

Quality Days 2019

Main Conference Day

Tuesday May 7th, 2019

Auditorium, The Acropolis Museum

11:00 **Registration**

11:55 **Setting the Scene**

- Prof. George **Bohoris**, MBA TQM **International Director**, University of Piraeus, Greece

12:00 **Continuous Improvement**

"Problem Solving with 8D: A structured approach for Defect Prevention & Continuous Improvement"
- Dr. Gavriil **Theodosiou**, Head of Quality, BSH Ikiakes Syskeves A.B.E.

12:30 **Business Transformation, Operational Excellence & Quality | Our Graduates' View**

"Building Operational Excellence"

- Konstantinos **Alexiou**, **Our MBA TQM International Graduate** & Continuous Improvement, Operations Reliability Manager, LSS Black Belt, Burton's Biscuit Company, UK

"Process Management, Process Flowcharting & Contract Performance Management Athens International Airport S.A."

- Pantelis **Stefas**, **Our MBA TQM International Graduate** & Coordinator, Process Management, Athens International Airport S.A.

- Clairi **Raftopoulou**, Supervisor, Quality Systems & Sustainability, Athens International Airport S.A.

"Business Process Transformation at Intralot"

- Dr Evanthia **Vorria**, **Our MBA TQM International Graduate** & Business Process Analyst, Business Process Management Office, Intralot

- Bessie **Loukaki**, PMI PBA, Senior Business Analyst, Business Process Management Office, Intralot

14:00 **Networking Session & Lunch Break**

15:30 **Digital Transformation & Getting Ready for what's next**

"Accenture Technology Vision 2019: The Post-Digital Era is Upon Us"

- Konstantinos **Zanetopoulos**, Senior Manager, Accenture

16:00 BPM¹, RPA², ML³ and Digitalization

"Process Excellence at the OTE Group"

- Stelios **Gieleklidis**, Senior Manager, Business Process Management, OTE Group
- Georgia **Gkotsi**, Digitalization Project Manager, OTE Group

17:00

Networking Session & Coffee Break

18:00

Creativity & Innovation

- Costas **Papaoikonomou**, Co-Founder, Happen & Winkle, Holland

19:00

The Way Ahead

- Peter **Economides**, CEO & Founder, Felix BNI, Greece

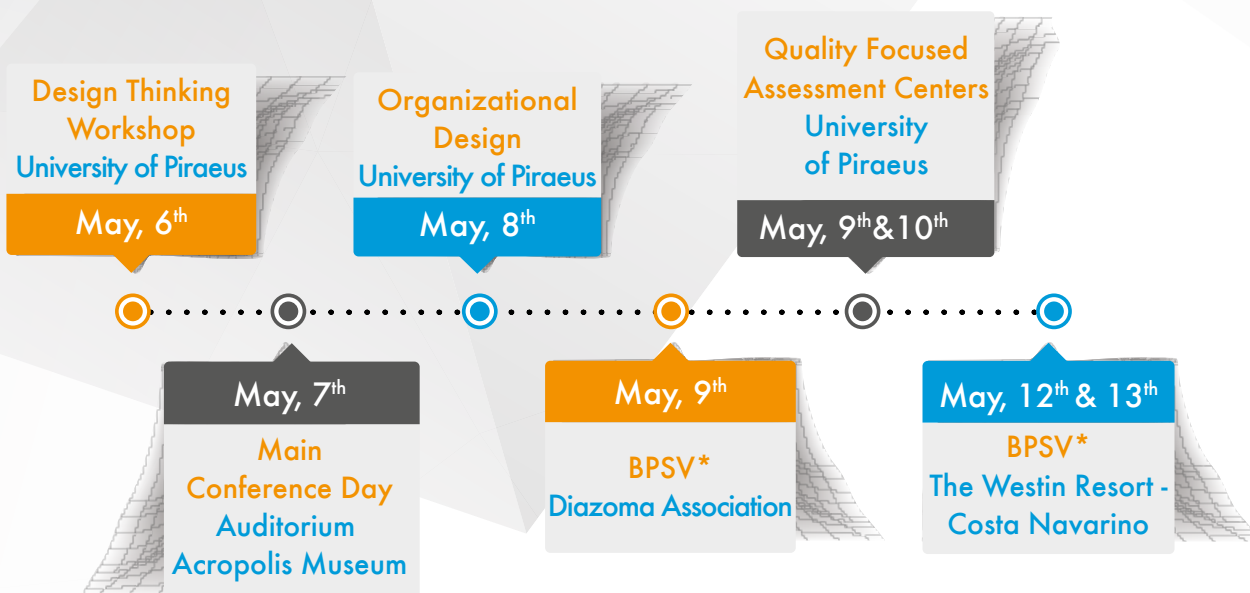
¹Business Process Management

²Robotic Process Automation

³Machine Learning

Quality Days 2019

Timeline



* Best Practice Site Visit