

# SEMINAR ON

## CREATING VALUE THROUGH SERVICE INNOVATION

27 December 2007

The Zon Regency Hotel, Johor Bahru

Organised by:



### Key Benefits

To create understanding and better exposure of new mental models through innovative experiences and practical applications that boost the business performance.

Time	Programme
8.30am – 9.30 am	Registration & Networking Refreshment
9.30 am – 9.45 am	<b>Welcome Address</b> By Dato' Nik Zainiah Nik Abd Rahman Director General National Productivity Corporation (NPC)
9.45 am – 11.00 am	<b>Paper 1</b> <b>Talent Development Through Service Innovation</b> Q&A Session
11.00 am – 12.00 pm	<b>Paper 2</b> <b>Sharing On Innovation In Supply Chain Management</b> Q&A Session
12.00 pm – 1.00 pm	<b>Paper 3</b> <b>Leadership In Service Innovation</b> Q&A Session
1.00 pm – 2.00 pm	Networking Lunch & End Of Seminar

### Who Should Attend

This seminar is designed for CEO's of the companies, policy makers, academicians, experts and business practitioners responsible for maximizing the returns on their product innovation efforts in the fields of business strategy and operations management.

**NO ADMISSION FEE!!**

**CLOSING DATE**

**19<sup>th</sup> Dec. 2007**

For more information, please contact;

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Southern Region Office

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Organisation : .....

Address : .....

Company size: Private ( SME / Large / MNC ) / Public

Tel. No. : ..... Signature : .....

Fax No. : ..... Date : .....

E-mail : ..... Contact Person: .....

Participant(s) Name & Designation:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

**By Invitation  
Limited Seats  
Register Now!!**