



6th Annual BUSINESS TRANSFORMATION NEW ZEALAND 2017

- 28-29 September 2017
- Rydges Hotel, Auckland

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Self Service • Continuous Improvement • Data Analytics • Automation • Outsourcing

FEATURED SPEAKERS



Dave Hartnell
Chief Technology
Officer,
CareerNZ



Raj Suppiah
Chief Financial Officer,
**Tararua District
Council**



Felicity Champion
Senior Manager,
Integration and
Transformation,
Fonterra



Julie Hazelhurst
Head of Process
Transformation,
BNZ



Leah Carr
GM Shared Services,
Computer Concepts



Suzanne Stew
Deputy Secretary
- Corporate,
Ministry of Justice



Michelle Tierney
Executive General
Manager Strategy &
Support Services,
**Manukau Institute of
Technology**



Channa Jayasingha
Chief Information
Officer,
**Wellington City
Council**

...See page 3 for full speaker line up ►

KEY TOPICS



Making your staff active
partners in your back
office transformation:
Strategies to build
engagement



Creating a culture
of high performance
in a transient
environment



Leveraging emerging
technology to
streamline processes
and increase added
value



Exploring the
impact of RPA
on moving
up the value
curve



Applying innovative
methodologies such
as Design Thinking,
Agile and Scrum to
drive change



Strategies for
continuous
improvement

Research &
Developed by:



Welcome to the 6th Annual Business Transformation 2017

Kia-Ora Colleagues,

“New Zealand’s growth rate could double between now and 2035 if emerging technologies are embraced.”*

Technology continues to redefine the business landscape, enabling organisations to up the ante on transformation. Back office transformation is at a cross roads. –RPA, AI and Data are gaining prevalence as game changers. The 6th Annual Business Transformation 2017 conference will focus on strategies to **leverage these technologies to improve processes and save costs**. It will also address the role of people and culture in managing the transformation.

The **6th Annual Business Transformation** will bring together transformation leaders from various sectors and different phases of change to discuss strategies, lessons learnt and big wins.

Key topics being discussed

- Leveraging Technology to Improve Efficiency and Reduce Costs in the Back Office: Automation, Data analytics and AI
- Realigning your workforce: Reskilling and Redeployment Strategies
- Data Driven Decision Making and Self Service Models to Move Up the Value Curve
- Effectively Liaising with the Frontline to Instil Greater Value into the Back Office
- Transforming Procurement to Become Business Partners, Improve Collaboration and Lower Costs
- Exploring the Benefits of Applying Scrum, Agile and Design Thinking to Drive Business Improvement

To book your place, simply call 02 9229 1000, or email registration@iqpc.com.au or book online at <https://businesstransformation.iqpc.co.nz/>

I look forward to meeting you in September in Auckland.

Kind regards,

Genelee Mazarello
Conference Director
6th Annual Business Transformation New Zealand

WHAT’S NEW IN 2017?



Operational Excellence focus:
Exploring the role of process excellence in driving back office transformation



Design Thinking Workshop:
Exploring innovative approaches to low risk transformation



Focus on Robotic Process Automation



80% new speaker faculty



Even more interactivity embedded into the program: Interactive Group Discussions, Solutions Clinic, Champagne Roundtables

WHY SPONSOR OR EXHIBIT AT THE 6TH ANNUAL BUSINESS TRANSFORMATION NEW ZEALAND 2017?

