

# Operational Workforce Optimisation: Doing More with Less

Creating a human capital edge by effectively utilising your workforce during transition time to minimise operational cost and optimise overall productivity

Melbourne Marriott Hotel, Australia

11th & 12th November 2013



Featuring Half Day Interactive Workshop:

## Total Workforce Utilisation

Facilitated by:

**Theresa Hines** Former Global Director for Environmental, Health and Safety  
Former Asia Pacific Business Partner Human Resources Manufacturing  
**Electrolux Home Product**

## Key Benefits of Attending this Conference:

- **Strategically** shaping the future of your organisation through dynamic transition
- **Dealing** with transition and post-transition change effectively to ensure smooth and quick business transformation
- **Optimising** performance by integrating constructive engagement and motivation strategy
- **Utilising** workforce efficiently through smart up-skilling and multi-skilling programmes
- **Forecasting** and **scheduling** accurately to minimise overtimes and prevent overstaffing
- **Boosting** operational performance by **designing** dynamic shift patterns
- **Minimising** disruption and **maintaining** high productivity by proactively incorporating unexpected events into the roster
- **Identifying** talents and **retaining** skilled workforce to sustain optimal productivity

## Testimonials from Past Related Events:

Well planned, good speakers with valuable information. Great venue and much appreciated.

**Boeing Defence Australia**

The event was fantastic!

**NRMA Motoring and Services**

Excellent forum, great insights to different approaches. I would recommend this to anyone.

**Ports of Auckland**

Well organised, good speakers and very good venue.

**Aurora Energy**

Great event, would definitely attend again.

**QR National**

Well organised. Good range of speakers and topics.

**Mars Foods**

## Early Bird & Group Discounts:

Ask about our savings

# PRODUCTIVITY

is never an accident.

It is always the result of a **commitment to excellence, intelligent planning, and focused effort**

PAUL J. MEYER

Many organisations have faced or will face the decision to restructure, re-deploy or downsize. Others are focusing on cutting cost and maximising production. Especially in tough economic times, companies are struggling with how best to manage their most valuable resource – their human resources. It is critical that organisations have a solid strategy in place to overcome challenges placed by a current economy effectively.

 marcusevans

## Featuring Leading Case Studies and Expert Presentations by:

**Russell Klosk** Vice President Human Resources, Workforce Planning Leader  
**Hewlett-Packard, USA**

**Roelof Vogel** GM Operations – Australia  
**Ancor Flexibles Asia Pacific**

**Morgan Jones** General Manager Lean Six Sigma  
**BOC**

**Jo Thomas** Sales and Operations Director  
**iSelect**

**Samer Bassily** Workforce Planning Specialist  
**Qantas**

**Marianne McAdam** Former HR Director  
**News Corporation**  
Former Project HR & Change Management Lead  
**PepsiCo**

Senior Representative TBC  
**Kronos**

**Michael Tristram** Chief Executive Officer  
**Trisco Foods**

**Gary Day** Deputy Head of School  
**Griffith University**  
Former Director – Workforce Development & Learning  
**SA Health**

**Rob Wilkinson** Operations Manager  
**Broome Port Authority**  
*Award Winner for Innovation and Excellence in Workforce Development*

**Shane Drury** District Workforce Manager  
**NZ Police**

**Jason Metcalfe** Solutions Manager  
**QPC Australia**

**Mark Hosking** Managing Director  
**FieldTec**

## Associate Sponsors:



## Solution Provider Sponsor:



## Business Development Sponsors:

## Monday 11th November 2013

0750 Registration and Coffee

0820 Welcoming Address from the Chair

0825 **Meet and Greet:**

In this five-minute session, delegates are encouraged to get to know their peers and exchange business cards

0830 **Keynote Case Study:**

**Making the most of your critical asset: Turning your team into a motivated production catalyst to regain and sustain consistent productivity**

According to a recently released study, over 1,700 CEOs from around the globe cited human capital as the most important factor in maintaining competitive advantage!

