

LEADERSHIP DEVELOPMENT Asia-Pacific

Building Business-Critical Competencies and Capabilities for Sustainable Growth

FEATURED KEYNOTE SPEAKERS:

Attend Leadership Development Asia-Pacific and hear how these industry experts build a diverse and creative leadership base, including how:



Mr. Chen Fong Tuan, Training Manager (Learning and Development), National Manufacturing, uses competency strategies to develop talents and leaders at **F&N Coca Cola Beverages**



Mr. Himanshu Jani, Director - Asia Pacific, Learning & Leadership Development, effectively identifies leaders to ensure business growth at **Agilent Technologies**



Mr. Shailesh Kumar, Vice President-HR, employs leadership retention strategies at **Airtel** to grow its business in the right direction



Mr. Abdul Jalil Mohammad Taib, General Manager - Human Resource, develops world-class leadership talent at **PETRONAS**



Get **FREE** iPod shuffle if you are one of the first 15 delegates to register before 5 August 2005!

REGISTER TODAY, SEATS ARE LIMITED !

Here's what our delegates have to say about IQPC's HR conferences:

Speakers presenting case studies on relevant topics is the best aspect of the conference.
ING INSURANCE

Good variety of topics and experienced sharing from different industries.
CIVIL AVIATION AUTHORITY OF SINGAPORE

Good speakers with practical experiences, openness of sharing and networking with other HR professionals.
MONETARY AUTHORITY OF SINGAPORE

PLUS! Practical workshops and masterclass will enable you to deal with issues that matter to you most

WORKSHOP A Strategies for Growing Leadership Talent & Promoting a Leadership Development Culture

WORKSHOP B Designing Organisational and Behavioural Infrastructure to Produce Effective Leadership Talent

MASTERCLASS C Developing Asia's Future Leaders

HEAR HOW THESE TOP ORGANISATIONS GROW THEIR LEADERS:

Managing Director,
SHELL PEOPLE SERVICES

HR & Corporate Relations Director,
DUMEX MALAYSIA

Head of Human Resources,
HSBC MALAYSIA

Vice President - HR,
ZUELLIG PHARMA PHILIPPINES

Manager - Training and Development,
SIEMENS SYSTEMATICS MALAYSIA

Manager - Human Resource,
BMW GROUP MALAYSIA

Head - Corporate HR,
DCM SHRIRAM CONSOLIDATED

Chief Executive,
PACIFIC RIM CONSULTING GROUP

Managing Director,
PERFORMANCE CONSULTING INTERNATIONAL

Senior Consultant,
HEWITT ASSOCIATES

Supported By:



PRE-CONFERENCE WORKSHOPS

IQPC's workshops are a unique opportunity to spend valuable time with an industry expert. These interactive sessions are extended to ensure that you will really get to the heart of issues pertinent to leadership development. Through practical solutions and interactive problem solving, our workshops provide a unique learning experience in a relaxed and informal environment.

WORKSHOP A
09:00 - 12:00

STRATEGIES FOR GROWING LEADERSHIP TALENT & PROMOTING A LEADERSHIP DEVELOPMENT CULTURE

The facts are clear: companies that produce better leaders produce better business results. Yet, we hear from many HR leaders that their companies don't effectively develop a strong pipeline of leadership talent. However, something different is happening at the "Top Companies for Leaders". The Top Companies for Leaders is Hewitt Associates' global leadership study which analyses the programmes and execution techniques that enable companies to grow and secure leaders that can move their business to the next level. From this research as well as their numerous client interactions, clear insights as to how the best companies grow both great leaders and financial results were gained. With a combination of case study discussions and sharing of practical insights, Ms. Galati and Ms. Singh will share how you can develop leaders who are ready to succeed in a rapidly changing business.

At the end of this workshop, you will be able to:

- * Understand the strategies of top companies for leaders around the world based on results of Hewitt Global Leadership Study 2005
- * Review the practices and trends in talent management & leadership development of Asian companies to ensure business success

Ms. Maria Galati,
Ms. Shailja Singh,
Senior Consultants,
Hewitt Associates

ABOUT YOUR WORKSHOP LEADERS:



Ms. Galati consults in a diverse range of consulting areas including change and transition management, employer branding, performance measurement, performance management, competency development, leadership assessment and development, communication, employee engagement and culture transformation.



