

Bring your innovation team along and enjoy very special team discounts!

Public Sector Innovation Summit: The Next Step

25 - 28 March 2002 • The Grand Hyatt, Singapore

The "How-To" Event On Driving Change To Inculcate An Innovative Spirit

Hear from these remarkable speakers and more!

Art Daniels, *Assistant Deputy Minister Ontario Public Service Restructuring Secretariat, Cabinet Office, Canada*

James Page, *Director, Innovation & Quality Services Treasury Board of Canada Secretariat*

John W Frece, *Communications Director, Governor's Office of Smart Growth State of Maryland, USA*

William T Roach, *Program Manager, Transportation Demand Management, Metro Transit Division Department of Transportation, King County, Washington, USA*

Lyle Wray, *Executive Director Citizens League, USA*

Gene Tan, *Executive Assistant, Chief Executive's Office National Library Board, Singapore*

Stephen Bartos, *GM, Budget Group Department of Finance & Administration, Australia*

R R Madhav, *Solutions Executive Public Sector - Asia Pacific IBM Global Services - ASEAN*

Alan J Jones, *Head, Innovation Systems Research & Evaluation Department of Industry, Tourism & Resources, Australia*

Michael Herman, *Principal Consultant, International Leader, Open Space Technology Michael Herman Associates, USA*

Jason Brown, *Director General, Safety Compensation & People Development in the Defence Personnel Executive Department of Defence, Australia*

Daphne Meredith, *Director of Operations Privy Council Office Member of CCMD's Action-Research Roundtable on the Innovative Public Service*

Leave the conference empowered with specific skills and techniques to:

- Demonstrate leadership throughout the innovation process
- Create the right appraisal system to incentivize innovation
- Translate innovative strategies into action
- Make innovative ideas possible under conditions of uncertainty
- Employ service improvements from a citizen-centred perspective
- Invent space for successful change through Open Space Technology
- Structure innovative deals Public Private Partnerships (PPP)
- Utilize horizontal management as a tool to cultivate innovation
- Manage innovative talent: Recruiting and retaining innovators in the public sector
- Measure your organization's capacity for innovation: Leveraging on this assessment to build a strong infrastructure for organizational innovation

Workshops! Not to be missed for organizations genuinely in quest of innovation!

Pre-Conference Interactive Workshops

- A** • Inviting Innovation With Open Space Technology: A Hands-On, Real-World, OST Practice Workshop
- B** • Implementing Citizen-Centred Service Delivery: Strategies for Success
- C** • Identify And Mitigate Risks When Building An Innovative Organization
- D** • How To Get Your Change-Adverse Organization To Innovate: Fostering The Right Environment For Free Flow Of Ideas
- E** • How To Translate Innovative Ideas Into Concrete Strategies In Public Service

Plus a Special Public Sector Networking Dinner!

Attend a minimum of 3 workshops and get a complimentary invitation to the Networking Dinner!!!

Organised By:



Official Website:



Official Publication:



Public Sector Innovation Summit: The Next Step

Conference Day One • 27 March 2002, Wednesday

08:30 **Registration and Morning Cuppa** ☕

09:00 **Welcome and Opening Remarks By Chairperson**

09:15 **Employing Innovation In The Creation Of A Customer Centred Public Service: Canada's Service Improvement Initiative (SII)**

Customer Centred Public Service & Innovation

The Treasury Board of Canada has approved a five-year Service Improvement Initiative to achieve a target of minimum 10% improvement in the citizens' satisfaction with the delivery of key Government services to the public. In this presentation:

- Understand the basis for setting objectives in the development of the SII
- Grasp the significance of "customer-centred" in the context of service improvement and comprehend the role of innovation in service improvement
- Learn about the methods and tools being employed by the Canadian government's departments and agencies to assist them in the pursuit of Client Satisfaction Improvement
- Receive information on the Common Measurements Tool being used in Canada as the basis for both benchmarking and monitoring the different aspects of service

James Page

Director, Innovation & Quality Services

TREASURY BOARD OF CANADA SECRETARIAT

10:00 **Principles And Value-Based Models For Inculcating Change In Organizations To Drive Innovation**

Principles & Value-Based Models In Innovation

The narrow choices and bland prospects for innovation have left many discouraged and perhaps, disturbed. Most notably, the fact that organizations do not change quickly enough to preserve their markets supports this view even more. This session looks at the philosophies and models employed to steer change toward more rapid innovation.

