

WORLD BUSINESS CAPABILITY CONGRESS 2012

Incorporating the 27th NZOQ Conference and the 7th International Benchmarking Conference

Driving Excellence > Innovation > Productivity > Export Growth



Auckland

New Zealand

5 - 7 December 2012



THE CONGRESS

The **World Business Capability Congress** is the premier business improvement-orientated congress. It will be held in Auckland, 5-7 December 2012.

The organisers are the New Zealand Organisation for Quality and the Centre for Organisational Excellence Research. Many local and international partners will assist in promoting the event including the New Zealand Business Excellence Foundation (who will host the NZ Business Excellence Awards at the conference dinner) and the Global Benchmarking Network.

CALL FOR PAPERS

This is your opportunity to give a presentation at a world-class event. The more people that share their experiences and knowledge at the conference – the more valuable it will be for everyone.

We encourage you to submit a full Abstract (500 words) or a Paper (written article of a maximum of 8 pages) by **1 April 2012**.

Those that meet the required standard (as assessed by an International Technical Committee) will be invited to give a presentation. Dependent on the quality of the Abstract/Paper and its fit with the Congress objectives you will be invited to give either a Full Presentation or an Overview Presentation.

The best papers will be considered for the Best Paper Award, and **fast-tracked for publication in one of the following local or international journals:**

- Q-NewZ Magazine
- TQM Journal
- International Benchmarking Journal
- Measuring Business Excellence Journal
- International Journal of TQM and Business Excellence

Your paper/presentation should provide practical examples of best practices or describe the role of a business practice in building organisational capability in

particular, explaining how the practice is **“Driving Excellence> Innovation> Productivity> Export Growth”**.

Abstracts/papers are encouraged in the following areas:

- Leadership
- Social and environmental responsibility
- Strategic planning and deployment
- Customer and market focus
- Seeking, connecting and forming international partnerships for export growth
- Performance measurement
- Knowledge management and information technology
- Process management and improvement
- Innovation
- Benchmarking
- Supplier relationships and partnerships
- Standards and certification
- Education, training, development and learning
- Employee teams, empowerment, motivation, and satisfaction
- Business excellence assessments, awards, and models
- Productivity initiatives for a sector/region or the economy as a whole

For further details on submitting a paper or on sponsorship opportunities (and to be sent a sponsorship package) contact Angela Angela Llauder, NZOQ, membership@nzoq.org.nz, +64 6 351 4407 or refer to the conference website, www.worldbusinesscapabilitycongress.com (from December 2011).



Organisers:

New Zealand Organisation for Quality
www.nzoq.org.nz

Centre for Organisational Excellence Research
www.coer.org.nz

