



ORGANIZED BY:



## EVENT BROCHURE

# 2<sup>ND</sup> ASEAN OPE 2025

OPERATIONAL EXCELLENCE & BUSINESS  
TRANSFORMATION SUMMIT

**OPERATIONAL EXCELLENCE IN THE AGE OF DIGITAL TRANSFORMATION,  
BUILDING A SUSTAINABLE AND COLLABORATIVE FUTURE IN ASIA**

**18<sup>th</sup>-19<sup>th</sup> FEBRUARY 2025 : CONFERENCE**  
**20<sup>th</sup> FEBRUARY 2025 : MASTERCLASS**

**SHERATON IMPERIAL HOTEL**  
**KUALA LUMPUR**



**Charles Brewer**  
Group Chief Executive  
Officer  
Pos Malaysia Berhad



**Dr. Salim Al-Shuaili**  
Director of AI & AT Projects  
Unit  
Ministry of Transport,  
Communications & IT -  
Oman



**Sandeep Chatterjee**  
Supply Chain and  
Sustainability Leader  
IBM



**Demi Stefanova**  
Chief Executive Officer  
Quickstep Group

**500+**  
ATTENDEES



**30+**  
SPEAKERS



**15+**  
CASE STUDIES



**15+**  
EXHIBITORS



The 2nd ASEAN Operational Excellence Summit 2025 (ASEAN OPEX 2025) is poised to be an extraordinary gathering, bringing together industry leaders, innovators, and policymakers to elevate operational excellence across Asia. As the business environment rapidly evolves, Operational excellence (OPEX) remains a critical endeavour for organizations across sectors. More than just a buzzword, OPEX is a strategic imperative that enhances companies' processes. From modernizing systems and improving performance to reducing overheads and boosting customer loyalty, OPEX offers key business value – driving innovation and competitiveness in an ever-changing business landscape.

Operational excellence is crucial for organizations striving to achieve optimal performance by harmonizing processes, resources, and costs. There are many reasons for achieving OPEX, such as cost efficiencies, customer satisfaction, adaptability, competitive advantage, employee engagement, compliance and data-driven decision making. OPEX will be high on the agenda for many businesses this year. Here are five trends that are set to play an integral role in the OPEX landscape in 2025.

1. *Generative AI and intelligent automation*
2. *Operational excellence and sustainability goals: Sustainability and carbon footprint reduction are increasingly viewed as modern business cornerstone*
3. *Supply chain management*
4. *Accelerated software delivery: "Operational teams are likely to regain control over resource allocation. Software engineering will shift from the realm of individual productivity to team efficiency."*
5. *Inflationary challenges and budgets: With inflation rates rising, operations leaders must develop new strategies for purchasing and cost management*

ASEAN OPEX 2025 will explore a broad spectrum of topics, including the integration of efficiency and sustainability, the adoption of agile methodologies, overcoming digital transformation hurdles, and managing emerging supply chain risks. Attendees will have the opportunity to learn from real-world examples of successful cross-sector collaborations and innovative practices that have significantly improved operational performance. This event is designed to be a dynamic platform for learning, networking, and exploring the latest advancements in operational excellence.

Join us at ASEAN OPEX 2025 to experience Asia's event focused on driving operational excellence and business transformation. With a distinguished lineup of speakers from various industries and regions, this conference promises to deliver unparalleled insights and strategies to help organizations thrive in an increasingly complex and competitive landscape.

**HARNESSING GENERATIVE AI FOR UNPRECEDENTED OPERATIONAL EFFICIENCY**

- *Revolutionizing Process Automation:* Generative AI transforms operations by automating complex tasks, reducing manual errors, and significantly boosting efficiency.
- *Enhancing Decision-Making with AI Insights:* AI-driven insights enable quicker, more informed decisions, improving strategic planning and operational effectiveness.
- *Driving Innovation and Competitive Edge:* Integrating generative AI into operations fosters continuous innovation, positioning organizations as leaders in their markets.

**UNITING FORCES: CROSS-SECTOR COLLABORATION FOR OPERATIONAL EFFICIENCY**

- *Develop partnerships across sectors that amplify strengths and create mutually beneficial outcomes, driving operational efficiency and innovation.*
- *Unite public and private sectors through shared goals and mutual understanding.*
- *Cultivate lasting partnerships through trust, clear communication, and aligned strategies to achieve shared goals.*
- *Foster innovation through diverse expertise and strategic alliances to tackle challenges and seize opportunities.*

**SHIFTING OPEX 2030 ROADMAP FOCUS TO “DIGITAL WORKER FIRST” PROCESSES**

- *Prioritizing Digital Workforce:* Transition to digital-first processes by empowering workers with advanced technology tools.
- *Enhancing Productivity:* Leverage digital tools to streamline workflows and boost overall operational productivity.
- *Building a Future-Ready Workforce:* Equip workers with skills and tools necessary for thriving in a digital-first environment.

**INTEGRATING EFFICIENCY AND SUSTAINABILITY: HOW GREEN OPERATIONS BECAME A SPRINGBOARD FOR BUSINESS INNOVATIONS**

- *Optimizing Resource Utilization:* Adopt sustainable practices to maximize resource efficiency and minimize environmental impact.
- *Driving Innovation through Sustainability:* Use green initiatives as a catalyst for developing new, innovative business solutions.
- *Enhancing Brand Value:* Strengthen market position and brand value by integrating sustainability into core business operations.