Ms. Singh leads Hewitt's Talent, Leadership & Engagement practice for the SEA region and is based in Singapore. She has more than 11 years of consulting experience, mostly with Hewitt. She has consulted with leading organisations across the Asia-Pacific on a broad range of human resource initiatives in the talent management, leadership and employee engagement arena. Her core areas of expertise include organisational competency modeling and assessment, succession planning and talent development.

WORKSHOP B
13:00 - 16:00

DESIGNING ORGANISATIONAL AND BEHAVIOURAL INFRASTRUCTURE TO PRODUCE EFFECTIVE LEADERSHIP TALENT

As industries move into the knowledge economy, there is an increasing need to secure and optimise leadership talent. You need to ensure that your organisation has leaders with the necessary skill set to grow your business in the face of change. Managing talent through proper infrastructure is a survival strategy. Dana will leverage on his many years of experience in leadership development to help you address these issues:

- * Grooming and enhancing potential employees to the next level
- * Designing appropriate organisational culture
- * Effective management programmes to train potential candidates

At the end of this workshop, you will be able to:

- * Adopt best practices in identifying your key talent
- * Optimise your most important resource: human capital
- * Ascertain and tailor leadership development infrastructure to your business objectives

Mr. Dana Rahbar-Daniels,
Managing Director,
Performance Consulting International

ABOUT YOUR WORKSHOP LEADERS:



Over a 28-year career, Dana has worked with a wide range of client organisations around the globe as a Senior Principal in two major consulting firms and as a corporate manager within human resource management. He specialises in the areas of leadership assessment, development and coaching systems, performance management programme design and implementation, career path systems, performance-based rewards and related HRD applications. He has published and quoted on leadership talent management in the Wall Street Journal, the Straits Times and other publications.

CONFERENCE DAY 1

Tuesday 25th October 2005

08:30 Coffee and Registration



09:00
Chair's Opening Remarks

Mr. GK Lim, *President, HRD Gateway and Past-President, China HRM*

09:15
Developing a Strategy-Driven Leadership Development Programme Aligned to Your Business Objectives

- * Effective strategies to ensure that the processes are in place to align talent with business needs
- * Addressing the organisational barriers to achieving the bench strength you demand
- * Planning for the future and building individual competencies to meet current and projected needs

Mr. Les Pickett, *Chief Executive, Pacific Rim Consulting Group*

Mr. Pickett is one of the most experienced human resource and people management practitioners in the Asia-Pacific region. He has held senior general management positions in leading companies and has played an active role in the development of effective managers and human resource management programmes in Australia, New Zealand, Southern Africa, North America, Asia and Europe.

10:00
The Role of Leadership in Current and Future Business Success

- * How do you effectively develop and deploy your leadership resources to increase your business performance?
- * Strategies for increasing your operational effectiveness by strengthening individual and organisational leadership
- * Leveraging on management and HR partnership to develop higher value products and services

Mr. Dana Rahbar-Daniels, *Managing Director, Performance Consulting International*

11:00 Coffee & Networking Break

11:30
Deployment of Competency Strategies to Develop Talents and Leaders at F&N Coca-Cola

F&N Coca-Cola's (F&NCC) broad portfolio of carbonated soft drinks, isotonic, Asian selection, juices and packaged water accounts for 38% of the Malaysian ready-to-drink market. Market share is now four times greater than its nearest competitor. To maintain and grow its market leadership, F&NCC has to foster high-performance leaders with the right competencies and skills. Mr. Chen will discuss the methodological and structured competency-based system that F&NCC employs to train and develop its leadership talents.

- * Effectively identifying the core leadership competencies vital to grow your business
- * Designing functional skill sets to support the core competencies
- * Ensuring the effectiveness of the initiative by using behavioural matrices, performance measurement and evaluation

Mr. Chen Fong Tuan, *Training Manager (Learning & Development), F&N Coca-Cola (Malaysia)*

Mr. Chen is currently responsible for managing the entire learning and development function for F&N Coca-Cola. His role includes identification of development needs, managing the administration of training operations, ensuring positive ROI and IRR for deployment of training, strategic human capital planning and other special projects. He has successfully implemented CBT and utilisation of Balanced Scorecard as a strategic training evaluation tool in F&NCC.