- Assessing the current state of the operational environment: Balancing operational cost vs. workforce
- Engaging your workforce and strengthening their ownership to drive productivity
- Ensuring engagement and accountability from top managers, site managers to rest of the workforce
- Motivating and inspiring your team to improve their performance and commitment
- Driving a culture of sustainable continuous improvement across the whole company

**Russell Klosk** Vice President Human Resources, Workforce Planning Leader  
**Hewlett-Packard, USA**

0930 **Case Study:**

**Building an effective strategy to increase workforce efficiency and overcome challenges of today's uncertain economy effectively**

- Providing adequate support and development for line managers to lead employees through tough times
- Creating programs to assist workforce with acquiring the new skills that are necessary for transition
- Strategy implementation: Where to start your program?
- The impact of workforce engagement: Creating a team profile and measuring how individual behaviors might affect the group dynamics

**Roelof Vogel** GM Operations – Australia  
**Ancor Flexibles Asia Pacific**

1015 **Expert Insight:**

**Gaining competitive advantage by building a high-performance workforce management strategy**

- Creating employee ownership for performance management to achieve better results
- Identifying possible causes of performance gaps
- Implementing effective performance management with correct balanced scorecard
- Measuring and understanding existing workforce capabilities and developing work schedules based on their core capabilities
- Tracking and measuring individual performance and staff competencies

Senior Representative TBC  
**Kronos**

1100 Morning Refreshments and Networking Break

1120 **Case Study:**

**Empowering people to drive better outcomes through data analytics**

- Utilising "Big Data" to reveal the connection between productivity, customer satisfaction and your people
- Leveraging traditional call centre technologies to deliver non-traditional outcomes
- How iSelect used culture to drive performance improvements?

**Jo Thomas** Sales and Operations Director  
**iSelect**

1205 **Case Study:**

**Keeping operational cost low: Prevent overstaffing and overtimes!**

- Utilising workforce in the most effective way to ensure greater capability of your operations
- Finding the most user-friendly, flexible and practical workforce planning options for your operations
- Getting real-time updates to forecast, plan and schedule your future workforce demands accurately
- Improving resources utilisation with accurate skill analysis and matching

**Shane Drury** District Workforce Manager  
**NZ Police**

1250 **Expert Insight:**

**Dissecting how real data can drive workforce optimisation**

- Integrating workforce management tools into operations to better manage employee tasks and efficiency
- Building strategies to help create better workforce through real time data collection
- Gathering and utilising real time data to achieve better bottom-line results
- Integrating key data and aligning people, processes and assets to achieve improved performance

**Mark Hosking** Managing Director  
**FieldTec**

1335 Networking Luncheon



## MINI WORKSHOP

1425 **Strategically shaping the future of your organisation through dynamic transformation: Managing transition and post-transition change effectively**

This mini workshop will show you how to execute critical change from reductions in the workforce or radical restructuring and will prepare delegates on how to handle this transformation

- Accelerating productivity through managing transition and post-transition changes effectively
- Assessing your organisation and analysing what to transform and why, and how to identify opportunities for growth
- Proactively preparing your organisation and workforce for change and developing transition strategy to maximise sustainable organisational effectiveness
- Driving your organisation's agility and efficiency by proactively adapting to change
- Synchronising business processes, people and technology with your business strategy to deliver tangible business results

**Gary Day** Deputy Head of School  
**Griffith University**  
Former Director – Workforce Development & Learning  
**SA Health**

1545 Afternoon Refreshments and Networking Break

1605 **Case Study:**

**Harvesting maximum value from your workforce to boost business performance**

- Developing and implementing culture transformation strategies that deliver a sustainable competitive advantage
- Creating employee ownership and motivating them through a recognition and reward system to achieve better business results
- How workforce engagement translates into the improved financial metrics
- Keeping your employees engaged in tough times: Turning the sinking ship into a successful operations
- PepsiCo Case Study: Achieving significant improvements in productivity and bottom line business performance: What, why and how?