**EVOLVING FROM PURE PLAY TO PLATFORM PLAY AUTOMATION IN THE FUTURE OF OPERATIONAL EXCELLENCE**

- *Transitioning to Integrated Platforms:* Shift from isolated automation tools to comprehensive platforms that unify and optimize operations.
- *Enhancing Interoperability:* Foster seamless integration across various systems to streamline workflows and improve efficiency.
- *Scaling Automation Efforts:* Leverage platform-based automation to scale operational processes, driving greater flexibility and resilience.

**USING COLLABORATIVE ROBOTS (COBOTS) IN OPERATIONS CONTEXT (FIND ANOTHER 2 POINTER UNDER COBOTS)**

- *Agile Excellence and Digital Transformation enable organizations to swiftly adapt to change and continuously optimize processes.*
- *Enhancing Collaboration and Continuous Improvement through Agile Methodologies*
- *Overcoming Hurdles in Digital Transformation with Emerging Technologies*
- *Implementing COBOTS to enhance collaboration between robots and humans, increasing productivity and reducing strain.*
- *Utilizing COBOTS to quickly adapt to changing operational needs, improving overall flexibility and efficiency.*

**BUILDING SMART OPERATIONS VS INTELLIGENT AUTOMATION: CONNECTING TECHNOLOGY, EMOTIONAL EXPERIENCE & INNOVATION**

- *Integrating Smart Technologies:* Enhance operational efficiency by incorporating intelligence into supply chain processes for real-time decision-making.
- *Mitigating Risks Proactively:* Use predictive analytics to identify potential disruptions and implement strategies to mitigate supply chain risks before they occur.
- *Aligning Operations with Risk Management:* Connect smart operations with comprehensive risk management practices to ensure resilience and continuity in supply chain functions.

**CAN METRICS, ROI, AND ADVANCED TECHNOLOGIES DRIVE OPERATIONAL AND SUPPLY CHAIN SUCCESS?**

- *Harnessing Data for Strategic Decisions:* Leverage advanced data analytics to make informed decisions that drive business success.
- *Optimizing ROI with Targeted Strategies:* Develop and implement strategies to measure and maximize the return on investment across initiatives.
- *Enhancing Efficiency through Advanced Technologies:* Integrate AI, automation, and cutting-edge tools to propel productivity and streamline operations.
- *Staying Ahead with Future-Ready Solutions:* Embrace emerging technologies and trends to future-proof your business and maintain a competitive edge.

- 1 Environmental Technology & Innovation
- 1 Oil, Gas, Energy & Utilities
- 1 Petrochemicals
- 1 Chemicals
- 1 Pharmaceuticals
- 1 Construction & Real Estate
- 1 Infrastructure
- 1 Shipping, Logistics & Transportation
- 1 Fast Moving Consumer Goods
- 1 Aviation
- 1 Manufacturing
- 1 Heavy Engineering
- 1 Automobiles
- 1 Telecommunication
- 1 Health and Safety Management
- 1 Industrial and Chemical Engineering
- 1 Occupational Health and Hygiene
- 1 Risk Management and Compliance
- 1 Energy Production and Utilities
- 1 Urban Planning and Development
- 1 Waste Management and Recycling
- 1 Renewable Energy
- 1 Digital Transformation and IoT
- 1 Public Health and Safety
- 1 Sustainability and Environmental Policy
- 1 Transport and Logistics
- 1 Government and Regulatory Affairs
- 1 Non-Governmental Organisations (NGOs)
- 1 Financial Services and Investment
- 1 Technology and Innovation Providers

- CHIEF OPERATIONS OFFICERS
- DIRECTORS OF BUSINESS TRANSFORMATION
- HEADS OF INNOVATION
- VICE PRESIDENTS OF COMPLIANCE & RISK MANAGEMENT
- GENERAL MANAGERS OF OPERATIONS AND MAINTENANCE
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- MANAGERS OF BUSINESS DEVELOPMENT
- PROCESS IMPROVEMENT CONSULTANTS
- LEADS OF DIGITAL TRANSFORMATION
- MANAGERS OF SUPPLY CHAIN AND LOGISTICS
- SUSTAINABILITY OFFICERS
- REGULATORY AFFAIRS SPECIALISTS
- COORDINATORS OF PUBLIC-PRIVATE PARTNERSHIPS
- EXPERTS IN TECHNOLOGY INTEGRATION
- ANALYSTS OF FINANCIAL AND INVESTMENT STRATEGIES
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- ARTIFICIAL INTELLIGENCE SPECIALISTS
- AUTOMATION ENGINEERS
- SUPPLY CHAIN RISK MANAGERS
- DIGITAL WORKFORCE SPECIALISTS
- OPERATIONAL EXCELLENCE LEADERS
- SUSTAINABILITY STRATEGISTS

**GOLD SPONSOR**



Lean Partner, established in 2013, is a boutique consulting firm that specializes in Agile Operation Transformational Management solutions. The primary focus of Lean Partner is to provide comprehensive consultations, training, and certifications to businesses, aiming to leverage Operational Transformation as a means to create a competitive advantage that drives profitable growth.

The core mission of Lean Partner is to develop an Operational Excellence (OE) ecosystem that facilitates efficient execution and prioritizes strategic initiatives. This ecosystem is strategically aligned with the aim of not only enhancing the business performance but also contributing positively to the overall working environment for clients and communities.

