrs time Jeff Ryall moderator, with panel comprising: Prof. John Dalrymple, Jackie Stone (Aurecon), Kathryn Koay (Hydro Tasmania) and Ravi Fernando (Thrive Plus)
12:25	Wrap up: Jeff Ryall
12:30-1:10pm	Lunch Sponsored by PwC
	Stream 1 Certification standards, governance frameworks & compliance
	Stream 2 3-minute Quality Snippets
1:15-1:45pm	Jackie Stone - Aurecon <i>Top Management got a promotion, but did anyone tell them?</i>
1:50-2:20pm	Michael McLean - McLean Management Consultants Pty Ltd <i>ISO IUMSS and Standard Australia guidance for process based IMSs</i>
2:25-2:55pm	Jim Whiting - Soteris <i>So you want to be a Risk Based Thinker?</i>
3:00-3:30pm	Afternoon Tea Sponsored by RelianSys Pty Ltd
	Stream 3 Certification standards, governance frameworks & compliance
	Stream 4 Business excellence
3:30-4:00pm	Russell Veitch - RVYS Consulting and btoBusiness <i>Making sense of requirements in a complex business world</i>
4:05-4:35pm	Lauren Meldrum - Reliance Hexham Pty Ltd <i>Process Approach to Redesign a HSEQ Management System</i>
4:40-5:10pm	Dr Darryl W Yaniuk <i>Auditing ISO 9001:2015 - Issues and Answers</i>
5:15-6:30pm	Tara Bannister - Churches of Christ in Qld & Ravi Fernando - Thrive Plus <i>Why organisations should NOT implement business excellence</i>
6:30pm	Administration Pre-Dinner Drinks Entertainment
7:00pm-10:00pm	Gala Dinner and AOQ Awards Presentation featuring Presentation of National Awards Dress: Smart business attire

QUALCON 2018 Tuesday 16 October- Day 2			
7:15am	Cafe Quality™ Breakfast Andy Shone – CEO Southpac Certifications <i>Human and organizational performance, within a quality context.</i>		
8:30am	Registration & Coffee		
8:50am	Welcome & Housekeeping		
9:00am	Session Keynote – Dr James Galloway – CEO JAS-ANZ <i>An accreditation perspective on 9001:2015</i>		
9:45am	Morning Tea Sponsored by Southpac Certifications		
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12:00-1:00pm 12:15-1:00pm	Lunch Break-out session: A provocative look into the future, increasingly VUCA world Mike McLean – Facilitator <i>Death of Corporations – thought-provoking presentation. Video presentation by Salim Ismail, Founding Executive Director of Singularity University & lead author of Exponential Organizations</i>		
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	Plenary Chair – Mr Jeff Ryall JM		
2:50-3:00pm	Abraham Fenn President NZOQ – <i>NZ perspectives on quality</i>		
3:05-3:15pm	Branka Malinovic – <i>Invitation to APQO / Qualcon 2020</i>		
3:15-3:35pm	Rapporteur Brett Abraham <i>Highlights and insights from Qualcon 2018</i>		
3:35pm	Conference close Afternoon Tea & Networking Sponsored by Southpac Certifications		

3-minute Quality Snippets			
Time	Duration	Activity	Who
13:15	5	Welcome and introduction	Chair – Dr Martin Andrew
	(5)		
		Tips and Tools	
13:20	4	Improving value in Lean value streams	Michael McLean
	4	Defence Supplier readiness strategy	Michael McLean
	6	Discussion	
	(14)		
13:34		Improvement and Simplicity	
	4	Making things better	Kathryn Koay
	4	Meaningful Metrics	Richard Jenkins
	4	Quality doesn't have to be complex	Angie Macauley
	8	Discussion	
	(20)		
13:54		Simplifying Complexity	
	4	Optimising the M-PAISA in a complex world	Avita Singh
	4	Do I have to see a lawyer about those legal requirements?	Maree Stuart
	4	Managing the burgeoning compliance requirements in a Not for Profit	Gordon Wilckens
	8	Discussion	
	(14)		
14:14		Disruption and Risk	
	4	Digital disruption – changing the audit process	Alice Mastroserio
	4	Has risk killed the Quality star? or Is there a future and purpose for the Quality Committee?	Kirsty Harding
	4	The role of quality in risk mitigation	Louise Edgley
	8	Discussion	
	(20)		
		Additional Session	
14:34	4	50 Shades of Complication	Brett Abraham
	4	TBA	TBA
	6	Discussion	
	(14)		
14:48	10	General discussion and close	
14:58	(10)		



Australian Organisation for Quality Ltd

p: 1800 725 850

e: admin@aoq.net.au

www.aoq.net.au