**Marianne McAdam** Former HR Director  
**News Corporation**  
Former Project HR & Change Management Lead  
**PepsiCo**

1645 **Case Study:**

**Driving operational excellence through the right people!**

- Steering operational efficiency through smart allocation of the right employee for the right position
- Enhancing employee engagement and motivation through strategic up skilling to optimise productivity
- Implementing continuous improvement programs and aligning people, processes and business vision to achieve operational excellence
- Outlining the journey of success: How can an organisation achieve major efficiency improvement and increase sales for 25%?

**Michael Tristram** Chief Executive Officer  
**Trisco Foods**

1730 Closing remarks from Chair

**marcus evans** would like to thank everyone who has helped with the research and organisation of this event, particularly the speakers and their staff for their support and commitment.

## Tuesday 12th November 2013

- 0800 Registration and Coffee
- 0850 Welcoming Address from the Chair
- 0855 **Rapid Re-cap Session:**  
In this session, delegates are encouraged to discuss and summarise key takeaways / points learned from Day One of the conference
- 0900 **Case Study:**  
**Unleashing the maximum potential of the workforce by utilising their core capabilities!**
- Identifying and managing your 'assets' and core roles within operational requirements
  - Proactive skills profiling to unleash the potential of your workforce
  - Determining the gaps between available and needed skills set
  - Providing trainings to up-skilling and multi-skill your employees to meet future business needs
  - Improving skills to create better flexibility to minimise operational cost
- Morgan Jones** General Manager Lean Six Sigma  
**BOC**
- 0945 **Case Study:**  
**Strategically positioning the workforce into new responsibilities and roles during an economy downtime or major change**
- Preventing additional cost and decreased engagement and productivity of your employees through smart re-deployment
  - Identifying potential new roles that align their competencies with organisational needs
  - Re-skilling workforce to take up the new roles and meet business needs
  - Dealing with unforeseen business changes and reacting proactively to major business transitions
- Rob Wilkinson** Operations Manager  
**Broome Port Authority**
- 1030 Morning Refreshments and Networking Break
- 1100 **Case Study:**  
**Tailoring flexible rosters during tough times to drive productivity while ensuring workforce engagement**
- Providing enough flexibility to your workers by engaging them in tailoring their own work schedule
  - Minimising the impact of rosters on workers' personal lives to ensure job satisfaction
  - Juggling absenteeism and unexpected events effectively through advanced absence management to prevent
  - Adjusting rostering patterns effectively to manage workloads and production outputs
- Samer Bassily** Workforce Planning Specialist  
**Qantas**
- 1145 **Expert Insight:**  
**Securing the ROI of resource management by balancing investment into skills, technologies, processes and cross department collaboration**
- Identifying possible causes of performance gaps to drive improvements
  - Speeding up decision making by developing the right skills and incorporating technology into your operation
  - Ensuring strategic process design that fulfills the resource management work cycle
  - Establishing effective cross department collaboration that lift workforce management efficiency beyond operational response
- Jason Metcalfe** Solutions Manager  
**QPC Australia**
- 1230 Networking Luncheon

**Business Development Opportunities:**

A limited amount of sponsorship opportunities are available for this conference. These include, but are not limited to opportunity to present case studies, exhibit, host networking functions, and benefit from the extensive branding and marketing exposure generated throughout the lifecycle of the event.

For further information please contact **Peter Morgan** on **+61 2 9238 7200** or email **PeterM@marcusevansau.com**

**INTERACTIVE HALF-DAY WORKSHOP**

- 1330 **Total Workforce Utilisation**  
Having the right number of staff, with the right skills, at the right time is one of the most important functions in every successful organisation. This workshop will provide participants with practical insights on how to fully utilise your workforce to meet your operational requirements cost efficiently.

