



3rd Annual

Shared Services & OUTSOURCING SUMMIT Canada

Old Mill Toronto: July 18–20, 2016

Main Conference Day One | Tuesday, July 19, 2016

8:30 AM	Registration & Breakfast
9:00 AM	Chairperson's Opening Remarks
9:15 AM	OPENING KEYNOTE: Shared Services in a Transitional Economy—Key Initiatives as Canada Evolves from a Resource Economy to a Technology-Driven, Knowledge-Based One
10:00 AM	The Silver Lining of SS: Hidden Qualitative Benefits that are Too Often Undervalued <i>Nicole Piggot, Sr HR Manager Americas-Regional HR Operations, Global Business Services, RIO TINTO</i>
10:45 AM	Morning Coffee Break
11:15 AM	PANEL: Confronting Cultural Idiosyncrasies—Strategies for Facilitating Change Management <i>Patty Johns, Senior Vice President, Global HR Shared Services, MANULIFE FINANCIAL</i> <i>Jerri-Lynn Misiak, Senior Program Director, HR Shared Services, ALBERTA HEALTH SERVICES</i>
12:00 PM	The Role of Global Process Ownership (GPO) in Driving Standardization of Business Processes <i>Rodney N. Bergman, Senior Vice President, Global Business Services, CELESTICA</i>
12:45 PM	Networking Luncheon
1:45 PM	ROUNDTABLE: Organizational Design for SS—Functional versus Process-Focused <i>Facilitated by: Jerred Crosby, Partner, ScottMadden</i>
	ROUNDTABLE: How to Leverage People and Process to Drive Shared Services Success <i>Facilitated by: Richard Holmes, CFO, PROMAPP</i>
	ROUNDTABLE: Looking at Corporate Travel as a Key Component of the Shared Services Model <i>Facilitated by: Anthony Mormina, Director of Business Development, AMERICAN EXPRESS GLOBAL TRAVEL</i>
3:15 PM	Afternoon Refreshments Break
3:30 PM	Attracting, Retaining, and Managing Quality Talent in Shared Services Through Evolution from a Doer to an Enabler <i>Charanjit Singh, Vice President of Shared Financial Services, ONTARIO POWER GENERATION</i>
4:30 PM	Icebreaker Bingo
5:00 PM	Evening Cocktail Reception
6:00 PM	Close of Main Conference Day One

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Old Mill Toronto: July 18–20, 2016

Main Conference Day Two | Wednesday, July 20, 2016

8:45 AM	Registration & Breakfast
9:00 AM	Chairperson's Day One Recap & Remarks
9:15 AM	CASE STUDY: How the RBC Shared Services Group Evolved From a Low Cost Delivery Model to an Integrated Business Service Provider That Fosters Increased Agility, Quality, Standardization and Cost Efficiency Josie Merenda, <i>VP of Shared Services, Personal & Commercial Banking</i> , RBC Tanya White, <i>Director of Shared Services</i> , RBC
10:00 AM	How a Robust Supplier Relationship Management (SRM) Program Drives Value for Your Shared Services Ryan De Borger, <i>Head of Enterprise Supply Chain Canada & Global Supplier Relationship Management</i> , CITI
10:45 AM	Morning Coffee Break
11:15 AM	Creating the Story of the Benefits—Moving Beyond a Lean, Cost Cutting Focus Towards a Value-Delivery Model Chris Loly, <i>Director of Network Service Client</i> , CANADIAN PACIFIC RAILWAY
12:00 PM	P2P Automation Excellence Through the Direct Delivery of Consumable Goods Fidel Coutou, <i>Senior Director, P2P Shared Services</i> , ROGERS COMMUNICATIONS
12:45 PM	Networking Luncheon
1:45 PM	Critical Workforce Planning to Assure a Smooth Transition to Shared Services Jerri-Lynn Misiak, <i>Senior Program Director, HR Shared Services</i> , ALBERTA HEALTH SERVICES
2:30 PM	Leveraging Technology to Elevate Your HR Shared Services Russ Sharp, <i>Director of Human Resources Information Technology (HRIT)</i> , BMO
3:15 PM	Grab 'n' Go Afternoon Refreshments
3:30 PM	Close of Conference—See You in 2017!

ACCESS THE PRESENTATIONS ONLINE

IQPC offers attendees the opportunity to download all the approved Main Conference presentations following the event.
PLEASE TURN YOUR EVALUATION IN AT THE REGISTRATION DESK TO RECEIVE THE PRESENTATION SITE USERNAME AND PASSWORD.
PLEASE NOTE THE PRESENTATIONS WILL BE AVAILABLE BEGINNING Monday, July 25th, 2016



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Workshop Day | Monday, July 18, 2016

9:45 AM	Registration & Breakfast
10:00 AM	WORKSHOP A: Constructing a Meaningful Roadmap—Take an Action-Oriented Approach to Your Shared Services Implementation Jerred Crosby, <i>Partner</i> , ScottMadden
12:00 PM	Working Lunch
1:00 PM	WORKSHOP B: Fast-Track Your Shared Services—How to Launch a Fully Operational Shared Services Center in 6 Months or Less Nicole Piggot, <i>Senior HR Manager Americas—Regional HR Operations, Global Business Services</i> , Rio Tinto
2:45 PM	Networking Luncheon
3:00 PM	WORKSHOP C: Data Analytics Master Class
5:00 PM	Close of Workshop Day

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