Lean Partner's commitment lies in providing simple yet effective tools for process development at every level, ensuring that their clients can not only achieve but also sustain competitiveness in a global setting. The firm's services are not only limited to the private sector but also extend to working with government departments, agencies, and government-linked corporations, as well as Fortune 500 companies and a diverse array of industries.



At DecisionBrain, we implement AI-driven, intelligent decision-support solutions that allow organizations to reach operational excellence by improving their efficiency and competitiveness. Our modular planning and scheduling optimization solutions overcome complex challenges unmet by standard packaged applications, offering easy personalization to meet each client's unique needs. Industry leaders in manufacturing, supply chain, logistics, workforce, and maintenance trust DecisionBrain's expertise, backed by over 400 person-years of experience in machine learning, operations research, and mathematical optimization.



FiQir provides diversified consultancy and comprehensive outsourcing services to a wide range of industries, including Banking, Telecommunications, Government, and more. This aligns with our strategic focus on expanding partnerships across the ASEAN region and Australia/New Zealand. With deep expertise in business transformation and cutting-edge technologies, including AI and machine learning, we are fully equipped to provide tailored engagement models ranging from full-scale system implementation to advanced data-driven solutions.

**EXHIBITOR**



With over 18 years of expertise, 800+ skilled engineers, and 2,500+ successful projects in 30+ countries, Brain Station 23 is a trusted partner for enterprises driving digital transformation. At OPEX 2025, we showcase solutions that bridge technology with strategy, streamlining operations, enhancing efficiency, and unlocking growth. Our offerings include technical team augmentation, legacy system modernization with AI, data-driven insights through AI/ML, custom-built enterprise IT solutions (CRM, ERP, e-commerce), secure cloud services, and Adobe Experience Manager (AEM) for superior customer engagement.

## SUPPORTING PARTNERS



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Director of AI & AT Projects Unit  
Ministry of Transport,  
Communications & IT Oman



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**Anoop Kumar**  
Senior Vice President and  
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**Anna Alechno**  
Intelligent Automation Lead  
Global IT GBS  
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Gartner Ambassador  
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**MDEC**  
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Senior VP / Head of Digital  
Transformation Division  
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Kiat Shi Tan  
Director of Professional  
Services  
DecisionBrain



**protiviti**  
Karen Ko  
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Services Transformation &  
HK Business Transformation  
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Managing Director  
Ultimate Access Education



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Chief Executive Officer  
FiQir Holdings



**Telkomsel**  
Ir. Fadli Hamsani  
General Manager Enterprise  
Solution Management  
Telkomsel



**MAD DEVS**  
Anatoliy Fedorenko  
Solution Architect  
Mad Devs





**DAY 1 THEME :**

**PIONEERING CROSS-SECTOR COLLABORATION AND TECHNOLOGICAL INNOVATION FOR OPERATIONAL EXCELLENCE**

**8:00 AM** ◆ **REGISTRATION AND WELCOME COFFEE**

**9:00 AM** ◆ **OPENING NOTE BY CHAIRPERSON**

**THEME 1: HARNESSING GENERATIVE AI FOR UNPRECEDENTED OPERATIONAL EFFICIENCY**

**9:15 AM** ◆ **SPEAKING SLOT: UNLEASHING THE POWER OF GENERATIVE AI FOR OPERATIONAL TRANSFORMATION**  
Unveil the transformative power of generative AI, mastering the art of automating complex processes, enhancing decision-making, and driving innovation to secure a competitive edge.

- *Revolutionizing Process Automation: Generative AI transforms operations by automating intricate tasks, significantly boosting efficiency.*
- *Enhancing Decision-Making: AI-driven insights enable faster, more informed strategic decisions, elevating operational effectiveness.*
- *Driving Innovation: Integrate generative AI to foster continuous innovation and maintain market leadership.*
- *Securing Competitive Advantage: Leverage AI to position your organization as a leader in an evolving business landscape.*

**SPEAKER: Dr. Salim Al-Shuaili, Director of AI & AT Projects Unit, Ministry of Transport, Communications & IT - Oman**

**9:45 AM** ◆ **SPEAKING SLOT: FROM DATA TO DECISIONS: BUILDING A CULTURE OF IMPACTFUL INSIGHTS**

- *The Power of Data in Decision-Making: Data as the new currency, transforming insights into action, and shifting from gut feelings to data-driven decisions.*
- *Building a Data-Driven Culture: Leadership's role in driving data integration, empowering teams with tools, and instilling digital discipline across the organization.*
- *Challenges in Powering Decisions with Data: Managing data overload, ensuring data quality, and overcoming resistance to using data in decision-making.*
- *Demonstrating Impact through Data: Showcasing ROI, using visual storytelling to communicate insights, and providing transparent reporting on data outcomes.*

**SPEAKER: Demi Stefanova, Chief Executive Officer, Quickstep Group**

**10:15 AM** ◆ **MORNING COFFEE BREAK**

**10:30 AM** ◆ **PANEL SYMPOSIUM: TRANSFORMING OPERATIONAL LANDSCAPES WITH AI**  
Dive into a rich discussion on how AI is reshaping operational landscapes, focusing on best practices, challenges, and strategic opportunities in implementation.