- Understand the principles behind change and leverage it to drive change in your organization
- Analyze value-based models and examine the relevance of it to your organization
- Find the key drivers to encourage your system to move: making way for innovation through changing the legacy of routine

Jason Brown

Director General, Safety Compensation & People Development in the Defence Personnel Executive

DEPARTMENT OF DEFENCE, AUSTRALIA

10:45 **Coffee and Networking** ☕

11:15 **Monitoring And Measuring Performance Of Public Sector Innovation Programs: Understanding How To Assess The Return On Investment of Innovative Ideas**

Performance Measurement In Innovation

Formally assessing organizational innovation programs enables gauging of the value of the program and as a result strengthens the innovation capacity of the nation. The evaluation processes involved are able to identify the key processes that contribute to maximizing the ROI. This presentation shows how to assess and make use of this understanding, and to build an improved foundation for innovation.

- Quantifying the results of innovation programs
- Justifying the expense incurred in creating an innovative organization
- Improving initiatives through formal assessment and feedback

Alan J Jones

Head, Innovation Systems Research & Evaluation

DEPARTMENT OF INDUSTRY, TOURISM & RESOURCES AUSTRALIA

12:00 **Experiences in Creating Incentives to Foster a Culture of Innovation in Organizations**

Incentives To Drive Innovation

To generate ideas and to encourage employees to think more broadly than just along the lines of their standard work practices, clear incentives need to be put in place, especially in the Asian culture where rote thinking tends to predominate.

- Attain full comprehension that the correct innovation benefits your organization and integrate this as an organizational philosophy
- Understand how to generate motivation for innovative ideas and apply them to your organisation based on organizational behavior

- Assess your established incentive system, and measure the ROI of the implemented policy

Alan J Jones

Head, Innovation Systems Research & Evaluation

DEPARTMENT OF INDUSTRY, TOURISM & RESOURCES AUSTRALIA

12:45 **Networking Luncheon** 🍽️

02:00 **Open Space Technology (OST): Inviting Successful Change**

Open Space Technology & Innovation

Over the last 15 years, it has become clear that opening space, as an intentional leadership practice, can create inspired and innovative organizations, where ordinary people work together to create extraordinary results with regularity. This session outlines how OST can foster an innovative, evolutionary spirit within your organization, leading to a powerful, effective connecting and strengthening of the most important processes: planning and action, learning and doing, passion and responsibility, participation and performance.

- To Open or Not to Open: When does OST work best?
- Journey to the Unknown: How do you invite solutions with lots of open space and no agenda or plan?
- Opening Invitations at Work: Do the risks outweigh the rewards? Can the costs be justified by expected value?
- Proceedings into Action: How do you move from issues and ideas to recommendations and real action? ...and how to stay aligned with organizational objectives.
- Measuring Evolution at Work: Evaluating (noticing, encouraging, extending) the results of working in open space

Michael Herman

Principal Consultant, International Leader, Open Space Technology

MICHAEL HERMAN ASSOCIATES

02:45 **Translating Innovative Strategies Into Action - Concrete Techniques To Transform Your Ground-Breaking Ideas Into A Plan For Your Organization**

Innovation - Ideas Into Action

Ideas remain formless thoughts unless converted into sound techniques that can be utilized in your organization. In this presentation, discover how exactly you can:

- Understand the relationship between innovation and other key business activities such as culture change, strategic planning and people development in your organization
- Identify key innovative ideas that align with your organizational objectives
- Assess the impact of the inspired ideas on your organization
- Analyze ideas to retain the essence and develop a plan to produce tangible deliverables, such as prototyped concepts and widely-agreed action plans
- Evaluate policies implemented and propel continuous improvement through continuous translating of innovative ideas into concrete plans

John W Frece

Communications Director, Governor's Office of Smart Growth

STATE OF MARYLAND, USA

03:30 **Afternoon Refreshments** 🍽️

04:00 **Public Private Partnerships (PPP): Structuring Innovative Deals**

PPP & Innovation

The call for demonstration of excellence and innovation in the establishment of PPP that benefit the public interest is increasingly amplified. This presentation outlines how excellence and innovation in PPP result in enhanced quality of public services and facilities and highlights the how-tos in structuring it.

- Identify the long-term goals and short term PPP needs
- Understand how to put PPP together and keep them together to generate innovation, learning and networks
- Comprehend the role of networks in promoting innovation in a PPP
- Grasp the key areas of evaluation and formulate trigger questions from them to monitor the formation of the deal
- Post-deal appraisal: measures to determine the returns of the PPP and the role of innovation in creating value for the partnership

William T Roach

Program Manager, Transportation Demand Management, Metro Transit Division

DEPARTMENT OF TRANSPORTATION, KING COUNTY, WASHINGTON, USA

04:45 **Closing Remarks by Chairperson**

05:00 **End of Conference Day 1**

Public Sector Innovation Summit: The Next Step

Conference Day Two • 28 March 2002, Thursday

08:30 Registration and Morning Cuppa ☕

09:00 Welcome and Opening Remarks By Chairperson

09:15 **Demonstrating Leadership Throughout The Innovation Process - Designing A Leadership Agenda For Your Top Team To Foster Innovation**

- Ensuring that the senior management team demonstrate an ongoing commitment to innovation, through direct involvement in improvement initiatives
- Working together to reduce barriers between functions, promoting teamwork and open communicating
- Planning a system where ideas and practices on innovation are shared with other public service organizations and sectors

Art Daniels, Assistant Deputy Minister
ONTARIO PUBLIC SERVICE RESTRUCTURING
SECRETARIAT, CABINET OFFICE, CANADA

10:00 **Driving Cultural Change So That Innovative Measures May Be Put In Place**

The way of life and background of a group of people has to be explored and understood before effective means to drive innovation can be formulated. From an organizational perspective, culture is one of the slowest and most difficult attributes to change. While new technologies, procedures and reward systems can be rolled out on a fixed schedule, culture can only be influenced indirectly. In this presentation, discover how to:

- Drive change with strong leadership: highlight the change that the leader is executing, showcase an increased tolerance for uncertainty, celebrate selected innovators as organization heroes
- Redraw the organizational chart as a change tactic that can be employed to change culture and promote innovation
- Propel cultural change through changing the budgeting process, and encouraging innovation via this device
- Performance measurement and reward systems as cultural change levers - driving change at the individual level

Art Daniels, Assistant Deputy Minister
ONTARIO PUBLIC SERVICE RESTRUCTURING
SECRETARIAT, CABINET OFFICE, CANADA

10:45 Coffee and Networking ☕

11:15 **Service Quality In Innovation: Employing Service Improvements From A Citizen-Centred Perspective**

To focus on achieving real improvement in client satisfaction with service quality, organizations and agencies must commit themselves to achieve targeted minimums. This presentation highlights the crucial service improvement initiatives process to promote ongoing service improvement and innovation.

- Measure levels of client satisfaction: grasping utility levels from the public
- Set targets for improving client satisfaction with their key services to the public
- Monitor implementation of service improvement initiatives from a citizen-centred perspective
- Report progress on improvement in client satisfaction for key services to public

Lyle Wray, Executive Director
CITIZENS LEAGUE, USA

12:00 **Risk Management In Innovation: Making Innovative Ideas Possible Under Conditions Of Uncertainty**

For the risk-averse organization, innovation seems to be a taboo word, or a word that does not hold any significant meaning. This presentation specifically deals with that, highlighting how managing risks when looking at innovative ideas will lead an organization to embrace innovation.

