

# Quality Days 2019

## Main Conference Day

**Tuesday** May 7<sup>th</sup>, 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. Gavril **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 **BPM<sup>1</sup>, RPA<sup>2</sup>, ML<sup>3</sup> 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

<sup>1</sup>Business Process Management

<sup>2</sup>Robotic Process Automation

<sup>3</sup>Machine Learning

# Quality Days 2019

## Timeline

Design Thinking  
Workshop  
University of Piraeus

May, 6<sup>th</sup>

Organizational  
Design  
University of Piraeus

May, 8<sup>th</sup>

Quality Focused  
Assessment Centers  
University  
of Piraeus

May, 9<sup>th</sup>&10<sup>th</sup>

May, 7<sup>th</sup>  
Main  
Conference Day  
Auditorium  
Acropolis Museum

May, 9<sup>th</sup>  
BPSV\*  
Diazoma Association

May, 12<sup>th</sup> & 13<sup>th</sup>  
BPSV\*  
The Westin Resort -  
Costa Navarino

\* Best Practice Site Visit