- *Unleashing AI's Potential: Discover how AI-driven processes are transforming operational efficiency.*
- *Overcoming Implementation Challenges: Address common obstacles in AI adoption and strategies to overcome them.*
- *Accelerating Decision-Making: Understand how AI accelerates strategic decision-making across industries.*
- *Enhancing Operational Agility: Learn how AI enhances flexibility and responsiveness in dynamic market environments.*

**MODERATOR: Anoop Kumar, Senior Vice President and Head - Business Excellence, Infosys**

**PANELIST:**

- **Sandeep Chatterjee, Supply Chain and Sustainability Leader, IBM**
- **Rish Tandapany, Group Chief Operating Officer, Purple Group**
- **Adrian Chew, Malaysia AI, Data & Technology Consulting Leader, Partner, Ernst & Young Consulting**
- **Saqib Sabah, Senior Regional Director, Oracle**

**THEME 2: UNITING FORCES: CROSS-SECTOR COLLABORATION FOR OPERATIONAL EFFICIENCY**

**11:15 AM** ◆ **SPONSOR SLOT: AI-DRIVEN TRANSFORMATION: NAVIGATING THE DIGITAL TRANSFORMATION JOURNEY IN BUSINESS**

**SPEAKER:**

- **Madelaine Chew, Chief Executive Officer, FiQir Holdings**
- **Kiat Shi Tan, Director of Professional Services, DecisionBrain**

**DAY 1 THEME :**

**PIONEERING CROSS-SECTOR COLLABORATION AND TECHNOLOGICAL INNOVATION FOR OPERATIONAL EXCELLENCE**

**11:35 AM**



**PANEL SYMPOSIUM: STRATEGIES FOR EFFECTIVE CROSS-SECTOR COLLABORATION**

Unlock the potential of cross-sector collaboration by exploring strategies, partnerships, and networks that drive operational excellence across industries.

- *Creating Synergistic Collaborations: Explore methods for developing synergistic collaborations across sectors.*
- *Harmonizing Public and Private Sectors: Understand the nuances of aligning diverse sectoral goals.*
- *Unlocking Collective Success: Discover the secrets to building successful cross-sector partnerships.*
- *Enhancing Collaborative Innovation: Drive innovation through strategic, multi-sector alliances.*

**MODERATOR:** Saqib Sabah, Senior Regional Director, Oracle

**PANELIST:**

- **Demi Stefanova**, Chief Executive Officer, Quickstep Group
- **Tej Singh**, Chief Operation Officer, Ericsson
- **Datuk Ts. Fadzli Abdul Wahit**, Senior Vice President / Head of Digital Transformation Division, Malaysia Digital Economy Corporation
- **Ir. Fadli Hamsani**, General Manager Enterprise Solution Management, Telkomsel

**12:20 PM**



**SPEAKING SLOT: HUMAN CENTERED OPERATIONAL EXCELLENCE IN TIMES OF DISRUPTION**

Master the art of building powerful cross-sector collaborations, leveraging policy frameworks, and aligning goals to drive operational excellence.

- *Can people engagement and value creation become more than an artificial reality?*
- *Is digital, automation, and all the bits & bytes truly the holy grail worth seeking for?*
- *How do we remain human in ever faster revolving social and technical transformation?*
- *Aligning Public and Private Goals: Harmonize objectives across sectors to achieve sustained success.*

**SPEAKER:** Florian Zwyszig, Head Operational Excellence, Bavarian Nordic

**12:50 PM**



**NETWORKING LUNCHEON**

**14:00 PM**



**SPEAKING SLOT: UNLOCKING THE ROI OF DATA-DRIVEN ESG AND CLIMATE REPORTING IN SUPPLY CHAINS**

Discover how data-driven ESG and climate reporting can enhance supply chain transparency and deliver measurable ROI.

- *Leveraging Data for ESG Insights: Shift to real-time data for proactive environmental and social impact management.*
- *Enhancing Supply Chain Transparency: Use AI, IoT, and blockchain for greater visibility and integrity across the supply chain.*
- *Measuring the ROI: See how ethical supply chains reduce costs, mitigate risks, and open new business opportunities.*

**SPEAKER:** Anju De Alwis, Managing Director, Ultimate Access Education

**THEME 3: SHIFTING OPEX 2030 ROADMAP FOCUS TO "DIGITAL WORKER FIRST" PROCESSES**

**14:30 PM**



**SPEAKING SLOT: EMPOWERING THE DIGITAL WORKFORCE FOR THE FUTURE OF OPERATIONS**

Dive into the future of digital workforces, empowering workers with cutting-edge tools to drive productivity and prepare for the demands of tomorrow.

- *Prioritizing Digital Workforce: Transition to digital-first processes by empowering workers with advanced technology.*
- *Enhancing Productivity: Utilize digital tools to streamline workflows and increase overall productivity.*
- *Future-Ready Workforce: Equip your workforce with the skills and tools needed to thrive in a digital-first environment.*
- *Elevating Operational Agility: Enhance your organization's adaptability with a digitally empowered workforce.*

**SPEAKER:** Anna Alechno, Intelligent Automation Lead Global IT GBS, Japan Tobacco International

**DAY 1 THEME :**

**PIONEERING CROSS-SECTOR COLLABORATION AND TECHNOLOGICAL INNOVATION FOR OPERATIONAL EXCELLENCE**

**15:00 PM**



**PANEL DISCUSSION: LEVERAGING DIGITAL TOOLS TO OPTIMIZE OPERATIONAL AGILITY**

Explore advanced digital tools and strategies that enhance operational agility, ensuring your workforce is prepared to meet evolving market demands.