- Identifying risks associated with innovative initiatives
- Integrating risk into business objectives and identifying cost effective controls
- Producing a risk management plan to manage innovation risks and thereby, nurturing the innovative spirit
- Evaluate risk-control measures in innovation and prepare risk budgets to ensure that contingency funding is effectively managed

Stephen Bartos, GM, Budget Group
DEPARTMENT OF FINANCE & ADMINISTRATION,
AUSTRALIA

12:45 **Networking Luncheon** 🍽️

02:00 **Panel Discussion: Distinguishing Between Innovation And Process Improvement**

The difference between an innovation and improvement of a work process has been the topic of much debate in public sector organizations worldwide. While the word 'innovation' is all encompassing, all too often, any type of work improvement is classified as an innovative idea. Are there distinguishing factors between innovation and improvements, or are they really one and the same? Bring your doubts and opinions to the table at this interactive panel discussion as our key speakers shed some light on this gray area.

02:45 **Evolution of e-Government**

The underlying assumption is that governments have CHOICES in decision areas that governments need to address in making decisions about "how" they evolve through e-Government. The choices about how much governments focus in these areas will dictate how they evolve through e-government. The ability of governments to transform from their existing framework and adopt the new cornerstones will dictate, in large part, how they will evolve and grow as an e-government. This session will:

- Illuminate the stage-by-stage development of e-Government and
- Elucidate the importance of the role it plays in the present day economy as well as how it relates to innovation as a whole in the Public Service.

R R Madhav
Solutions Executive Public Sector – Asia Pacific
IBM GLOBAL SERVICES

03:30 **Afternoon Refreshments** 🍽️

04:00 **Connecting People Across the Organization: NLB's Experience in Seeding Innovation**

Horizontality is all about working collaboratively across organizational boundaries. It is meant to bring people from diverse organizational and occupational backgrounds together into teams and networks with a common purpose and shared culture. Thus, making it a perfect tool to foster innovation!

The speaker will share the experience of the National Library Board in promoting horizontal management which enabled them to build a culture of collaboration and trust amongst employees while maintaining contact with vertical structures to secure accountability, authority and resources.

In particular, the speaker will share an organizational trait known as connecting - the connecting of people, ideas and resources in a manner that cuts across organizational boundaries and hierarchy.

Gene Tan
Executive Assistant, Chief Executive's Office
NATIONAL LIBRARY BOARD, SINGAPORE

04:45 **A TOOLKIT FOR HARNESSING INNOVATION IN PUBLIC SERVICE ORGANIZATIONS**

This session will outline findings and content of a unique innovation toolkit generated by the Canadian Centre for Management Development (CCMD). Created specifically for public servants by both public servants and academics, this toolkit is designed to help teams harness their innovation capacity by:

- Providing a simple and useful model of innovation
- Outlining an assessment tool that allows managers to gauge their team's strengths and weaknesses in terms of its ability to generate and harvest creative ideas, capture ideas from outside the organization, assess and apply those ideas, and establish indicators for success and diffuse successful innovations.
- Directing them to valuable approaches, techniques and tools to help them strengthen priority areas.

Daphne Meredith, Director of Operations
PRIVY COUNCIL OFFICE
Member OF CCMD'S ACTION-RESEARCH ROUNDTABLE ON
THE INNOVATIVE PUBLIC SERVICE

05:30 **Closing Remarks by Chairperson**

05:45 **End of Conference Day 2**

Leadership & Innovation

Innovation & Cultural Change

Service Quality In Innovation

Risk Management

Innovation & Process Improvement

e-Government & Innovation

Horizontality & Innovation

Management Tools & Innovation

❖ Pre-Conference Workshops ❖

Day One • 25 March 2002, Monday

Workshop A • 09:00 - 12:00

Inviting Innovation with Open Space Technology: A Hands-On, Real-World, OST Practice Workshop