12:15
Effective Strategies for Retaining Your Leaders

- * Building leadership throughout the employees' career
- * Cultivating more flexible career paths that can continuously challenge and thus retain these new leaders
- * Using creative motivation strategies to retain talent beyond high compensation

Mr. GK Lim, *President, HRD Gateway and Past-President, China HRM*

13:00 Networking Lunch

14:15
Building a High-Performing Work Culture at Shell



Shell is a global group of energy and petrochemical companies, operating in more than 140 countries and territories and employing more than 112,000 people. Serving over twenty million customers a day through some 40,000 service outlets in more than 90 countries worldwide, it needs a strong culture that promotes high performance to ensure customer satisfaction. Join Mr. Busrai as he reveals how leaders are trained to provide excellent service in the company with the largest retail network in the world.

- * How can mentors drive a culture that embraces leadership at all levels?
- * Evolving a culture of high-performance in the company
- * Fostering a high-performance culture where people are engaged and committed

Mr. Aquil Busrai, *Managing Director, Shell People Services*

15:00
Designing Top Class Development Programmes Cost-Effectively



Leadership development programmes never come without a price. Despite the importance of your leadership development plan, it should be balanced with how much budget you are willing to spend. In this presentation, Mr. Khoo will share with you some strategies to effectively design creative solutions within budget and secrets to how Dumex Malaysia achieved the award as the best employer in Hewitt's Best Employers in Asia Study 2005.

- * Examining how much budget the company is willing to spend for your leadership development initiative
- * Cost-effective approaches to leadership development that can help your organisation design creative solutions within budget

Mr. Mohd Fauzi Wahab, *HR & Corporate Relations Director, Dumex Malaysia*

15:45 Coffee & Networking Break

16:15
Performance Management of Leaders to Maximise Business Growth



Performance management of leaders today is becoming extremely critical not only to sustain business, but also to harness opportunities for business growth and development. Join Mr. Baveja as he reveals how you can put in place robust and effective systems and processes that allow you to scientifically monitor and track performances of your leaders and address the developmental needs in a most comprehensive way.

Mr. Sushil Baveja, *Head - Corporate HR, DCM Shirram Consolidated*

He has a total professional experience of over 21 years in the entire gamut of Human Resources Management. He has had a rich professional exposure having worked with some progressive and professional Indian and Multi National Companies like Samtel, Cadbury, Gillette and Alcatel before joining DSCL.

17:00
Developing Global Leadership Talent to Keep Pace With Business Expansion



Join this executive think tank session which entails a 10-minute presentation from experts with regard to their personal experiences on developing a strong pool of talent ready to lead globally. This provides an excellent setting for frank exchanges of ideas and an enhanced learning experience from HR practitioners and fellow leaders in Asia.

- * Developing an effective global competency model and global development systems
- * Addressing the particular context and business challenges and opportunities in Asia-Pacific
- * Effectively developing leaders fast enough to keep pace with business growth

Hear from:

* Mr. Dana Rahbar-Daniels, *Managing Director, Performance Consulting International*

* Mr. Chen Fong Tuan, *Training Manager (Learning & Development), F&N Coca-Cola (Malaysia)*

* Mr. Adrian Groom, *Head of Human Resources, HSBC Malaysia*

Facilitator:

Mr. GK Lim, *President, HRD Gateway and Past-President, China HRM*

17:45 Chair's Summary and End of Day One

08:30 Coffee and Re-registration



09:00

Chair's Opening Remarks

Mr. Himanshu Jani, *Director - Asia Pacific, Learning & Leadership Development, Agilent Technologies*

09:15

Strategies for Developing and Retaining Leaders at Airtel



With over 12 million subscribers and covering 21 telecom circles, Airtel has become the leading cellular company in India and has been assessed as the second best employer in India by Hewitt Associates. It is known for its employee-friendly policies and ability to motivate and retain talent. Join Mr. Kumar as he addresses a pressing challenge in HR today. Attracting and making the right talent stay so that it can provide the organisation with a sustained momentum to grow in the right direction. He will cover 3 crucial areas:

- * Identifying both the spoken and unspoken needs of the new generation of leaders
- * Innovative strategies to engage and bind key leaders in your organisation through learning and earning opportunities
- * Retaining your leaders by providing space and independence, promoting entrepreneurship and entrusting them with responsibility for their new ideas

Mr. Shailesh Kumar, *Vice President - HR, Airtel Mobile Communications Ltd.*

Mr. Kumar has done extensive work on job analysis, job evaluations, competency mapping, 360° feedbacks, employee satisfaction surveys, assessment centers, ESOPS, balanced score card and performance management systems. He spearheads the latest and most innovative HR concepts in the organisations he has worked for and has made invaluable contributions to the field of human resource management.

10:00

Cost-Effective Leadership Development Approaches - A Pharma Distribution Company's Perspective



Zuellig Pharma is Asia Pacific's trusted pharmaceutical and healthcare distribution and logistics specialist. For over 60 years, it has combined local market expertise with modern technology to provide reliable, quality-driven distribution services. In this presentation, Ms. Ruiz will reveal cost-effective approaches to developing leaders used by their Philippine operations as well as in other pharma industry companies and illustrate how the approaches can be used in a manager's actual development plan.

Ms. Ma. Teresa Ruiz, *Vice President - HR, Zuellig Pharma Philippines*

Teresa has focused on achieving the integrated design of HR systems and has extensive experience in the integration organisation effective strategies, leadership development systems linked to succession planning, performance management and compensation systems, employee relations strategies, redesign of HR service deliver systems, and HR planning for change management. Prior to this, she has been the HR Vice President at Cemex Philippines, Vice President for Personnel at Coca Bottlers, and Organisation Development Vice President at PLDT.

10:45 Coffee & Networking Break

11:15

Effectively Identifying Leaders for Your Organisation at Agilent Technologies



Agilent Technologies was created by the strategic realignment of Hewlett-Packard in 1999. The company has customers in 120 countries, 28,000 employees in 40 countries and achieved revenues of US\$7.18 billion in 2004. This stellar performance could not have been achieved without high-performing leadership in the organisation. Join Mr. Jani as he discusses how Agilent Technologies effectively selected high-potential leaders, critical to business success.

- * What are the unique qualities of truly "global leaders?"
- * Bringing in outside talent: preparing them for your culture and your business
- * Effectively assessing internal and external talent in light of future business needs

Mr. Himanshu Jani, *Director - Asia Pacific, Learning & Leadership Development, Agilent Technologies*

Mr. Jani is responsible for the human resource learning & leadership development functions of this company for the Asia-Pacific region. He has over 32 years' experience in HR management and organization development areas. Prior to Agilent, he was vice president - HR of Hewlett-Packard India operations.

12:00

Effective Leadership Development in Project Management at Siemens Systematics



With annual worldwide revenues exceeding RM250 billion, Siemens has more than 400,000 employees in over 190 offices worldwide. Siemens Systematics has implemented a programme focusing on personnel and leadership development in project management, which is critical for ensuring business success. In this case study, Ms. Yee will discuss how effective leadership development in project management contributes to making Siemens a global powerhouse in electrical engineering and electronics.

Ms. Yee Lai Yen, *Manager - Training and Development, Siemens Systematics Malaysia*

12:45 Networking Lunch

14:00

Developing Leadership Competencies in Asia - The Local and Global Dimension



This executive think tank session entails a 10-minute presentation from experts with regard to their personal experiences on developing leadership competencies in Asia, followed by a discussion. This provides an excellent setting for frank exchanges of ideas and an enhanced learning experience from HR practitioners and fellow leaders in Asia. Topics to be discussed include:

- * Ensuring effective transfer of experience and skills - grooming of possible successors to enable 'localisation'
- * Examining the challenges in leadership development in the context of expanding Asian markets
- * Ways to develop Asian leaders to the very top of the organisation

Our think-tank panelists:

- * Ms. Sarah Tan, *Manager - Human Resource, BMW Group Malaysia*
- * Ms. Yee Lai Yen, *Manager - Training and Development, Siemens Malaysia*
- * Ms. Ma. Teresa Ruiz, *Vice President - HR, Zuellig Pharma Philippines*
- * Mr. Abdul Jalil Md Taib, *General Manager, Human Resource Planning (Corporate), Human Resource Management Division, PETRONAS*