- *Adopting Advanced Tools: Implement cutting-edge digital tools to streamline operations.*
- *Enhancing Workforce Flexibility: Use digital solutions to enable a more adaptable workforce.*
- *Meeting Market Demands: Leverage digital strategies to respond quickly to changing market conditions.*
- *Driving Continuous Improvement: Foster a culture of ongoing digital enhancement to stay ahead of competitors.*

**MODERATOR:** Ir. Fadli Hamsani, General Manager Enterprise Solution Management, **Telkomsel**

**PANELIST:**

- **Charles Brewer**, Group Chief Executive Officer, **Pos Malaysia Berhad**
- **Dr. Salim Al-Shuaili**, Director of AI & AT Projects Unit, **Ministry of Transport, Communications & IT - Oman**
- **Anna Alechno**, Intelligent Automation Lead Global IT GBS, **Japan Tobacco International**

**THEME 4: INTEGRATING EFFICIENCY & SUSTAINABILITY: HOW GREEN OPERATIONS BECAME A SPRINGBOARD FOR BUSINESS INNOVATIONS**

**15:45 PM**



**SPEAKING SLOT: DRIVING BUSINESS INNOVATION THROUGH SUSTAINABLE OPERATIONS**

Unveil how integrating sustainability with operational efficiency can serve as a powerful catalyst for innovation and business growth.

- *Optimizing Resource Utilization: Maximize efficiency and minimize environmental impact with sustainable practices.*
- *Driving Innovation through Sustainability: Use green initiatives as a springboard for new business solutions.*
- *Enhancing Brand Value: Strengthen your market position by embedding sustainability into operations.*
- *Creating Competitive Differentiation: Leverage sustainability to differentiate your brand in a crowded market.*

**SPEAKER:** Sandeep Chatterjee, Supply Chain and Sustainability Leader, **IBM**

**16:15 PM**



**FIRESIDE CHAT: LEVERAGING SUSTAINABILITY FOR COMPETITIVE ADVANTAGE**

Unlock the potential of green operations by exploring strategies that integrate sustainability into core business practices, driving both innovation and brand value.

- *Sustainable Operations: Strategies for embedding sustainability into business processes.*
- *Innovation through Green Initiatives: How sustainability can drive business innovation.*
- *Enhancing Market Position: Strengthen brand value by adopting sustainable practices.*
- *Future of Green Operations: Explore trends and opportunities in sustainable business practices.*

**MODERATOR:** Natalie Que, CIO/CDO SEA & North Asia, **Kenvue**

**PANELIST:**

- **Demi Stefanova**, Chief Executive Officer, **Quickstep Group**
- **Anoop Kumar**, Senior Vice President and Head - Business Excellence, **Infosys**
- **Jack Tan**, Group Vice President, **Solarvest Holdings Berhad**

**17:00 PM**



**EVENING COFFEE BREAK - NETWORKING & END OF OPEX24 DAY 1**

### DAY 2 THEME :

**STRATEGIC LEADERSHIP AND TRANSFORMATION: ENHANCING EFFICIENCY AND SUSTAINING SUCCESS IN A DYNAMIC BUSINESS ENVIRONMENT**

**8:00 AM** ◆ **REGISTRATION AND WELCOME COFFEE**

**9:00 AM** ◆ **OPENING NOTE BY CHAIRPERSON**

### THEME 5: EVOLVING FROM PURE PLAY TO PLATFORM PLAY AUTOMATION IN THE FUTURE OF OPERATIONAL EXCELLENCE

**9:15 AM** ◆ **SPEAKING SLOT: UNLOCKING THE POTENTIAL OF PLATFORM PLAY AUTOMATION**  
Discover how the transition from pure play to platform-based automation can revolutionize operations, driving efficiency and fostering innovation.

- *Transitioning to Integrated Platforms: Shift from isolated automation tools to comprehensive platforms that unify and optimize operations.*
- *Enhancing Interoperability: Foster seamless integration across various systems to streamline workflows and improve efficiency.*
- *Scaling Automation Efforts: Leverage platform-based automation to scale operational processes, driving greater flexibility and resilience.*

**SPEAKER: Anoop Kumar, Senior Vice President and Head – Business Excellence, Infosys**

**9:45 AM** ◆ **SPEAKING SLOT: REAL LIFE CASE SHARING OF GENERATIVE AI FOR OPERATIONAL TRANSFORMATION**

- *Generative AI use cases from front to back office*
- *Case study 1: Call Center transformation*
- *Case study 2: Agency assist*
- *Case study 3: Training enablement*

**SPEAKER: Karen Ko, MD, APAC Financial Services Transformation & HK Business Transformation Consulting Leader, Protiviti**

**10:15 AM** ◆ **MORNING COFFEE BREAK**

**10:30 AM** ◆ **GOLD SPONSOR SLOT: OPTIMIZED PROCESSES, SEAMLESS AUTOMATION – A WINNING FORMULA**  
Unveil how process optimization is the key to maximizing the potential of automation, driving operational efficiency, and creating a solid foundation for future success.

- *The Automation Trap: Common Pitfalls to Avoid*
- *Why Process Optimization is Key: A Strategic Foundation*
- *Optimize Before You Automate: A Proven Framework*
- *What's at Stake: The Payoff of Seamless Automation*

**SPEAKER: Manickavasagam Palaniandy, Chief Executive Officer | Transformation Expert, Lean Partner**

### THEME 6: USING COLLABORATIVE ROBOTS (COBOTS) IN OPERATIONS CONTEXT

**11:00 AM** ◆ **PANEL SYMPOSIUM: TRANSFORMING OPERATIONS WITH COLLABORATIVE ROBOTS**  
Explore the transformative role of COBOTS in modern operations, focusing on collaboration, flexibility, and productivity.