Where is more, faster, easier innovation most needed in your organization? Bring those situations to this workshop. In some cases, OST will be carefully ruled out. In other cases you might do most or all of the planning work for your first OST meeting. The intention is for all workshop attendees to participate directly in the real work of addressing these real design questions, in as many real situations as we have time to explore:

- When can OST help you innovate better, faster, easier, cheaper?
- Why does OST work in so many different situations?
- How do you write an invitation to a meeting without an agenda?
- Who should you invite to the meeting? ...and how?
- What kind of space, time, funding and materials are needed?
- How do follow-up, action and implementation happen afterwards?
- What are the larger implications for people, structures and spirit?
- How do you answer questions and challenges, from those who would authorize and/or participate in your meeting or event?
- How do you clarify and/or contract for your own (new) role as an inviter of innovation in open space?
- How can you start smaller, and grow into OST over time?

Michael Herman, Principal Consultant for Michael Herman Associates, is an international leader in the practice Open Space Technology (OST), the development of inviting organizations, and the creation of organizations that work. He is an active member and founding webmaster for Worldwide Open Space (www.openspaceworld.org) and the author/editor of an online book called *Evolution at Work: An Invitation to Open Space*. He has conducted a number of training workshops with OST originator Harrison Owen and continues to lead meetings and events that introduce leaders and facilitators to this simple, powerful approach to creating inviting organizations that work.

Workshop Leader:

Michael Herman
*Principal Consultant
International Leader
Open Space Technology*
MICHAEL HERMAN
ASSOCIATES



12:00 - 02:00 • Networking Luncheon

Workshop B • 02:00 - 05:00

Implementing Citizen-Centred Service Delivery: Strategies for Success

A number of national governments are undertaking changes to the way they deliver services to citizens. In the Canadian case, ministers have approved a Service Improvement Initiative which promotes a citizen-centred or "outside-in" view to enhancing the quality of government services and to increasing the level of citizens' satisfaction with those services.

This workshop will open with an introduction to the Canadian model of citizen-centred service improvement. It will provide participants with an opportunity to create an approach to establishing a Service Improvement strategy and to determine priorities and targets for a service improvement plan using the model described.

Mr James Page is Director of the Innovation and Quality Services Division for the Treasury Board of Canada. His division's challenge is to develop integrated approaches to service delivery, improve access to government services, reduce red tape, and strengthen accountability for performance in these areas. These priorities reflect the "service" priorities of Canadian citizens that will be embedded in a broader innovation/organization effectiveness framework. The Sector's first priority is to assist the federal government to provide more convenient and integrated front end services to Canadians ("Service Canada" initiative), a priority strongly endorsed by Treasury Board Ministers in May 1998.

Workshop Leader:

James Page
*Director,
Innovation & Quality Services*
TREASURY BOARD OF
CANADA SECRETARIAT

Day Two • 26 March 2002, Tuesday

Workshop C • 09:00 - 12:00

Identify And Mitigate Risks When Building An Innovative Organisation

Although many public sector organizations would like to be "innovative", it is the nature of the public sector to be "risk adverse". To manage an organization to be truly innovative, it is imperative to understand and identify potential risks and devise mitigation strategies as a part of any innovation implementation. Through this highly interactive workshop, participants will:

- Define the culture and decision making structure of your organization and understand how risks are perceived
- Identify the risks associated with each innovation
- Determine possible strategies to mitigate these risks
- Monitor and assess the implementation of the innovation to deal with new risks as they arise.

William T Roach is Supervisor, Transit Market Development for King County, Department of Transportation since 1986. He supervises the section that works with local jurisdictions and the development community to establish actions and programs that support transit and ridesharing. Bill conceived the concept and manage the Commute Partnerships Program for King County Metro Transit, a winner of the prestigious 2000 Innovations in American Government Award. Prior to his service here, Bill is the Manager, Seattle/King County Commuter Pool Program where he served from 1974 to 1985.

