



EAQ Management Conference 2020

FLOW

28.01.2020

Venue: Ülemiste City Öpik2, Valukoja 8, Tallinn, ESTONIA <https://mainorulemiste.ee/en>

The main theme of the annual management conference 2020 of Estonian Association for Quality (EAQ) is **FLOW** – how can we ensure fluent and lean operation as well as high performance at the same time. We are approaching FLOW from different perspectives – starting from mindfulness and creative state of mind, customer journey offering excellent experience, aligned and agile work processes, harmonized management of supply and value chains up to circular economy and the changes in VUCA environment, which have high impact on everything we do. We are going to discuss how modern technology and digitalization opens new opportunities, but also creates new risks in a more complex and uncertain world.

PROGRAMME

9:00 - 9:30 Registration and coffee

9:30 – 12:00 SESSION I

Tiia Tammaru, Chairman of the Board, Estonian Association for Quality - **Opening and greetings**

Christian Mayeur, Head of Development & Innovation, AFNOR (France) - **FLOW Is the New PLACE**

Paul Edie, Board Chair, Care Inspectorate (Scotland) - **New National Standard for Health & Social Care: 'My Support, My Life', Based on User Experience**

Willy Vandenbrande, QS Consult (Belgium) - **Agile Quality: A Change in Mindset**

Emöke Sogenbits, Cluster Baltics HANZA, President (Estonia) - **Implementing FLOW for a Manufacturing Unit in the World of VUCA**

Rainer Pesti, Marketing and Communications Manager, Ragn-Sells (Estonia) – **Resources and Circular Economy**

12:00 – 13:00 Lunch

13:00 – 15:10 SESSION II

Thomas Iff, PostMail (2019 EFQM Global Excellence Award runner-up, Switzerland) - **PostMail's Journey towards Excellence**

Gianluca Mule, COO, EFQM (Belgium) – **The EFQM Transformation**

Tani Järvinen, Finnish Quality Association (Laatukeskus, Finland) - **Circular Economy: New Thinking not an Option but Obligation**

Piret Jamnes, Fontes, Partner and Leader of Development Team (Estonia) – **Mindfulness**

Katrin Alujev (Estonia) – **The Lightness of Living**

15:10 – 15:30 Energy Break

15:30 – 17:30 SESSION III

Quality Managers Professional Certificates (level 7)

Quality Deed 2019 & Quality Face 2019

Walter Masing Prize – in co-operation with German Quality Society (DGQ)

Quality Innovation Award 2019 finalists and winners – presentations and recognition - in co-operation with Finnish Quality Association (Laatukeskus)

16:45 – 17:30 **Dr. Gregory H. Watson**, Chairman, Business Excellence Solutions (Finland) – Keynote Speech: **100 years in the Developing Flow of Profound Quality Knowledge**

17:30 – 19:00 Reception

Working languages are Estonian and English. Simultaneous interpretation is available.

Info and registration: <https://www.eaq.ee/en/management-conference-flow-28-01-2020/>

PRICES:

	Conference FLOW 28.01.20	G. Watson's Workshop 29.01.20	Conference + workshop
Early Bird until 16.12.19 – members *	199	249	399
Early Bird until 16.12.19 – non-members	249	349	549
Member's price *	275	299	549
Non-member's price	345	399	699

* **member's price** applies for the members of Estonian Association for Quality (EAQ), students of Estonian educational institutions and **partners of EAQ**

PAYMENT according to issued INVOICE

CANCELLATION: please announce cancellation in writing, sending an e-mail to the address konverents@eaq.ee at least 10 days before the event. In this case 80% of the fee will be returned. No refund after that date (21.01.2020).

29.01. 2020, 10:00-16:00

Workshop by Dr. Gregory H. Watson, Chairman of Business Excellence Solutions

MANAGING DAILY WORK IN LEAN ORGANIZATION: COMBINING OPERATIONAL FLOWS WITH RESOURCE FLOWS

Venue: Nordic Hotel Forum, <https://www.nordichotels.eu/en/>

When things flow better systems are healthier. This is true of human systems where air, blood, and food must all flow to be a healthy person. It is also true of organizations.

This seminar will begin with familiar territory – what does it take to have a healthy human body and then build this analogy into what it takes to have a healthy organization. **Flow management is usually associated with the methods described as “Lean” production.** These technologies concentrate on the flow of process actions for productive systems and include managing various flows: human flows, workflows, and product or service flows in the end-to-end delivery system of an organization’s outputs.

Application of this lean technology is related to the workplace and most effort is expended on developing worker competence in the fundamental toolkit of lean methods. However, this concentration is insufficient to achieve an enduring efficient and effective organization. Management activity must be coordinated to assure economic benefits are obtained and that the “lean” culture is established on a permanent basis. This requires integration of the resource flows with the operational flows.

However, resource flows cannot be purely financial flows as decision rights and budgetary allocations both constrain how people can manage their daily work. Thus, the second emphasis in this seminar will be placed on **understanding the way that resource flows operate conjointly with operational flows to create enduring efficiency** – a cooperative system, not just cycle time reduction.

Finally, the integration of these flows in a management system described by the Japanese phrase “**hoshin kanri**” will be presented as the means by which these two flows can be concurrently managed to create “Constancy of Purpose” through enlightened managerial attention to the strategic components of the organization’s quality system.

Info and registration: <https://www.eaq.ee/en/management-conference-2019-quality-4-0/>

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