Facilitator:

Mr. Himanshu Jani, *Director - Asia Pacific, Learning & Leadership Development, Agilent Technologies*

15:00

Strategies to Effectively Develop and Motivate Leaders at PETRONAS



A corporation is only as good as its people. With a workforce of over 30,000 and a good number of employees having stayed with the company for at least 20 years, PETRONAS views its people as valuable assets who will continue to contribute to its future growth and success. Mr. Abdul Jalil will reveal the framework PETRONAS uses to create a ready supply source of leaders who are fully committed to developing capable, confident and competent employees throughout the Group from within the company.

- * What are the mechanisms used to identify potential leaders?
- * How can you help high-potential staff to realise their potential as leaders and appropriately match their skill sets with available leadership opportunities?
- * How are leaders properly assessed and rewarded for their motivation?

Mr. Abdul Jalil Md Taib, *General Manager, Human Resource Planning (Corporate), Human Resource Management Division, PETRONAS*

Abdul Jalil has a total of 27 years experience in PETRONAS. Before PETRONAS, he has worked in Esso and Maybank. His current job focus on human resource planning, remuneration planning, job management, organisation development and expatriate management. In the area of remuneration, he was also responsible for introducing broad-banding into the group in 2004. He also sits in committees set up to review Terms and Conditions of companies group-wide including overseas operations.

15:45 Coffee & Networking Break

16:15

Designing an Effective Succession Plan to Ensure Bench Strength



- * Effectively creating a pipeline of talent at all levels
- * Developing an integrated succession management and leadership development program
- * Integrating diversity efforts into succession planning

Ms. Maria Galati, *Senior Consultant, Hewitt Associates*

17:00 Chair's Summary and Close of Conference

Organisations today are finding themselves in a talent crisis with serious gaps in executive capacity to formulate and execute winning business strategies. I'm sure you realise it can be challenging when you don't have the sufficient tools, resources and processes to attract, develop and retain future leaders.

- With the rapid growth of businesses in Asia, how can you effectively develop leaders fast enough to keep pace with business growth?
- With more Asian organisations becoming global players, how do you identify effective leaders and groom your possible successors to think globally and act locally?
- In an increasingly competitive business environment, how can you ensure that your leaders have the competencies needed to deal with change?

Leadership Development Asia-Pacific (October 25-26, 2005, The Regent, Kuala Lumpur) will reveal strategies to ensure that you create a pipeline of high-potential leadership talent to fill emerging gaps at any level for sustainable growth, including:

- Developing a strategy-driven leadership development programme that ensures your initiatives are aligned to your business objectives
- Ensuring total buy-in to your leadership development initiatives
- Effectively identifying effective leaders for your organisation and training them to grow your topline and increase business performance

Not convinced yet?

Here are 3 top reasons why you must attend this event:

1. International keynote addresses from global leaders in leadership development, including: Siemens Malaysia, Agilent Technologies, PETRONAS, and Shell People Services
2. Discover 14 brand new case studies and expert commentaries by thought-leaders in leadership development and adopt innovative strategies to attain your leadership development goals
3. Join our executive think tank sessions, benefiting from unique leadership experiences at HSBC Malaysia and BMW Group Malaysia and discuss HR issues in today's changing business environment.

Call +65 6722 9388 and register today!

POST-CONFERENCE MASTERCLASS Thursday 27th October 2005

MASTERCLASS C.
09:00 - 15:00 (including networking lunch)

DEVELOPING ASIA'S FUTURE LEADERS

Effective leadership is the key to future success. This practical one-day masterclass is designed to provide senior managers and human resource practitioners in both the private and public sectors with practical guidelines for the identification and development of future leaders in Asia.