Workshop Leader:

William T Roach
*Program Manager,
Transportation Demand
Management,
Metro Transit Division*
DEPARTMENT OF
TRANSPORTATION,
KING COUNTY,
WASHINGTON, USA



Public Sector Innovation Summit: The Next Step

Workshop D * • 02:00 - 05:00

How To Get Your Change-Averse Organization To Innovate: Fostering The Right Environment For Free Flow Of Ideas

An absolutely brilliant idea. Abandoned.

How many times has that happened to your organization? And what is the cost of these accumulated unutilized ideas?

Getting a change-averse organization to change may be Innovation's greatest enemy. This workshop specifically examines this issue in detail through various interactive exercises. Participants will leave this practicum fully equipped with skills on how to:

- Identify the reasons and causes that makes your organization change-averse
- Ascertain that the true value of innovation is communicated to and understood by your organization's stakeholders
- Determine what makes your organization tick and utilize these to create the right environment for innovation
- Monitor the innovation-friendly scale of your organization and develop tools to keep ideas free flowing

Jason Brown is in his 24th year in the Australian public service, with 22 of those spent in the security intelligence profession. He arrived from academia, where he was an educational psychologist. Currently, he is the Director-General of the Safety, Compensation & People Development Branch, in the Australian Department of Defence, and is responsible for:

- Defence Safety & Workers' Compensation Group
- Defence's Complaints Resolution Agency
- People Development Agency

Workshop Leader:

Jason Brown
Director General, Safety
Compensation & People
Development in the Defence
Personnel Executive
DEPARTMENT OF DEFENCE,
AUSTRALIA



12:00 - 02:00 • Networking Luncheon

Workshop E * • 02:00 - 05:00

How To Translate Innovative Ideas Into Concrete Strategies In Public Service

It is pure common sense that good ideas are useless unless utilized. However, transforming good innovative ideas into actual action plans is admittedly, a huge challenge in the public service. What then, is the key to translating innovative and groundbreaking ideas into real and tangible strategies?

This workshop offers you an opportunity to understand specifically how Maryland created a successful and award-winning strategy. A 2000 winner in Innovations in American Government Awards, Maryland's Smart Growth and Neighborhood Conservation initiative, begun in 1997 as the United States' first statewide, incentive-based effort to discourage "sprawl" development by using State financial resources to help target new growth in existing communities.

Specifically, John will lead you through:

- Identifying innovative ideas that best tie in with your organizational objectives
- Understanding how the selected innovative ideas impact on your organization's bottom line if implemented as a policy
- Sequencing the steps in the process of translating the idea into a real action plan
- Analyzing the final proposed strategy - key points to pay attention to
- Evaluating and monitoring the adopted strategy - tools and devices to make sure your organization is on the right track

John W. Frece is Communications Director for Gov. Parris N. Glendening's Office of Smart Growth, a position created when the new office was established in July 2001. For four years prior to that, Mr. Frece served as Governor Glendening's Special Assistant for Smart Growth. In both positions, his responsibilities have included public outreach and response to media inquiries related to the Governor's Smart Growth and Neighborhood Conservation initiative. He helps coordinate Smart Growth issues among various State agencies, drafts speeches for the Governor on Smart Growth issues, and oversees the production of Smart Growth publications. He was instrumental in helping the Maryland program win Harvard University's prestigious Innovations in American Government award in 2000.

Workshop Leader:

John W Frece
Communications Director
Governor's Office
of Smart Growth
STATE OF MARYLAND, USA



* Workshops D and E are running concurrently.

Pre-Conference Public Sector Networking Dinner 05:30 onwards

An excellent chance for public sector delegates from around the world and across agencies, to network and exchange ideas. Be amazed by how easily ideas can flow, unrestricted, unconstrained. Revel in the brilliance of the public sector. This networking dinner is specially organized as a gesture of our commitment toward Singapore's strive for innovation. A wonderful opportunity to interact significantly with public sector delegates, this dinner promises an evening of pure luster with the most prominent figures in the public service. Gain an understanding on how these public sector figures operate. Dine in style, The Grand Hyatt Singapore.

