

Sessions marked in Color will be presented in English

Monday, November 15									
07:30-08:30	Registration								
08:30-10:00	1.1 Opening Plenary (Hall ABC) Invited Lectures: The EFQM Model of Excellence – A Body of Knowledge for ‘Sharing What Works’ Paul Gemoets, Head-Awards and Recognition Schemes, EFQM, Belgium The Baldrige Program: Over Two Decades of Driving Performance Excellence Prof. Joe Alexander, Chair, Board of Directors, Malcolm Baldrige National Quality Award Foundation, USA Panel comparing Quality Awards and Systems								
10:00-10:30	Coffee/cake break								
10:30-12:00	2.1 (Hall B) Corporate Responsibility I	2.2 (Hall C) Risk Management I	2.3 (Hall H) Workshop: Tools for Innovation	2.4 (Hall 3) Supply Chain	2.5 (Hall A) Design & Development I	2.6 (Hall J) Global Quality Management I	2.7 (Hall I) Panel: Quality & Excellence in Public Service	2.8 (Hall 4) Environmental Quality I	2.9 (Hall 5) Quality in Health Services I
12:00-13:30	3.1 (Hall B) Corporate Responsibility II	3.2 (Hall C) Risk Management II	3.3 (Hall H) Workshop Cont’d: Tools for Innovation	3.4 (Hall 3) Food for Thought	3.5 (Hall A) Design & Development II	3.6 (Hall J) Global Quality Management II	3.7 (Hall I) Service Quality	3.8 (Hall 4) Environmental Quality II	3.9 (Hall 5) Quality in Health Services II
13:30-14:30	Lunch								
14:30-16:00	4.1 (Hall B) Corporate Responsibility III	4.2 (Hall A) Enterprise Risk Management (ERM)	4.3 (Hall J) Proactive Safety Climate	4.4 (Hall 3) Packaging	4.5 (Hall C) Design & Development III	4.6 (Hall H) Workshop: Organizational Measurement	4.7 (Hall I) EFQM in Public Service I	4.8 (Hall 4) Environmental Quality III	4.9 (Hall 5) Quality in Health Services III
16:00-16:15	Coffee break								
16:15-17:45	5.1 (Hall B) Corporate Responsibility IV	5.2 (Hall C) Business Continuity Management (BCM) I	5.3 (Hall J) Safety	5.4 (Hall 3) Community	5.5 (Hall A) 6 Sigma & Lean	5.6 (Hall H) Workshop Cont’d: Organizational Measurement	5.7 (Hall I) EFQM in Public Service II	5.8 (Hall 4) Environmental Quality IV	5.9 (Hall 5) Quality in Health Services IV
19:30	Gala Dinner								

Tuesday, November 16									
07:30-08:30	Registration								
08:30-10:00	6.1 Plenary (Hall ABC) Invited Lectures: Quality and Excellence in the Israeli Defense Industry Rear Admiral Ophir Shoham, Director, Defense Research and Development, Ministry of Defense, Israel There is more than “I” in innovation Michael Stanleigh, CEO, Business Improvement Architects, Canada								
10:00-10:30	Coffee/cake break								
10:30-12:00	7.1 (Hall B) Corporate Responsibility V	7.2 (Hall 5) Standardization: Information Security	7.3 (Hall I) Organizational Excellence I	7.4 (Hall C) Investigating Air Accidents	7.5 (Hall H) Management I	7.6 (Hall 4) Quality & Academics	7.7 (Hall A) Knowledge Management I	7.8 (Hall J) Medical Devices I	7.9 (Hall 3) Project Management
12:00-13:30	8.1 (Hall B) Corporate Responsibility VI	8.2 (Hall 5) Standardization: Organization Resilience Management	8.3 (Hall I) Organizational Excellence II	8.4 (Hall 3) Quality in Pharmaceuticals	8.5 (Hall H) Management II	8.6 (Hall 4) Evaluating Quality of Higher Education	8.7 (Hall A) Knowledge Management II	8.8 (Hall J) Medical Devices II	8.9 (Hall C) Seminar: National Culture & National Quality
13:30-14:30	Lunch								
14:30-16:00	9.1 (Hall B) Corporate Responsibility VII	9.2 (Hall 3) Audits	9.3 (Hall I) Organizational Excellence III	9.4 (Hall J) Quality in Clinical Trials I	9.5 (Hall 5) Management III	9.6 (Hall 4) Statistical Methods of Comparison	9.7 (Hall A) Knowledge Management III	9.8 (Hall H) Seminar: Strategic Planning	9.9 (Hall C) Seminar Cont’d: National Culture & National Quality
16:00-16:15	Coffee break								
16:15-17:45		10.2 (Hall 3) Communicating to Create Quality	10.3 (Hall I) Organizational Excellence IV	10.4 (Hall J) Quality in Clinical Trials II	10.5 (Hall 5) Management IV		10.7 (Hall A) Workshop: Body Language	10.8 (Hall H) Seminar: Innovation	10.9 (Hall C) Seminar Cont’d: National Culture & National Quality

Wednesday, November 17									
07:30-08:30	Registration								
08:30-10:00	11.1 Plenary (Hall ABC) Invited Lecture: On Becoming Exceptional: Pathway to Organizational Transformation Sr. Mary Jean Ryan, Chair and Chief Executive Officer, SSM Health Care, USA								
10:00-10:30	Coffee break								
10:30-12:00	12.1 (Hall B) Corporate Responsibility VIII	12.2 (Hall 5) Human Resources I	12.3 (Hall J) Risk Management III	12.4 (Hall 4) Metrology	12.5 (Hall C) Seminar: Inside EFQM	12.6 (Hall 3) Transportation & Infrastructure	12.7 (Hall A) Seminar: Creating a Culture of Accountability & Action	12.8 (Hall H) Aerospace Escapes: Awareness & Avoiding Costly Mistakes	12.9 (Hall I) Organizational Measurement I
12:00-13:30	13.1 (Hall B) Corporate Responsibility IX	13.2 (Hall 5) Human Resources II	13.3 (Hall 3) Business Continuity Management (BCM) II	13.4 (Hall 4) Software Quality Assurance	13.5 (Hall C) Seminar Cont’d: Inside EFQM	13.6 (Hall J) Panel: Integrating Quality & Sustainability in Israeli Transportation	13.7 (Hall A) Seminar Cont’d: Creating a Culture of Accountability & Action	13.8 (Hall H) Quality in UAV	13.9 (Hall I) Organizational Measurement II
13:30-14:30	Lunch								
14:30-16:00	14.1 (Hall B) Corporate Responsibility X	14.2 (Hall 5) System Engineering	14.3 (Hall 3) Dilemmas in Reliability	14.4 (Hall 4) Software Quality	14.5 (Hall J) The Culture of Quality in Public Education	14.6 (Hall C) Knowledge Management IV	14.7 (Hall A) Seminar: High Performance Health Care	14.8 (Hall H) From the Airplane Through Production to AS9100	14.9 (Hall I) Organizational Measurement III
16:00-16:15	Coffee break								
16:15-17:45	15.1 (Hall B) Corporate Responsibility XI	15.2 (Hall J) Workshop: Continuous Human Resources Improvement	15.3 (Hall 3) Examples in Reliability Engineering	15.4 (Hall 4) Seminar: CMMI for Services		15.6 (Hall C) Knowledge Management V	15.7 (Hall A) Seminar Cont’d: High Performance Health Care	15.8 (Hall H) Seminar: Understanding & Managing Changes in the Aviation Industry	