

WORLD BUSINESS CAPABILITY CONGRESS 2012

Driving Excellence > Innovation > Productivity > Export Growth

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

Auckland

New Zealand

5 -7 December 2012

In our current global and social environment, organisational survival demands extraordinary improvement in business performance. Organisations need to exist in a highly, and increasingly, networked world. They face fast-paced technological, economic, regulatory, environmental, demographic, and cultural changes that daily influence their ability to remain relevant and viable.

The Congress will provide attendees with a more complete understanding of what it takes to become a successful organisation in today's and tomorrow's business world. We are confident that attendees will obtain ideas and initiatives that, if implemented, will lead to substantial improvement in their own organisation's business capability and performance.

Call for Papers

Papers are encouraged to provide practical examples of best practices 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
- Benchmarking
- Knowledge management and information technology
- Process management and improvement
- Innovation
- 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

Attend a Congress in Paradise. Don't miss out!

Experience the breath-taking New Zealand landscape and natural environment, exhilarating recreational pursuits, including bungy jumping, canyoning, jaw-dropping views by helicopter, or a soak in geothermal hot pools. www.newzealand.com

For further details on submitting a paper or on sponsorship opportunities (and a sponsorship package) contact **Angela Llauder, NZOQ, memberships@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 and Centre for Organisational Excellence Research, www.coer.org.nz