**Module One**

- Reducing operational cost through the development of effective workforce management strategy
- Analysing and evaluating your business processes to identify gaps for improvement
- What next? Restructure, re-deploy or make your people redundant?
- Preventing downsizing and avoiding costly workforce compensation through effective re-deployment
- Restructuring your organisation effectively to meet operational requirements with minimal number of employees

**Module Two**

- Developing a step by step action plan to keep your operations running at optimum level
- Creating accurate forecasts and schedules to minimise unnecessary overtime and prevent overstaffing
- Maximising productivity through up-skilling and multi-skilling of your workforce strategically
- Aligning your workforce management strategy with business goals
- Measuring the outcomes of the total workforce utilisation strategy against the cost of operations

**Theresa Hines** Former Global Director for Environmental, Health and Safety  
Former Asia Pacific Business Partner Human Resources Manufacturing  
**Electrolux Home Product**

*\*1500 Afternoon Refreshments and Networking Break*

- 1700 Closing Remarks from Chair

**Why you Cannot Miss this Event:**

Due to continued economic uncertainty, organisations are forced to rethink their workforce management strategy. People are the biggest cost for any organisation and the number of staff and their efficiency are key determinants to a company's performance. It is critical to ensure that their numbers are optimal and that they are operating at maximum efficiency. By creating and managing an effective internal strategy, organisations can fill critical positions on a tight budget and enhance engagement levels of their current employees.

**Operational workforce optimisation: Doing More with less** will help delegates to improve efficiency and effectiveness of operations and will focus on revealing insights through analysis and evaluations, and driving actions that impact business results. Delegates will explore different ways to improve workforce flexibility and reduce avoidable costs.

**Who Should Attend:**

- Operations GM / Managers / Supervisors
- Plant Managers / Supervisors
- Production Managers
- Operational Excellence / Continuous Improvement
- HR Managers
- Resource / Planning Managers
- Rostering Managers / Supervisors
- Scheduling Managers
- Shift Managers
- Employee Relations Managers
- Labour Relations Managers

**From sectors:**

- Manufacturing
- Essential Services (Energy, Water, Police, Ambulance etc)
- Power Plants
- Oil & Gas
- Mining and Minerals
- Heavy Industry
- Transportation
- Government

## Speaker Profiles

### Russell Klosk

Russell is Vice President Human Resources and Workforce Planning Leader at Hewlett-Packard, USA. He is responsible for all workforce planning activities from Argentina through Canada for HP's services businesses and he oversees workforce assessment and planning activities for accounts supported by over 124,000 employees. He is a leading edge global thought leader with international experience on 6 continents and 3 expat and he has worked in government, financial services, high technology, manufacturing, consumer products, telecommunications, pharmaceutical and distribution, media and entertainment as well as professional services. Russell is certified and globally recognised in building globally integrated enterprises (GIE) and global strategic human capital management strategy and process, with a particular expertise in global talent management, strategic workforce planning, HR analytics, resource management, business process reengineering and business strategy. He has an additional expertise in HR transformation, process design, workforce management, workforce optimisation, leadership development, succession planning, talent acquisition, performance management, organisational design, organisational change, human capital management as well as change management.

### Roelof Vogel

Roelof is currently the GM Operations – Australia for Amcor Flexibles Asia Pacific responsible for 5 major manufacturing sites across Australia. He is responsible for functional leadership in safety, quality, supply chain, continuous improvement and overall performance. He has worked for Amcor for the past 22 years in Australia, Europe and in Asia in senior Operational as well as Sales and Marketing roles. Prior to his current role he was VP&GM – Asia for Amcor Tobacco Packaging with responsibility for sites in Singapore, Malaysia and Philippines. Roelof holds a BSc (Mech) Engineering, MSc Engineering and MBA(cum Laude) degrees from the University of the Witwatersrand, Johannesburg and a Master of Industrial Relations degree from Sydney University.

### Rob Wilkinson

Rob has been the Operations Manager for the Broome Port Authority since January 2008. He oversees all operations that occur within the Broome Port including controlling the planning and scheduling of all port shipping, labour and infrastructure utilisation to ensure optimal returns from assets and consistent delivery of high customer service levels. The Broome Port Authority undertakes all stevedoring that occurs within the Port. Recently, Rob provided the leadership and project management for a workforce development initiative resulting in Broome Port Authority being awarded the 2013 Transport and Logistics Industry Skills Council (TLISC) Innovation and Excellence in Workforce Development Award – Ports.