1. Gain preferential access to the senior executives in your target market and demonstrate your newest products
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* <http://www.scoop.co.nz/stories/BU1705/S01016/artificial-intelligence-could-double-nzs-growth-rate.htm>

MEET YOUR SPEAKERS

6th Annual
BUSINESS TRANSFORMATION
NEW ZEALAND 2017



Maeve Neilsen
Manager, Sourcing
and Contracts,
Transpower



Jodi Mitchell
Breakthrough
Manager,
ACC



Dave Hartnell
Chief Technology
Officer,
CareerNZ



Sarah J Thompson
GM Shared Services,
**Chartered Accounts
New Zealand**



Raj Suppiah
Chief Financial Officer,
**Tararua District
Council**



Felicity Champion
Senior Manager,
Integration and
Transformation,
Fonterra



Kirstie Gardener
General Manager,
Human Resources,
Anzco Foods



Mark Inwood
General Manager,
Transformation,
IAG



Alan Cumming
Improvement Advisor,
**Southern District
Health Board**



Julie Hazelhurst
Head of Process
Transformation,
BNZ



Leah Carr
GM Shared Services,
Computer Concepts



**Representative
The Warehouse**



Suzanne Stew
Deputy Secretary -
Corporate,
Ministry of Justice



Michelle Tierney
Executive General
Manager Strategy &
Support Services,
**Manukau Institute of
Technology**



Channa Jayasingha
Chief Information
Officer,
**Wellington City
Council**



Mara Tolja
Head of Collaboration
Centre of Excellence,
Deutsche Bank



Dipika Patel
Senior Project
Manager, Acting
Information
Management &
Collaboration (IMC),
**Auckland University
of Technology**

WORKSHOP A • 07:00 – 08:30
THURSDAY, 28TH SEPTEMBER 2017

Piloting a Low Risk, Low Cost Robotic Process Automation Project

Robotic Process Automation is gaining a foothold in the back office. A growing number of business are looking to automate processes as an alternative to outsourcing and offshoring – with a view of streamlining and increasing value added. This workshop will investigate how businesses can pilot a low risk project before they decide to roll it out.

Learning Objectives:

- Selecting a process to automate: Something repetitive
- Understanding how to apply RPA to the process
- Deciding to work with a solution provider or to go in house
- Strategies to maximise value: The benefits of an audit paper trail and time saving
- Preparing the staff for the changes involved
- Capturing ROI and planning ahead

WORKSHOP B • 19:00 – 20:30
THURSDAY, 28TH SEPTEMBER 2017

Using Design Thinking Scrum and Agile Methodology to Drive Value Led Transformation

This session will explore how organisations can apply design thinking, agile and scrum methodologies to drive process improvement and to increase value of the shared services function. It will outline projects and exercises that can be applied to create self service models that can empower some of the lower value administrators by freeing them up to do more critical tasks. Agile and scrum has enabled these value led transformation projects to be completed in time and within budget.

Learning Objectives:

- Understanding Scrum and Agile Methodologies – leveraging the technology to drive value led transformation projects
- Applying Design Thinking to identify key pain points in the existing process
- Developing strategies to gain insights from the front line
- Understanding how to practically use scrum to drive better outcomes
- Measuring and benchmarking success

Facilitator:

Dipika Patel

Senior Project Manager, Acting Information Management & Collaboration (IMC),
[Auckland University of Technology](#)

WORKSHOP C • 07:00 – 08:30
FRIDAY, 29TH SEPTEMBER 2017

Creating a Culture that Drives and Supports Back-Office Transformation

The conference explores different models and strategies to enable the back-office to move up the value curve. From procurement transformation, business partnerships, automation, data analytics and self services models – several keystones have been addressed. However, the success and effectiveness of this will be limited unless the culture and workforce are set up for the change involved. This session will explore how to get your employees on board with transformation, even if their jobs are on the line. It will also investigate strategies to create a culture that drives and supports change.

