Business Improvement in Universities

Realigning services to drive efficiency

15th & 16th June 2016, CQ Functions Melbourne

Key Speakers

Paul Duldig
Head of University Services
THE UNIVERSITY OF MELBOURNE

Professor Rajesh Chandra
Vice-Chancellor & President
UNIVERSITY OF THE SOUTH PACIFIC

Peter Noble
Chief of Staff & Vice-President
UNSW AUSTRALIA

Jessica Lightfoot
Executive Director Financial Resources Management
MONASH UNIVERSITY

Benefits of attending

➢ Design a focused business strategy
➢ Implement integrated & streamlined systems
➢ Measure & evaluate business strategies

Tackle business improvement head on with leading universities in an interactive setting!

Register 3 delegates at the ‘standard price’ & bring a 4th delegate FREE!* Spaces are limited, book early to avoid missing out!

Pre & Mid Conference Workshops

A How to implement a lean & agile model for continuous improvement
B How financial strategies can drive service models

Spaces are limited, book early to avoid missing out! > see inside for more

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phone 1300 316 882   fax 1300 918 334   registration@criterionconferences.com   www.criterionconferences.com/event/biu16
Remaining agile & competitive

Universities need to continually adapt their business strategy to remain agile and competitive in an ever changing environment. Balancing organisational change with business improvements has become a major challenge for all universities.

The conference will address improvement strategies from leading universities, building a framework to help assist service improvements and change processes.

This conference will focus on:

- How to design a focused business strategy
- How to implement integrated & streamlined systems
- How to measure & evaluate business strategies

Who will attend?

Senior university representatives responsible for:

- Business Process Improvement
- Planning & Strategy
- Administration
- Finance
- IT Services
- Organisational Change

“Thought provoking, energizing, immediately relevant, and above all a learning experience.”
- Dermot O’Sullivan, University of Melbourne - 2015 conference attendee

Sponsorship opportunities

We work closely with corporate partners to create unique and innovative tailored sponsorship packages that best meet your specific marketing, business development and corporate entertainment objectives.

Contact Paul Sargent on 02 9239 5709 and find out how you can make your mark on this industry.

SAVE $500 when you register & pay by 24th March 2016*

Plus key contributions from:

Andrew Hannan
Director Service Enhancement
The University of Queensland

Valerie Runyan
Director Business Improvement Initiative
Macquarie University

Michael Nelson
Director Service Improvement Group
Australian National University

Senior Representative
Change Management Institute

Pranay Lodhiya
Principal
Tadishi Group

Karen Mather
Organisational Development Manager
University of Canterbury, NZ

Janet Green
Project Manager
Deakin University

Stephen Callaghan
Manager HR Systems & Superannuation
Queensland University Technology

Mary-Anne Clark
Senior Manager Client Service
Southern Cross University

To register
phone 1300 316 882
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Day 1
Wednesday 15th June 2016

8:00 Registration, coffee & networking

8:30 Welcome remarks from the Chair

How to design a focused business strategy

KEYNOTE
8:40 Melbourne University – ‘Move then Improve’
- Why implement improvements?
- What is the new operating model?
- Key learnings one year on
Paul Duldig
Head of University Services
University of Melbourne

9:20 Translating strategy to business improvement – What works?
- Characteristics of high performing institutions
- Approaches to support behavioural and cultural change
Peter Noble
Chief of Staff & Vice-President
UNSW Australia

Implementing integrated & streamlined systems

12:20 Monash University – The evolution of financial services
- Designing a sustainable framework for growth
- Implementing shared and automated processes
Jessica Lightfoot
Executive Director Financial Resources Management Division
Monash University

1:00 Networking lunch

2:00 Technology as a service – Outsourcing service based cloud solutions
- Simplifying IT operations to allow for better alignment
- Driving flexibility and agility
Brett Wilson, National Business Development Manager &
Tasso Mangos, Chief of Technology Officer
CSG

3:10 Creating a transactional finance shared services model
- Standardising operations across the university
- Removing unnecessary processes
Michael Nelson
Director Service Improvement Group
Australian National University

SPEED NETWORKING
10:00
In this interactive session you will have the opportunity to meet all the delegates in short 60 second bursts, exchange business cards and set up valuable conversations for the rest of the event.

10:30 Morning tea & networking

11:00 The importance of senior leadership support for success
- Creating and implementing a university wide strategy
- Measuring success
Valerie Runyan
Director, Business Process Improvement Initiative
Macquarie University

11:40 How can we sustain quality improvements in an unpredictable environment?
Paul Duldig, University of Melbourne
Valerie Runyan, Macquarie University
Peter Noble, UNSW Australia

PANEL DISCUSSION
3:40 What are the benefits & challenges related to digital transformation?
Michael Nelson, Australian National University
Stephen Callaghan, Queensland University Technology
Janet Green, Deakin University

Also facilitating Pre Conference Workshop A: How to implement a lean & agile model for continuous improvement

PANEL DISCUSSION
4:20 Deakin University – The process for process improvement
- Creating a documented 5 step process
- Utilising a standardised methodology for improvement
- Enabling simple tools
Janet Green
Project Manager
Deakin University