### Theresa Hines

Formerly, Theresa was Global Director for SHE with Electrolux Home Products Pty Ltd, responsible for the strategic global direction of EHS for 32 facilities covering approximately 45,000 employees. Theresa has traveled extensively and has a great wealth of experience and understanding of the factors impacting businesses in a global market as well as a realistic take on how service areas need to demonstrate their worth to a business and the positive impact to the bottom line. She was from 2005 to 2010 was the AP HR Business Partner for Electrolux. Her role focused very much on identifying opportunities to drive the AP business forward – working as a true business partner with operations. Theresa was the 2011/2012 Telstra Business Woman (SA Private and Corporate), awarded for her achievements in the fields of Health and Safety and Human Resources. Currently she is managing director of Employer Global Solutions (EGS) Pty Ltd, an organisation focused on supporting business to achieve improved HR/IR and WHS Performance. EGS work with companies to develop effective business solutions and outcomes (EBA negotiations, salary reviews, career development, leadership training, recruitment, auditing, cultural surveys, workers comp and rehab and much more). She managed the Industrial HR and WHS aspects of the closures of two of the Electrolux facilities, in addition to managing the team which realised seven figure reductions in WHS liability, injury costs and huge reductions in number of claims – without any industrial action.

### Mike Tristram

Mike is the CEO of Trisco Foods, a company that manufactures a range of products for the food industry. Mike is a fifth generation family member that has been making products for the industry since 1875. He has a solid foundation in implementing continuous improvement ideologies, and has successfully moved his family company through cultural change programs. He has a solid understanding of human motivation and what makes people successful in their work roles. He is well versed in personality profiling and is a trained McQuaig interpreter. As an MBA graduate from Queensland University of Technology, Mike was awarded with the MBA Directors award for outstanding academic achievement in the program.

### Jo Thomas

Jo is the Sales and Operations Director for iSelect, responsible both for the 300 seat contact centre and the operational activities for all 7 of the iSelect businesses. Since joining iSelect in 2008, Jo has been integral in developing an award winning contact centre that has helped hundreds of thousands of Australians make better decisions about Health, Life and General Insurance, as well as Home Loans, Energy and Money products. Spending most of her day coming up with innovative ways to blend technology and culture to drive exceptional performance, Jo loves the evolving nature of the modern Contact Centre. Prior to iSelect, Jo worked for a large Australian outsourcer on behalf of some of Australia's biggest brands. Jo holds a Bachelor of Communication Studies from Auckland University and a Master of Business Administration from Monash University.

### Gary Day

Gary is currently a Deputy Head of School at Griffith University-Gold Coast. Formerly, he was the CEO of Adelaide to Outback GP (AOGP) Training Program and the Director – Workforce Development and Learning for SA Health. Gary has worked in the not-for-profit and for-profit health care industry for over 28 years, including roles such as Director of Nursing, Director of Clinical Services, Director of Finance and Chief Executive Officer. From 2007-2010, Gary had a pivotal role in the development and delivery of an innovative approach to develop leadership capacity and culture change among middle and executive-level health service leaders across Queensland. Gary has had extensive practical experience in managing large scale change management projects and organisational restructures over the last 10 years, including new hospital developments and closing facilities. Gary now uses this practical experience in teaching leadership and change in workshops and university courses. He is a Fellow of the Australasian College of Health Service Managers. Gary has held a number of professional appointments over the past five years including the Editor-in-Chief of the Australian Health Review; Registrar – Australian College of Health Service Executives (Qld); Chair – Bayside Health Community Council; Co-Leader – Health Management Research Alliance and Past National President – Society of Health Administration Programs in Education (SHAPE). Gary is currently a State Branch Councilor for the SA branch of the ACHSM.