Learning Objectives:

- Understanding the impact of the transformation on your employees and organisational structure
- Unearthing strategies to mitigate the negative effects
- Reskilling and upskilling employees for redeployment
- Getting buy-in from the top-down: giving them a sense of control
- Benchmarking progress

Facilitator:

Dave Hartnell

Chief Technology Officer,
[CareerNZ](#)

08:00	Registration and Morning Tea	
08:45	Opening remarks from the Chair	
09:00	Effectively Managing a Transformation by Promoting a Culture of Trust and Transparency The Ministry of Justice has reformatted its service delivery model over 18 months, impacting 2500 staff directly. It focused on reformatting its service delivery model. This involved a structural change to its end-to-end processes, with all service units across jurisdictions merged their service units. The largest transformation of its kind in the Ministry occurred seamlessly, without customers noticing that they were amidst a change – a benchmark of a good transition. This session will highlight how this was achieved by building capability and investing in its people. • Understanding the impact of the reformatting of service delivery on staff • Pre-empting the change and effectively managing the culture • Creating an environment of trust and transparency Suzanne Stew Deputy Secretary, Corporate, Ministry of Justice	12:10 12:50 13:50
09:40	Creating a Transformation Brand to Ensure a Total Adoption and Maximise uptake of New Technology Computer concepts Limited was acquired by Spark New Zealand in 2015, kicking off a 2 year transformation focused on realigning to the centralized business unit, automation and moving things offshore. A new CRM system has been deployed, altering end-to-end process. However the key to success was addressing the people side of the transformation and going beyond the process. • Investigating the impact of business structuring, offshoring and automation on the staff • Developing a strategy to realign roles based on the transformation • Creating visibility to build staff engagement and productivity Embedding the transformation brand Leah Carr GM Shared Services, Computer Concepts	14:30
10:20	Speed Networking	
10:50	Morning Tea	
11:20	Exploring Emerging Technologies and Investigating their Potential to Increase Added Value in the Back Office Bank of New Zealand appreciates the potential of new technologies. Julie is responsible for	

identifying their impact on processes and increasing value add in the back office. She is currently investigating the integration with legacy systems and tactically embedding technology. She works with automation and artificial intelligence – assessing their potential in increasing value add and ensuring that it integrates with the shared service model.

- Investigating automation, internet of things and artificial intelligence and their impact on shared services and process improvement
- Renewing skillsets; ensuring that the staff are well equipped to increase added value when working with these technologies
- Assessing the impact of end-to-end processes and to shared services

Julie Hazelhurst

Head of Process Transformation,
BNZ

Solutions Clinic



Lunch

Becoming a More Valuable HR Shared Service by Introducing a Self Service Model

The Warehouse is going through a transformation of its HR function that is focused on the introduction of self service in its contact centre. HR includes 83 people who support 12000 people across 4 brands. It relies on a hybrid shared services model in the past, with some aspects supported centrally and some independently. The introduction of self service will take away the amount of time spent on low value administrative tasks, allowing staff to focus on specialist transformative function.

- Setting up a self service across 4 brands: Integrating the data bases and creating a single point of entry
- Educating and informing employees on the change
- Upgrading technology to support the change

Representative,
The Warehouse

Keeping Up the Momentum of Transformation past Phase One

Getting people engaged and excited about a new project isn't the difficult part. The challenge lies in keeping them engaged and once the first battle scars have made their mark. This session will discuss ensuring the transformation doesn't lose momentum.

- Accounting for continuous change and improvement in your transformation strategy
- Leveraging narrative and framing your wins to maintain engagement
- Setting up champions of change

Maeve Neilsen

Head of Procurement,
Transpower

15:10

Afternoon Tea

15:40



Healthcare Case Study: Adopting a Bottom-Up Approach to Improving Quality Services

This session investigates the benefits of a bottom up approach to change, as advocated by Toyota, in a healthcare environment. It looks at the impact on wastage, cost control and quality of services by putting the front line in charge and overcome the blockages posed by management.