Key areas to be discussed include:

- * Corporate strategy and human capital management
- * Identification and development of future leaders
- * Succession planning and talent management
- * Globalisation, cultural differences and effective leadership
- * Changing workforce demographics and leadership development
- * Identifying critical managerial leadership competencies
- * Leadership styles and managerial effectiveness
- * Managing the transition from professional to managerial leader
- * Examining executive derailment, including a section why leadership development programmes fail and why previously successful managers fail?
- * Performance management and career development
- * Effective individual development programmes
- * Project-based leadership development
- * Coaching, mentoring and executive success
- * Leadership for strategic human resource management
- * Creating a personal leadership development action plan

Mr. Les Pickett,
Chief Executive,
Pacific Rim Consulting Group

ABOUT YOUR WORKSHOP LEADERS:



Mr. Les Pickett is one of the most experienced human resource and people management practitioners in the Asia-Pacific region. He has held senior general management, information technology, marketing management and human resource management positions in leading companies in a number of different fields and has played an active role in the development of effective managers and human resource management programmes in Australia, New Zealand, Southern Africa, North America, Asia and Europe.

SPONSORSHIP & EXHIBITION OPPORTUNITIES

Do you offer services and technology specifically for Leadership Development Asia-Pacific? Over two days you will have unlimited access to the key decision-makers you want to reach and you will not find a more focused and intense business environment. To find out how you can take advantage of this, call Miles Harley on +65 6722 9416 or email: sponsorship@iqpc.com.sg

SUPPORTED BY:



HRD Gateway (www.hrdgateway.org), a confederation of HR associations and discussion groups, has national chapters and affiliates in Malaysia, Vietnam, Thailand, Philippines, Cambodia, Brunei, Laos, India, Indonesia, Singapore, Sri Lanka, Myanmar, China, Taiwan and California. It has a total membership of over 20,000. The primary purpose of HRD Gateway is to be "a non-profit organization dedicated to enhancing the productivity and human resource development of ASEAN and the global communities." It is managed by a group of international professionals (<http://www.hrdgateway.org/hub1/executive.htm>).



The International Professional Managers Association (IPMA) is an International Examining, Licensing and Regulatory Professional body formed for the purpose of providing practicing managers with the opportunity to participate and to be part of the process of improving managerial performance and effectiveness in all areas of business and industrial activity.



The Malaysian Institute of Human Resource Management was established in 1975 as the sole national institute for the conducting of training for HR professionals. MIHRM is the leading institute for quality training and education in Human Resource Management in Malaysia and is affiliated with the World Federation of Personnel Management Associations, the International Federation of Training and Development Organization and several other similar bodies. To-date, MIHRM has over 1000 individual members and 100 organisation members. Please visit our website - <http://www.mihrm.com.my>. For more information, or email us at mihrm@mihrm.com.my



PERHIMPUNAN MANAJEMEN SUMBERDAYA MANUSIA INDONESIA
The Indonesian Society of Human Resource Management
PMSM Indonesia bases itself on the development of human resource quality, to achieve world-class standards. PMSM Indonesia is a forum for human resources professionals in Indonesia.

LEADERSHIP DEVELOPMENT Asia-Pacific

The Regent, Kuala Lumpur, Malaysia

2-Day Conference | 25-26 October 2005
Pre-Conference Workshops | 24 October 2005
Post-Conference Masterclass | 27 October 2005

My booking code is CI 3138 H

Please complete in BLOCK CAPITALS as the information is used to produce delegate badges. Please photocopy for multiple bookings

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Don't forget to take advantage of our great Early Bird Discount!*

I am registering as one of the first 15 delegates before 5 August 2005 to get my iPod shuffle!

* Discounts do NOT apply to workshop(s) / masterclass-only bookings, and you MUST book and pay by 5 August 2005.

Conference Packages		
<input type="checkbox"/> Gold Package	Conference + Masterclass + 2 Workshops	US\$3322 <i>save US\$175</i>
<input type="checkbox"/> Silver Package	Conference + 2 Workshops	US\$2447 <i>save US\$100</i>
<input type="checkbox"/> Bronze Package	Conference + 1 Workshop	US\$1948 <i>save US\$50</i>
Design your own agenda		
<input type="checkbox"/> Conference only		US\$1449
<input type="checkbox"/> Workshop(s) only		US\$549 each
<input type="checkbox"/> Masterclass C only		US\$950
Please indicate choice of workshop(s) / masterclass: A <input type="checkbox"/> B <input type="checkbox"/> C <input type="checkbox"/>		

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Position: _____ Email: _____