- *COBOTS in Action: Real-world applications of collaborative robots.*
- *Enhancing Collaboration: Techniques for improving human-robot interaction.*
- *Boosting Efficiency: How COBOTS contribute to operational efficiency.*
- *Future of COBOTS: Trends and developments in collaborative robotics.*

**MODERATOR: Anju De Alwis, Managing Director, Ultimate Access Education**

**PANELIST:**

- **Karen Ko, MD, APAC Financial Services Transformation & HK Business Transformation Consulting Leader, Protiviti**
- **Laurent Maillefer, VP Head of Robotics, ABB Malaysia Sdn Bhd**
- **Natalie Que, CIO/CDO SEA & North Asia, Kenvue**

### DAY 2 THEME :

**STRATEGIC LEADERSHIP AND TRANSFORMATION: ENHANCING EFFICIENCY AND SUSTAINING SUCCESS IN A DYNAMIC BUSINESS ENVIRONMENT**

11:45 AM



#### **SPEAKING SLOT: UNLOCKING THE POTENTIAL OF COBOTS FOR OPERATIONAL EFFICIENCY**

Unveil how COBOTS are revolutionizing operations, enhancing human-robot collaboration, and driving efficiency and flexibility in dynamic operational environments.

- *Agile Excellence and Digital Transformation: COBOTS enable swift adaptation and continuous process optimization.*
- *Enhancing Human-Robot Collaboration: Implement COBOTS to boost productivity and reduce manual strain.*
- *Adapting to Operational Needs: COBOTS provide flexibility to meet changing operational demands.*
- *Improving Operational Efficiency: Use COBOTS to streamline processes and enhance overall efficiency.*

**SPEAKER: Rish Tandapany, Group Chief Operating Officer, Purple Group**

### THEME 7: BUILDING SMART OPERATIONS VS INTELLIGENT AUTOMATION: CONNECTING TECHNOLOGY, EMOTIONAL EXPERIENCE & INNOVATION

12:15 PM



#### **SPEAKING SLOT: AIRPORTS – THE EMOTIONAL FACTORY**

Airports operate much like factories, but with one key difference: it is processing people through where emotions are at the core of every journey. Discover how operational excellence can seamlessly intertwine with emotional experiences to elevate passenger satisfaction and operational performance.

- *Flow and Emotions: Optimize passenger movement while reducing stress and enhancing emotional well-being.*
- *Technology, Speed and Capacity: Leverage smart technologies to simplify processes and create positive emotional connections.*
- *Dwelling and Smart Solutions: Transform dwell time into a meaningful and enjoyable experience with innovative solutions.*
- *Feedback and Improvement: Harness emotional feedback to continuously refine operations and elevate customer experience.*

**SPEAKER: Mohammad Azmel Harun Rasheed, General Manager of Operational Excellence and Guest Experience, Malaysia Airport**

12:45 PM



#### **NETWORKING LUNCHEON**

14:00 PM



#### **PANEL SYMPOSIUM: LEVERAGING AI AND NEW TECHNOLOGIES FOR OPERATIONAL EFFICIENCIES**

Engage with experts in exploring how AI and advanced technologies can revolutionize operations, enhancing efficiency and securing a competitive advantage.

- *AI in Operations: Unveil the impact of AI on operational efficiencies.*
- *Automation Strategies: Implement automation to drive productivity.*
- *Tech Integration: Explore tools that facilitate the adoption of new technologies.*
- *Future Trends: Stay ahead of the curve with upcoming technological advancements*

**MODERATOR: Anna Alechno, Intelligent Automation Lead Global IT GBS, Japan Tobacco International**

#### **PANELIST:**

- **Dumitru Precup, Head of APAC Center of Excellence, Adobe**
- **Florian Zwyssig, Head Operational Excellence, Bavarian Nordic**
- **Dr. Utpal Chakraborty, Gartner Ambassador Data & Analytics AI, Gartner**
- **Kiat Shi Tan, Director of Professional Services, DecisionBrain**

14:45 PM



#### **SPEAKING SLOT: GENERATIVE AI AND INTELLIGENT AUTOMATION: REDEFINING INNOVATION AND EFFICIENCY**

- *Automating tasks with AI to boost operational efficiency.*
- *Leveraging Generative AI for smarter decision-making and insights.*
- *Enhancing customer interactions with AI-powered personalization.*
- *Delivering adaptive learning through intelligent training platforms.*
- *Enabling agile operations for future-ready enterprises.*
- *Driving innovation with AI-powered business solutions.*
- *Optimizing processes for sustainable growth and cost efficiency.*

**SPEAKER: Dr. Utpal Chakraborty, Gartner Ambassador Data & Analytics AI, Gartner**

**DAY 2 THEME :**

**STRATEGIC LEADERSHIP AND TRANSFORMATION: ENHANCING EFFICIENCY AND SUSTAINING SUCCESS IN A DYNAMIC BUSINESS ENVIRONMENT**

**THEME 8: CAN METRICS, ROI, AND ADVANCED TECHNOLOGIES DRIVE OPERATIONAL AND SUPPLY CHAIN SUCCESS?**

15:15 PM



**SPEAKING SLOT: MAKING DATA ANALYTICS A DRIVING FORCE IN THE BUSINESS**

Data and Advanced Technologies for Operational Excellence and Strategic Decision Making

- *Harnessing Data:* Leverage analytics for informed decision-making and business success.
- *Optimizing ROI:* Develop strategies to maximize the return on investment across initiatives.
- *Enhancing Efficiency with Technology:* Use AI, automation, and cutting-edge tools to boost productivity.
- *Staying Competitive:* Adopt emerging technologies to maintain a market-leading position.