- Designing a team based program to maximise the benefits of reduced wastage and cost savings
- Engaging with the frontline and building a better relationship
- Overcoming the resistance to change and mitigating the risks involved

Alan Cumming

Improvement Advisor,

Southern District Health Board

16:20



CHAMPAGNE ROUNDTABLES

Champagne Roundtables:

Table 1:

Process Vs Culture: Marrying the 2 to Optimise the Outcomes of Transformation

Table 2:

Investigating the Next Big Thing in Back-Office Transformation: What will it be and How to Embed it into Your Business

Table 3:

Redeployment and Reskilling: Strategies to Seamless Manage Employees Impacted by Transformation

Table 4:

Building a Better Relationship with the Front Line and Becoming Better Business Partners

17:20

Networking Drinks

18:20

End of Conference Day 1

CONFERENCE DAY 2

FRIDAY • 29TH SEPTEMBER 2017

08:30

Morning Coffee

09:00

Opening remarks from the Chair

09:10

Achieving Savings and Excellence through Procurement Transformation

The Tararua District Council is undertaken a 2 year procurement transformation. In the past procurement would feature a tendering process that isn't consultative and value lead. This has now changed, and it now has one contractor with whom it has formed a true alliance. The procurement process has transformed to one that is more collaborative. This has reaped some great returns and savings, with a streamlined team and giving internal staff and their partners more ownership over the projects and procurement.

- Understanding the new procurement model: Exploring the pros and cons
- Assessing the benefits of adopting a more collaborative partnership
- Investigating the impact on the internal team and cost savings

Raj Suppiah

Chief Financial Officer,

Tararua District Council

09:50

How Finance and Procurement has Become an Active Business Partner in Driving Business Performance

The Manukau Institute of Technology succeeded in leaps and bounds from an organisational set back in 2013. This session will address finance

and procurement has played a major role in this, going from a compliance focus to becoming business partners. This session will highlight the restructuring undertaken to increase added value and enhancing the portfolio.

- Investigating business partnering strategies and finding the best fit for the business
- Gearing up the finance and procurement strategy for a restructure: Devising a plan and communicating it with your staff
- Cutting through the chaos and staying on track

Michelle Tierney

Executive General Manager Strategy & Support Services,

Manukau Institute of Technology

10:30

Morning Tea

11:00

Managing a Transition - A Chief Technology Officer's Perspective

Managing a transition after a merger or setting up a shared services team across different organisations is never easy, particularly for corporate. This is often because the change is technology led, when it should be focusing on the people as those who are most impacted by the change. Change management has to be more than moving a few data centres, it needs to focus on the staff. Dave has led change management projects for the Wellington City Council, setting up for its new shared services centre and the merger of Careers New Zealand and the Tertiary Education Commission. He will address strategies to ensure that performance

11:40



and outcomes aren't impacted and that staff continue to remain engaged even with redundancies on the horizon.

- Creating a people focused transition strategy
- Giving your staff ownership of their transition and ensuring that they remain engaged
- Combining corporate services teams

Dave Hartnell

Chief Technology Officer,
CareerNZ

Creating High Performance Teams and Deliver World Class Services: How the Merger of the ICCA and Chartered Accountants New Zealand Significantly Improved Outcomes

The ICCA and Chartered Accountants New Zealand merged in 2015 beginning a large scale transformation. With over 170,000 members and 500,000 calls annually this hasn't been an easy feat. But they have gone from a 5-6% abandon rate to now being under 1%; achieved 8 second response rate and 95% resolution rate; and reduced membership processing time from 6 weeks to 3 days. In this session, Sarah Thompson shares how they've achieved these remarkable results through knowledge transfer, automation and automation.

- Creating high performance teams from scratch
- Automating processes to improve efficiency and increase response rate
- Digitising services to enable greater effectiveness

Sarah J Thompson

GM Shared Services,
Chartered Accounts New Zealand

12:20

Lunch

13:20

Adopting a Customer Centric Approach to Business Transformation: Process and Benefits

ACC is in the midst of adopting a customer centric approach to truly transform their business. This doesn't just apply to the front line but also the back-office. This session will explore how they are applying design thinking and process excellence to drive change both within their delivery programme and business as usual and the benefits the new ways of working are creating for them.

