

**SYMPOSIUM ON QUALITY MANAGEMENT FOR SUSTAINABILITY  
20 – 21 SEPTEMBER 2023  
KUALA LUMPUR**

**DAY 1: 20 SEPTEMBER 2023 (WEDNESDAY)**

<b>TIME</b>	<b>TOPIC</b>	<b>SPEAKER</b>
08:00 - 08.40	<b>Registration</b>	
09:00 - 09.10	<b>Welcoming Remarks</b>	
09.10 - 09.30	<b>Official Opening</b>	
09.30 - 10.00	<b>Theme Speech: Empowering Quality for Sustainability</b>	
10.00 - 10.30	<b>Refreshment</b>	
<b>SESSION 1</b>		
10.30 - 11.15	<b>Keynote 1:</b> National Quality Infrastructure (NQI)	STANDARD MALAYSIA
11.15 - 11.45	<b>Paper 1 :</b> Facilitating Changes in an Everchanging Business World by Nuturing Talents Thru Educational System	IIUM
11.45 - 12.15	<b>Paper 2 :</b> Commitment Towards Promoting and Improving Quality and Safety in The Provision of Healthcare Services In Malaysia	MOH
12.15 - 12.45	<b>Paper 3 :</b> Quality Innovation towards Digitalisation for Sustainable Organisational Excellence	MAMPU
12.45 - 14.30	<b>Lunch</b>	
<b>SESSION 2</b>		
14.30 - 15.15	<b>Keynote 2 :</b> Risks as a Critical Component in Managing Quality Requirements	STERIS
15.15 - 15.45	<b>Paper 4 :</b> Quality Management: KIMIA Malaysia Experience	KIMIA Malaysia

15.45 - 16.15	<b>Paper 5 :</b> The Idea Of Knowledge Management in managing risk	PETRONAS
16.15 - 16.45	<b>Paper 6 :</b> Strategic Leadership & Innovation: Setting the Best Human Potential	IAEA
16.45 - 17.00	<b>Refreshment</b>	
17.00	<b>End of Day 1</b>	

## DAY 2: 21 SEPTEMBER 2023 (THURSDAY)

TIME	TOPIC	SPEAKER
<b>SESSION 3</b>		
09.00 - 09.45	<b>Keynote 3:</b> Diversify Quality Fields by Increasing Business Value	FMM
09.45 – 10.15	<b>Refreshment</b>	
10.15 - 10.45	<b>Paper 7 :</b> Building Branding on Quality	POS MALAYSIA
10.45 - 11.15	<b>Paper 8 :</b> ESG/Sustainability Practices - A Mega Trend and New Working Culture to Enhance Competitiveness in the Market	SGS
11.15 - 11.45	<b>Paper 9 :</b> Benchmarking for Productivity and Competitiveness	MPC
11.45 - 12.15	<b>Paper 10 :</b> Encouraging Creativity and Innovation as a Tools and Strategies for Process Improvement	NUCLEAR MALAYSIA
12.15 - 14.30	<b>Lunch</b>	
<b>FORUM</b>		
14.30 - 15.30	<b>FORUM : Way Forward of Quality in Malaysia</b>	
15.30 - 16.00	Concluding Remarks & Closing	
16.00 - 16.30	<b>Refreshment</b>	
16.30	<b>END</b>	