### Marianne McAdam

Formerly, Marianne was HR Director in News Corporation where she has developed and implemented an HR strategic plan which aligned with and supported the overall business plan during a time of significant and challenging structural and cultural change; successfully led and supported a number of change projects and initiatives including restructuring, redundancies and cultural change such as building a performance culture, building leadership, talent initiatives and building employee engagement. Before joining News Corporation she was HR & Change Management Lead in PepsiCo where she was responsible for diversity and inclusion across Australia and NZ. Also, she was seconded for 12-18 months to work on an international change management project. She has developed a multifaceted employee engagement strategy which reduced voluntary employee turnover from 50% to 11% in 12 months and increased employee engagement by 14 percentage points; built the business case for gender diversity across ANZ and built PepsiCo's external brand as an employer of choice for women, including preparing, winning and qualifying as a finalist in several external national awards. She successfully led the change management team for an international change project affecting multiple sites, in manufacturing, supply chain and sales functions. Currently, Marianne is a lecturer at Central Institute of Technology.

### Jason Metcalfe

Jason returned to QPC Australia to take on the role of Solutions Manager after a thirteen year tour of the Asia-Pacific contact centre industry, including engagements within the contact centres of ANZ, Origin, and Superpartners. His contact centre career spans nineteen years, and has included development and leadership of five corporate contact centre support Teams, and consultancy support for six contact centre systems in over one hundred and fifty contact centres throughout the Asia-Pacific region. Having occupied roles both within contact centres and as a vendor of contact centre services and technology, Jason brings a broad and insightful perspective to the challenge of optimising a contact centre's people, processes, technology, and funding to deliver exceptional customer service and meaningful strategic value to the organisations in which they operate.

### Mark Hosking

Mark is the founder and managing director of FieldTec. He has extensive experience in software design and development with particular experience in Customer Relationship Management (CRM) and Field Workforce Management Solutions. Implementing major CRM solutions for customers such as Telstra, Coca Cola, Shell, and the City of Melbourne over the past 15 years. Over his 25 year entrepreneurial career Mark has built a number of successful technologies. His latest project is FieldTec and over the past 10 years Mark has designed and with his development team created FOCUS, workforce management software to help you better manage the workflow.

### Shane Drury

Shane is the district workforce manager for the Counties Manukau District of the New Zealand Police (NZP). He is a Senior Sergeant and has been working for NZP for 14 years. Shane has worked in a multitude of roles within police including Strategic Traffic, Alcohol Harm Reduction, Combined Investigation Unit, Emergency Response and Operations Planning. In his current role, Shane is responsible for the operational planning and deployment of 1254 personnel within the Counties Manukau District in addition to joint planning of operations within the greater Auckland Metropolitan area. The role involves overseeing a planning team who ensure that levels of personnel are maintained (both police officers and support employees). In February 2011, Shane was in the first NZ Police response contingent to Christchurch after the earthquake. His role was to advise and assist the Operations Command group on personnel and deployment matters. As part of the Operations group, Shane was responsible for the rostering, deployment and monitoring of 750 personnel (including international forces) on the ground on a daily basis. Shane is currently running a trial for optimised rostering in the Custody Unit. Increasing demand on the unit presented an opportunity to trial a scheduling model that would 'best utilise' personnel hours with improvements in work/life balance while also increasing service delivery. The trial is already showing benefits of up to 15% in hours delivered over demand across the workgroup.

## Our Business Partners

### Associate Sponsors:



**QPC Australia** delivers empowering, dependable, and innovative contact centre solutions. We believe that fully understanding your goals and challenges is the key to a successful partnership to guide alignment of new and existing people, processes and technologies to fulfill your Customer Interaction Strategy. We focus on tailored training, consulting, and technology solutions that are unique in their application to the contact centre industry; including Customer Interaction Strategies, customer analytics, multimedia communication platforms, performance management, quality management and resource management solutions. Our commitment is delivery of solutions and services that strengthen your engagement with your customers.



**FieldTec** is a leading Australian workforce management software solution provider. FieldTec product FOCUS addresses an organisations need to manage entire processes from end to end, whether they be simple single action requests through to complex workflows involving multiple resources over an extended period of time. Ideally suited to the corporate and government sectors seeking efficiency across the entire organisation particularly those with staff working in the field. Our technology runs across multiple platforms (eg. PC's, Smartphones and Tablets) as a hosted solution, permitting inter-company or inter-departmental interactions. Our customers include utilities, local government and organisations that require real time control and management of a diverse range of activity.