- Gaining confidence in investment spend
- Delivering value early
- Collaboration and overcoming siloes
- Creating full traceability back to the customer experience

Jodi Mitchell

Breakthrough Manager,
ACC

14:00

Using Scrum and Agile methodology to Drive Process Improvement

This session will highlight how AUT is leveraging agile and scrum methodologies to drive process improvement process to increase value to the university. It will outline 3 projects, moving forms online to a self service model, developing an online support systems for researchers and freeing them up to do more critical tasks and setting up online, self service models for student enrolment. Agile and scrum has enabled these value led transformation projects to be completed in time and within budget.

- Scrum 101 - leveraging the technology to drive value led transformation projects
- Working with the front line and the top to drive change
- Effectively co-coordinating change across different project teams

Dipika Patel

Senior Project Manager, Acting Information Management & Collaboration (IMC),
Auckland University of Technology

14:40

Afternoon Tea

15:10

Shifting Gears to Focus on Quality: How Fonterra is becoming a Global Leader in Food Quality through Organisational Transformation

Fonterra has come a long way since its set back in 2013. By shifting gears to ensure that the entire organisation is aligned with its focus on food quality. With Frank Yiannis (Walmart guru), they have been able to successfully improve food quality and reinforcing quality in its DNA and therefore their public image and brand. This session will look at some of the strategies they have employed to ensure that the people and culture are set up to drive continuous improvement in this field.

- Exploring different models to drive behavioural change
- Ensuring that quality is embedded in the DNA of the organisation
- Permanently shifting attitudes for better quality

Felicity Champion

Senior Transformation and Integration Manager,
Fonterra

15:50

The Future of Work: Gearing up the Workforce for a World Where Automation and Disruption Rule the Roost

The workplace is changing as Automation, Artificial Intelligence, Big Data and Internet of Things gain prevalence. This is inevitably impacting the work force. This session will investigate how automation and disruption will affect the workforce and organisational structure moving forward. How do you reskill your staff for value added tasks, as low value tasks are automated? How will remuneration need to change? How do you keep people engaged and motivation where their relevance is constantly in threat by technology.

- Looking to the future: Exploring Predictions, projections and major generational shifts
- Understanding the opportunities in cost savings and added value
- Developing a low impact and seamless reskilling and redeployment strategy
- Creating a workforce for the future

Channa Jayasingha

Chief Information Officer,
Wellington City Council

16:30

Applying Agile Strategies to Unlock Value in an Enterprise-Wide Transformation

Agile is widely considered as a leading methodology to drive change and innovation by instilling speed and mitigating the risks of failure. This session will explore how organisations that apply Agile to drive large scale, enterprise wide transformation with a particular focus on

the back-office. It will provide key strategies for instilling culture change and reducing departmental interdependencies.

- Instilling a culture of flexibility in order to establish appropriate expectations throughout the organization's adjustment
- Understanding the impact on cost savings and increased efficiencies
- Novel and effective ways to structure departments in order to reduce inter-team dependencies
- Engaging stakeholders at both management and staff levels in order to create a more acceptable culture of Agile

Mara Tolja

Head of Collaboration Centre of Excellence,
Deutsche Bank

17:10

Close of Conference

Networking was great - loved the speed networking session as it helped break the ice with all the other attendees. Content of speakers was also inspiring

Process Engineering Manager, **Westpac NZ**

I found the content of the speakers very informative and great for networking

Shared Services
Operations Manager,
Fletcher Building Group

The conference was very informative and the quality of information was of a high standard.

Senior Business
Improvement Manager,
Fuji Xerox





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28-29 September 2017 • Rydges Hotel, Auckland

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21149.006/IBF

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WHERE & WHEN?

WHERE

Rydges Hotel,
Auckland

WHEN?

28-29 September 2017

HOW TO REGISTER

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ACCOMMODATION

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To take advantage of these rates, contact the hotel and quote: IQPC or go to www.businessstransformation.co.nz and click on the Venue and Accommodation page for a direct link to rates.

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