



Towards Excellence II forum

Friday March 30th, 2012

François S. Bassil Auditorium, Campus of Innovation and Sport, Damascus Road

Forum Objective

Emphasize on the importance of communicating and sharing knowledge and experience between different organizations with the sole objective of ensuring greater continuity between them. It is no longer certain nor sufficient to implement the criteria of the Lebanese Excellence model to ensure the sustainability of an organization's excellence.

The openness and sharing have become significant evaluation criteria. Social responsibility is a key parameter in the current state of our enclosed society that opposes to the Excellence concept. Therefore, the purpose of this forum is to emphasize on the importance of communication and sharing of knowledge and experience with the society's members in order to maintain a seamless Excellence concept.

Forum Program

08h30-09h00 Registration
09h00-10h00 **Welcoming and honors distribution**
10h00-10h30 Coffee break

• 1st Session Chairman: **Dr. Ali Berro**

10h30-10h50 Role of Lebanese government in enhancing & promoting Excellence Culture: **Minister of Economy & Trade, Nicolas Nahas, H.E**
10h50-11h10 Leadership and knowledge: **Managing partner, UMB, Mohamad Fawaz**
11h10-11h30 Role, importance scope of social commitments: **Saint Joseph University, Vice President for Research, Georges Aoun**
11h30-11h50 Discussion

• 2nd Session Chairman: **Mr. Fady Saab**

11h50-12h10 The importance of planning & budgeting and their contribution to improve organization's performances in different sectors: **Central Bank, First Vice-Governor, Raed Charaf El Din**
12h10-12h30 How to manage & develop human resources to enhance the performance of organizations: **M1 Group, HR and organization Director, Samir Mirza**

12h30-12h50 Excellence in a distribution company : ensuring Quality all along the supply chain: **ORKILA Group, C.E.O, Antoine Sacy**

12h50-13h10 Discussion

13h10-14h30 Break

14h30-15h00 Lebanese Excellence Award Concept: **International Consultant Expert, Anthony Spanos** Key note speaker

• 3rd Session Chairman: **Mr. Imad Moujaess**

15h00-15h20 Approaches to develop work environment, values & organizational culture: **Kafalat General Manager, Khater Abi Habib**

15h20-15h40 Key performance Indicators: **Saint Joseph University, Dean, Faculty of Management, Tony Gbeily**

15h40-16h00 Customer orientation/organization's sustainability: **Actuaire, Antoine Wakim**

16h00-16h20 Discussion

16h20-16h40 Coffee break

16h40-17h20 Conclusion