5:00 Closing remarks from the Chair & close of day one

5:15 Mid Conference Workshop B commences: How financial strategies can drive service models
Day 2
Thursday 16th June 2016

8:00 Welcome, coffee & networking

8:30 Opening remarks from the Chair

Measuring & evaluating business strategies

INTERACTIVE SPOTLIGHT
8:40 In this interactive session you will gain a better understanding of all the universities present within the room and the different challenges they face

INTERNATIONAL KEYNOTE
9:20 University of the South Pacific – Restructuring & reengineering for excellence & financial sustainability
- Examining the entire process
- Experiential insights and lessons learnt

Professor Rajesh Chandra
Vice-Chancellor & President
University of the South Pacific

10:00 Morning tea & networking

10:30 Developing a framework for accurate feedback
- How to track cross functional initiatives
- Promoting accountability and good leadership

Pranay Lodhiya
Principal
Tadishi Group

Also facilitating Workshop B: How financial strategies can drive service models

PANEL DISCUSSION
11:10 How can we measure the impact of business management strategies?

Professor Rajesh Chandra, University of the South Pacific
Jessica Lightfoot, Monash University
Pranay Lodhiya, Tadishi Group

11:50 Networking Lunch

12:50 Managing organisational change through strategic planning
- Identifying when to implement change processes
- Managing transitions into new systems
- Examining global trends in change

Senior Representative
Change Management Institute

Implementing integrated & streamlined systems

1:30 An integrated approach to service & system improvement
- Applying lean principles in university sector
- Building internal capabilities
- Evaluating effectiveness

Andrew Hannan
Director Service Enhancement
University of Queensland

2:10 Afternoon tea & networking

2:40 Knocking your processes into shape – Creating a vehicle for continuous improvement that supports HR transformation
- Focusing on operational excellence
- Simplifying, streamlining and agreeing on consistency
- Implementing shared services administration and advisory functions

Karen Mather
Organisational Development Manager
University of Canterbury

3:20 INTERACTIVE BRAINSTORM
- Delegates will address the benefits and challenges associated with:
  - Outsourcing services
  - Digital transformation
  - Utilising staff in cross functional roles

4:00 Closing remarks from the Chair & close of conference

Find us at: www.criterionconferences.com/event/biu16  #univbusiness16

Australian Higher Education  blog.criterionconferences.com
Workshops
Think, tackle, takeaway

How to implement a lean & agile model for continuous improvement
Pre Conference Workshop A
Tuesday 14th June, 4:00pm-7:00pm
Price: $499 + GST

Macquarie University has developed a lean and agile operating model to help support continuous improvement. The core elements of Lean in Higher Education consist of two fundamental concepts, five principles and eight wastes.

Attend this interactive workshop to better understand the methods for successful implementation.

What you will take away by attending:
- The Macquarie University implementation experience for Lean
- Learn how to maximise value and eliminate waste
- A framework for continuous improvement

Your workshop leaders:
Valerie Runyan
Director Business Improvement initiative
Macquarie University

Valerie has worked in the Australian Higher Education Sector for the past 18 years in Victoria, Queensland and NSW. Her previous roles have included the oversight of the divisions and the development of strategy in the areas of student administration, student support, student recruitment, marketing and communications.

Martin Brooks
Manager Business Improvement initiative
Macquarie University

Prior to joining the team in 2015, Martin worked at the University of Strathclyde in Scotland with their Business Improvement Team. Martin is a committed believer in the discipline of continuous improvement and brings a wealth of experience in facilitating and delivering process improvement projects.

*Refreshments & dinner provided

How financial strategies can drive service models
Mid Conference Workshop B
Wednesday 15th June, 5:15pm-8:15pm
Price: $499 + GST

Every university must implement their own tailored approach to drive long-term financial sustainability. Through the implementation of a focused financial strategy you can better support service models and drive productivity.

This interactive workshop will help your university develop a tailored framework to support the long term sustainability of your university.

What you will take away by attending:
- A tailored action plan to support sustainable growth
- A better understanding of different financial strategies
- Tools to help support your university within a volatile environment

Your workshop leader:
Pranay Lodhiya
Principal
Tadishi Group

Pranay has held senior positions within the University sector over the last 15 years, including at The University of Melbourne and as Vice-President Finance/ CFO at La Trobe University.

Pranay heads up The Tadishi Group which provides in-depth advice on major transformations and implementations, improving decision-making, achieving long-term financial sustainability.

The group also focuses on building values based leadership capabilities and providing experienced based executive coaching to senior managers and businesses.

*Refreshments & dinner provided

To register, call us on 1300 316 882 or book online
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Please complete: (Please photocopy for additional delegates)

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Delegate Title/First Name/Surname: ____________________________
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Organisation: _____________________________________________
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Postal Address: ___________________________________________
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Event Prices

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Business Improvement in Universities
15th & 16th June 2016
Melbourne

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Register 3 delegates at the ‘standard price’ & bring a 4th delegate FREE
Early bird prices are not available with this group discount.
All group delegates must be registered at the same time from the same organisation. For larger groups please call us on 1300 316 882.

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Workshop attendees must also register for the conference.
*Early bird prices subject to availability.

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