**SPEAKER:** Dumitru Precup, Head of APAC Center of Excellence, Adobe

15:45 PM



**FIRESIDE CHAT: MASTERING THE ART OF INTELLIGENT SUPPLY CHAIN MANAGEMENT**

Engage in a strategic discussion on smart operations and risk management, exploring how technology-driven intelligence can create resilient supply chains.

- *Smart Operations:* Integrating intelligence into supply chain processes.
- *Predictive Risk Management:* Techniques for proactive risk mitigation.
- *Operational Alignment:* Strategies for aligning smart operations with risk management.
- *Building Resilience:* Methods to enhance supply chain resilience.

**MODERATOR:** Sandeep Chatterjee, Supply Chain and Sustainability Leader, IBM

**PANELIST:**

- **Manickavasagam Palaniandy**, Chief Executive Officer | Transformation Expert, Lean Partner
- **Anju De Alwis**, Managing Director, Ultimate Access Education
- **Natalie Que**, CIO/CDO SEA & North Asia, Kenvue

16:15 PM



**SPEAKING SLOT: ADDRESSING THE PRIMARY INTERNAL CONSTRAINT OF ORGANIZATIONS: ENHANCING MANAGEMENT ATTENTION FOR OPTIMAL PERFORMANCE**

- *The Observable Organization:* Transforming Teams and Operations in the Digital Age
- *Case study:* Implementing AI agentic workflow into a company's operation processes to reduce the operational costs by 70%.
- *Mastering Team Operational and Financial Performance Through Modern Observability:* A Blueprint for Digital Excellence
- *Case study:* How AI can address the primary internal constraint of any organization - management attention.

**SPEAKER:** Anatoliy Fedorenko, Solution Architect, Mad Devs

16:45 PM



**EVENING COFFEE BREAK - NETWORKING OPPORTUNITY & END OF OPEX 2025**



## ACCELERATING SECURED, SUSTAINABLE DIGITALIZATION JOURNEY IN OPERATIONS

Organized jointly by CT Event Asia and AllThingsConnected, this Executive Masterclass will help to improve participants' know-how as practitioners and change agents to make insightful and right decisions and lead the digitalization initiatives in operations with clear actionable plans. This masterclass will make them be aware of the following key topics to drive successful digitalization activities in operational excellence in 2025 and beyond.

### LEARNING OUTCOME

#### Who Digitalization

How to build a collaborative digitalization team structure, and partner ecosystem. Develop talent and skills

#### Why Digitalization

How to align the digitalization definition, & communication across the organization. Current State to Future State of Digitalization in OPEX

#### How Digitalization

How to demystify the complexity of various technology layers, system integration, AI and data strategy, to address use cases at a scale beyond a pilot.

#### What Digitalization

How to identify the operational gaps, evaluate, analyze, prioritize use-cases to craft a short, mid, long-term digitalization roadmap.



#### Tools and Resources



- Tools
- Templates
- Models
- Frameworks

#### Development Process

- Industry Experience
- Real-World Examples
- Stakeholder Discussions

#### Interactive Learning



- Small Group Interaction
- Role-Play

#### Practical Framework

- Digitalization Blueprint
- Strategy Framework

#### KEY HIGHLIGHT



## REGISTRATION ( 9:00 AM- 9:30 AM )

### 9:30 AM- 10:30 AM

<b>UNDERSTANDING THE AI BUZZ.</b>  <b>DIGITALIZATION OF OPEX IN 2025+</b>	<b>DEFINE WHAT, SO WHAT, NOW WHAT OF DIGITALIZATION IN OPEX</b> <ul style="list-style-type: none"> <li>Trends in emerging technologies, challenges, and opportunities.</li> <li>A holistic approach to digitalization in operations.</li> </ul>
<b>DIGITALIZATION JOURNEY START BY ASKING "WHY".</b>  <b>UNDERSTAND HOW TO ALIGN TRANSFORMATION STRATEGY ACROSS ORGANIZATION.</b>	<b>ORGANIZATIONAL ECOSYSTEM (WHY)</b> <ul style="list-style-type: none"> <li>OPEX KPIs and objectives. Maturity assessment.</li> <li>Current state to future state roadmap.</li> <li>Change management strategy.</li> <li>Sustainability and Digitalization in operations.</li> </ul>

## MORNING TEA BREAK ( 10:30 AM- 10:45 AM )

### 10:45 AM - 12:30 PM

<b>UNDERSTAND HOW TO IDENTIFY, EVALUATE, PRIORITIZE THE PROCESS GAPS. BUILDING DIGITALIZATION ROADMAP.</b>	<b>DIGITALIZATION ROADMAP AND USE-CASES IN OPEX (WHAT)</b> <ul style="list-style-type: none"> <li>Process gap analysis and methods.</li> <li>Gap evaluation, mapping and prioritization.</li> <li>Building multidimensionnel, multi-year digitalization roadmap.</li> </ul>
<b>UNDERSTAND END-TO-END TECHNOLOGY STACK.</b>  <b>EVALUATE RIGHT TECHNOLOGY, SOLUTIONS AND SOLUTIONS PARTNERS.</b>	<b>END TO END SOLUTION TO TRANSFORM OPEX (HOW)</b> <ul style="list-style-type: none"> <li>Vertical &amp; horizontal integration.</li> <li>Legacy vs new systems.</li> <li>Build Vs buy decisions on technology and solution.</li> </ul>