SPONSORSHIP AND EXHIBITION OPPORTUNITIES

IQPC Conferences provide an excellent opportunity to market and promote your company directly to the organizations that need them most. There are a number of ways we can assist you in taking advantage of promotional opportunities for your company. For further details of how to use these proven methods and how we can tailor a solution to suit your profiling and budgetary requirements, please contact Jennifer Latty at +65 325 9204 or email: jennifer.latty@wbr.com.sg

OFFICIAL PUBLICATION

International Journal of Public Sector Management

How can public sector managers respond to pressure for more effectiveness and more efficiency? How can they cope with limited resources in the face of increasing public expectations, especially for improvement in quality of services? These are key questions that the International Journal of Public Sector Management addresses - both from a national and international standpoint. Focusing on issues of common concern to public sector managers the world over, it is essential reading for everyone involved in management and research in the public sector.

WHO SHOULD ATTEND

Permanent Secretaries, Deputy Secretaries, Chief Innovation Officers, Public Sector Executives responsible for:

- Innovation
- Corporate Development
- Corporate Planning
- Corporate Services
- eGovernment
- Employee Development
- Finance
- Human Resources
- Knowledge Management
- Manpower Planning
- Marketing Research
- New Business
- New Product Development
- Organizational Excellence
- People Development
- Performance Improvement
- Planning & Selection
- Product Development
- Product Development Process
- Public Affairs
- Quality Assurance
- Research & Development
- Strategic Planning
- Strategic Research

Public Sector Innovation Summit: The Next Step

A Two-Day International Conference • 27 - 28 March 2002 • The Grand Hyatt, Singapore
Pre-Conference Workshops on 25 - 26 March 2002

4 WAYS TO REGISTER

Fax
your booking form
65-224-2515

Phone
Tel: 65-325-6330

Post
your booking form to
IQPC

133 Cecil Street, #17-02A
Keck Seng Tower, Singapore 069535

On Line
www.iqpc.com.sg
email: enquire@iqpc.com.sg

Please do not remove this label even if it is not addressed to you.

My code is: **H427** A A1 A2 B C D E F G H I J K L M N O P Q R S T U V W X Y Z
Please complete in **BLOCK CAPITALS** as information is used to produce delegate badges.
Please photocopy for multiple bookings.

CONFERENCE INFORMATION

PRICE

3% GST Chargeable

<input type="checkbox"/> Conference Only	S\$ 2299
<input type="checkbox"/> Conference + 1 Workshop Only Choose <input type="checkbox"/> A or <input type="checkbox"/> B or <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E	S\$ 3098
<input type="checkbox"/> Conference + 2 Workshops Only Choose <input type="checkbox"/> A or <input type="checkbox"/> B or <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E	S\$ 3897
<input type="checkbox"/> Conference + 3 Workshops Only Choose <input type="checkbox"/> A or <input type="checkbox"/> B or <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E	S\$ 4696
<input type="checkbox"/> Conference + 4 Workshops Choose <input type="checkbox"/> A or <input type="checkbox"/> B or <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E	S\$ 5495
<input type="checkbox"/> Workshop(s) Only Choose <input type="checkbox"/> A or <input type="checkbox"/> B or <input type="checkbox"/> C <input type="checkbox"/> D <input type="checkbox"/> E	S\$ 899 each
<input type="checkbox"/> Pre-Conference Networking Dinner only	S\$ 99

DELEGATE DETAILS

Please photocopy for additional delegate and/or delegate with different address

DELEGATE 1 Mr Mrs Ms Dr Other

Name

Email Telephone

Job Title Department

DELEGATE 2 Mr Mrs Ms Dr Other

Name

Email Telephone

Job Title Department

Organisation Nature of business

Address

Postcode Country

Telephone Fax

Dept. Head Title

Name of person completing form if different from delegate

Signature Date

I agree to IQPC's payment terms

No. of employees: 1-19 20-49 50-99 100-199 200-499 500-999 1,000

Please indicate if you have already registered by Phone Fax Email Web

Please note: If you have not received an acknowledgement before the conference, please call us to confirm your booking.