Delegate 2: _____ Mr Mrs Ms Dr Other

Position: _____ Email: _____

Delegate 3: _____ Mr Mrs Ms Dr Other

Position: _____ Email: _____

Head of Department: _____

Nature of Business: _____

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By Cheque / Bank Draft: Made payable to: IQPC Worldwide Pte Ltd

Please return to: No.1 Shenton Way #13-07 Singapore 068803

Tel: (65) 6722 9388 Fax: (65) 6720 3804 Email: enquiry@iqpc.com.sg

Website: www.iqpc.com.sg/AS-3138

Team Discounts

IQPC recognises the value of learning in teams. Group bookings at the same time from the same company receive these discounts:

- * 3 or more 7%
- * 5 or more 10%
- * 8 or more 15%

This offer is exclusive of the early bird discount. Call us for a special discount rate for teams of 10 and above. (NOT applicable to workshop(s) / masterclass only bookings)

5 Ways to Register

Phone: (65) 6722 9388

Fax: (65) 6720 3804

Post: IQPC Worldwide Pte Ltd
1 Shenton Way #13-07
Singapore 068803

Online: www.iqpc.com.sg/AS-3138

Email: enquiry@iqpc.com.sg

Venue & Accommodation

The Regent Kuala Lumpur

160 Jalan Bukit Bintang,
Kuala Lumpur, 55100 Malaysia

Tel: (603) 2117 4888 Fax: (603) 2142 1441

Hotel accommodation and travel costs are not included in the registration fee. A reduced corporate room rate has been arranged at The Regent Kuala Lumpur for attendees at this conference.

To take advantage of this special rate, please process the hotel room reservation form provided upon confirmation of your attendance.

Conference Documentation & Audio CD

- I am registering as a delegate, please send me an extra set of Conference Documentation with Audio CD with a US\$50 discount: US\$300
- I cannot attend the event, please send me the Conference Documentation with Audio CD at US\$350
- I cannot attend the event, please send me the Conference Documentation only at US\$290

(Plus shipping and handling: Singapore US\$6 Malaysia US\$12 & other countries US\$30.)

(N.B. Advance orders will determine whether or not this conference will be recorded - Please enclose payment with your order.)

Your order is risk free! If not satisfied simply return the product within 15 days for a full refund.

CANCELLATIONS & SUBSTITUTIONS - You may substitute delegates at any time. IQPC does not provide refunds for cancellations. For cancellations received in writing more than seven (7) days prior to the conference you will receive a 100% credit to be used at another IQPC conference for up to one year from the date of issuance. For cancellations received less than seven (7) days prior to the event no credits will be issued. In the event that IQPC cancels an event, delegate payments at the date of cancellation will be credited to a future IQPC event. This credit will be available for up to one year from the date of issuance. In the event that IQPC postpones an event, delegate payments at the postponement date will be credited towards the rescheduled date. If the delegate is unable to attend the rescheduled event, the delegate will receive a 100% credit representing payments made towards a future IQPC event. This credit will be available for up to one year from the date of issuance. No refunds will be available for cancellations or postponements.

IQPC is not responsible for any loss or damage as a result of a substitution, alteration, cancellation, or postponement of an event. IQPC shall assume no liability whatsoever if this event is altered, rescheduled, postponed or cancelled due to a fortuitous event, unforeseen occurrence or any other event that renders performance of this conference inadvisable, illegal, impracticable or impossible. For purposes of this clause, a fortuitous event shall include, but shall not be limited to: an Act of God; governmental restrictions and/or regulations; war or apparent act of war; terrorism or apparent act of terrorism; disaster; civil disorder, disturbance, and/or riots; curtailment, suspension, and/or restriction on transportation facilities/means of transportation; or any other emergency.

PROGRAM CHANGES - Please note that speakers and topics were confirmed at the time of publishing; however, circumstances beyond the control of the organizers may necessitate substitutions, alterations or cancellations of the speakers and/or topics. As such, IQPC reserves the right to alter or modify the advertised speakers and/or topics if necessary. Any substitutions or alterations will be updated on our web page as soon as possible.

WORKSHOP ATTENDANCE - Please note that workshops and master classes are subjected to limited availability. Certain workshops or master classes may be conducted as closed forums and as such IQPC reserves the right to decline individual registrations as necessary.

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