## NETWORKING AND GROUP DISCUSSION OVER LUNCH ( 12:30 PM- 1:30 PM )

### 1:30 PM - 2:45 PM

<b>UNDERSTAND THE AI AND DATA STRATEGY</b>	<b>AI AND DATA STRATEGY</b> <ul style="list-style-type: none"> <li>Data strategy canvas to address operational requirements.</li> <li>Collaboration between operational &amp; digitalization team.</li> </ul>
<b>CASE STUDIES</b>	<b>CASE STUDIES IN DIGITAL OPEX</b> <ul style="list-style-type: none"> <li>IoT, AI, RPA, Automation, Robotics, Generative AI, Digital Twin, Metaverse</li> </ul>

## EVENING TEA BREAK ( 2:45 PM- 3:00 PM )

### 3:00 PM - 5:00 PM

<b>UNDERSTANDING CYBER RISKS IN DIGITAL SOLUTIONS</b>	<b>IOT/OT CYBER RISKS IN DIGITAL SOLUTIONS</b> <ul style="list-style-type: none"> <li>Cybersecurity gaps, threats in OpEx.</li> <li>End to end cybersecurity framework to secure Digital OPEX.</li> </ul>
<b>TEAM, TALENT AND SKILLS</b>  <b>BUILDING RIGHT ECOSYSTEM OF PARTNERS</b>	<b>SKILLS ECOSYSTEM, INTERNAL AND EXTERNAL (WHO?)</b> <ul style="list-style-type: none"> <li>ISkills assessment, digitalization team structure.</li> <li>Partner ecosystem development.</li> </ul>
<b>LONG TERMS STRATEGY TO RE-THINK YOUR BUSINESS AND OPERATIONS</b>	Business Model & Return on Investment Discussion, feedback and follow-up action

## END OF MASTERCLASS ( 5:00 PM )



## C K Vishwakarma

Founder/ CEO- AllThingsConnected, Singapore.



- Adjunct Professor- MAIB, S P Jain School of Global Management.
- Associate Faculty, SIT Singapore & SUSS Singapore
- Extensive international experience with specialization of Singapore/ASEAN markets (Living in Singapore and operating in ASEAN, South Asia since 2003).
- Managed complex multi-tech, multi-vendor projects as big as US\$ 50 million at a given time (In high-tech industries, including Aviation, Oil & Gas, Airports, Manufacturing, Broadcast & Media).
- Regularly researches, analyzes trends, and speaks at leadership forums (Presented at 130+ events).
- Founder- IoTSG, biggest IoT Ecosystem in Southeast Asia. (7000+ professionals, as of Dec 22).
- ASEAN Leader- AIoT User Group of enterprises, an initiative by Bosch, ANSYS, Microsoft, Dassault Systemes (50+ large enterprises engaged as of Dec 2022).
- Expert knowledge of innovation ecosystem and venture building (Evaluated 200 + Startups, scaleups, against their role, value and play in the digital ecosystem).
- Managed multi-cultural and location projects and team size of 50+ professionals.
- Developed digitalization strategy, conducted leadership workshops, created blueprints for global organizations (Including Schaeffler Group, Kudelski Group, Yokogawa, HP, UTac, Pepperl + Fuchs, SICK, Subex, Cyviz).
- Established multiple Digital Project Management Offices (DPMOs) and best program management practices to help organizations be profitable, accelerate, and scale new initiatives.
- Leading voice in Singapore/ASEAN on Digital Transformation, Emerging Technologies, & Industry 4.0.



**AllThingsConnected is a Digital Transformation and AIoT Strategy & Solutions Organization based in Singapore with active focus in ASEAN, India.**

We help our customers and partners to transform their businesses, solutions sales strategy with our unique and proven approach of end-to-end value chain mapping, operational excellence, and emerging digital technologies such as Internet of Things, Artificial Intelligence, Automation. We also work with Institutions of Higher Learnings (IHLs) in Singapore/ region to drive industry collaboration.

### EDUCATIONS



**IIT, Roorkee, India**  
(B.Tech in Electrical Engineering, 2002)



**TU/e**

**NUS & TU/e** (Master of Technological Design in Mechatronics, 2005)



**PMI USA**  
PMP, 2008,  
RMP, 2013

### ACADEMIC AND PROFESSIONAL ASSOCIATIONS



**S P Jain School of Global Management**  
Adjunct Professor- MAIB



**IIT Alumni Association Singapore**  
Executive Committee Member



**SIT, Singapore**  
Associate Faculty- Smart Nation & Digital Supply chain



**Project Management Institute**  
Professional Member, Global & Singapore Chapter



**SUSS, Singapore**  
Associate Faculty – IoT



**Technical Committee Member**  
Building Facilities and Services



**Republic Polytechnic, Singapore**  
Associate Faculty



**Institution of Engineers, Singapore**  
Technical Committee Chairman - IoT & Intelligent Systems



**AIoT User Group**  
ASEAN Leader



**German Accelerator SEA**  
Industry X.0 Startups Mentor