TEAM DISCOUNTS: IQPC recognises the value of learning in teams. Group bookings at the same time from the same company receive discount:

- 3 or more 10%
- 5 or more 15%
- 8 or more 20%

This offer is exclusive of the early bird discount. Call us for a special discount rate for team of 10 and above.

VENUE: The Grand Hyatt Singapore

10-12 Scotts Road
Singapore 228211
Tel: +65 738 1234

Fax: +65 734 5877

ACCOMMODATION: Hotel accommodation and travel cost are not included in the registration fee. A reduced corporate room rate has been arranged at **The Grand Hyatt, Singapore** for attendees at this conference. To take advantage of this special rate, please call **The Grand Hyatt, Singapore** at **+65 738 1234**. Please mention that you are attending the **Public Sector Innovation Summit: The Next Step** to obtain this special room rate.

PAYMENT METHODS

By Cheque (Singapore registered companies only): Made payable to IQPC Worldwide Pte Ltd

By Direct Transfer/Bank Draft: Please quote **H427** with remittance advice IQPC Bank details: **Oversea-Chinese Banking Corporation Limited, 65 Chulia Street, OCBC Centre, Singapore 049513**
Bank No: **7339** Account No: **501-426928-001**

Please instruct your bank to remit us the full amount, net of bank charges

By Credit Card:

Please debit my credit card: Visa Mastercard American Express

Card No

Expiry date

Cardholder's name Signature

Card billing address (if different from Co.address)

Country Postcode

PAYMENT TERMS

Payment is required within 5 working days on receipt of invoice. If a booking is received 10 working days before the conference a credit card number will be taken to confirm your place, likewise if full payment has not been received before the conference date.



Conference Documentation and Audio Cassettes

I am registering as a delegate, please send me the Conference Documentation and Audio Cassette with a S\$100 discount: S\$499.

I cannot attend the event, please send me the Conference Documentation and Audio Cassette at S\$599.

I cannot attend the event, please send me the Conference Documentation only at S\$499.

(Plus shipping and handling Singapore S\$10, Malaysia S\$20 & other countries S\$50. Singapore Companies please add 3% GST.)
(N.B Advance orders will determine whether or not this conference will be recorded - Please enclose payment with your order.)

Your order is risk free! If not satisfied simply return the product within 15 days for a full refund.

CANCELLATIONS AND SUBSTITUTIONS - You may make substitutions at any time. Please notify us as soon as possible. All cancellations will carry a 10% administration fee. Please confirm your cancellation in writing. Regrettably, no refund can be made for cancellations received less than 10 working days prior to the conference date. This will also apply to delegates who are unable to attend on the day.

YOUR DETAILS - Frequently, IQPC mails to selected lists that cannot be cross-referenced to our own database. This means that you may receive a duplicate of this brochure, and if you do, we hope you will pass it on to a colleague. If you wish to advise us of any duplicates simply send the incorrect information, along with your preferred details to our database department, 133 Cecil Street, Keck Seng Tower, #16-02, Singapore 069535, or fax to 65-224-9514 or email to database@iqpc.com.sg. Please ensure that you quote your reference number (above your name) when updating us via email, fax or mail. It may however take some time, in which case we appreciate your patience.

SPEAKERS CHANGES - Occasionally it is necessary for reasons beyond our control to alter the contents and timing of the programme or the identity of the speakers.

DATA PROTECTION - Personal data is gathered in accordance with the Data Protection Act 1984. Your details may be passed to other companies who wish to communicate with you offers related to your business activities. If you do not wish to receive these offers, please tick the box below.

Please do not pass my information to any third party.