**Kronos** is the global leader in delivering workforce management solutions in the cloud. Tens of thousands of organizations in more than 100 countries – including more than half of the Fortune 1000® – use Kronos to control labour costs, minimise compliance risk, and improve workforce productivity. Learn more about Kronos industry-specific time and attendance, scheduling, absence management and labour analytics applications at [www.kronos.com.au](http://www.kronos.com.au). Kronos: Workforce Innovation That Works™.



**Assure Programs** is committed to improving workplace wellness and performance at the individual, team and organisational level. Our capabilities are built on the principles of positive psychology and extend to any service that enables people and organisations to flourish. Our core services include employee assistance program, crisis response, manager support and organisational development services. Our services are delivered by highly experienced, registered psychologists who benefit from the collective knowledge and evidence-based practice that we have built up since our inception in 1991. We do more than manage psychological and emotional issues to improve wellbeing, productivity and engagement – we enable positive people in positive workplaces.

### Solution Provider Sponsor:



**Shiftwork Solutions** are the authority on rosters in Australia. Our proven consultative process includes measuring roster performance aligned to business goals, employee needs and health and safety requirements. Extensive roster implementation experience helps you achieve all these goals. Traditionally, improvements and efficiencies in workforce optimisation are created by reducing headcount, but there are a number of other areas, such as better matching your workload requirements, increasing utilisation, improving attendance, lowering costs, providing flexibility, reducing fatigue, that can achieve comparable improvements simply by optimising your work rosters. The team at Shiftwork Solutions has over 70 years of combined experience evaluating and optimising rosters across all industries. It is our specialist knowledge that can unlock potential cost savings and other benefits for your operations.

### Business Development Sponsors:



Optimising your workforce means allocating the right resources to tasks based on employees' skills, availability and preferences while respecting all regulations and labor agreements. This gets very complex very quickly. Overcome that complexity to enjoy the benefits of intelligent planning and optimization – successful completion of projects, improved performance, and increased employee satisfaction – when you plan and optimise your workforce with **Quintiq**. Since 1997, Quintiq has been solving complex puzzles using a single supply chain planning & optimisation software platform. Today, approximately 12,000 users in over 80 countries rely on Quintiq software to plan and optimize workforces, logistics and production.



### Workplace Culture Pty Ltd

We believe that the way our leaders lead, who they are, is just as important as what they do and what they know. We believe that working innovatively with leaders to enable them to evolve who they are will have a transformative effect on the cultures of the businesses they lead. We use various components in our practice to achieve this. These include internal culture video documentaries, leadership team intensives, Integral Coaching® and the Collaborative Way®, a robust structure and process for building capacity in the "We" space. We develop individuals and teams in the context of specific business issues.

### Media Partners:



**The Resource Channel** is the leading employment news website and job board for the Australian Resource Sector – covering mining, oil and gas and resource construction. The award-winning website has alliances with a range of national and international media which expands the site's reach to some 400,000 globally each month.



**The National Resources Review** is a unique monthly publication proudly published by Sage Publishing Group. With a clear focus on the mining and energy sectors in Australia and a global snap shot on events and trends, National Resources Review provides broad based business intelligence as well as unique insights into the companies, suppliers and professionals that drive and innovate; it's a magazine that targets key people in key roles. The exclusivity of the publication lays in the content which includes breaking national and international industry news and government policies, topical features, projects in progress, company overviews and recent accomplishments in the industry. The unique coverage makes the National Resources Review a vital source of information for resources executives and industry decision makers across Australia.



**IndustrySearch.com.au** is Australia's leading online supplier marketplace for the manufacturing, industrial, mining, construction and transport sectors. Over 200,000 decision makers regularly use IndustrySearch to source suppliers and keep up to date with the latest industrial products and technologies. IndustrySearch also communicates with over 50,000 subscribers of its award winning e-NewsWire bulletin.