INSEAD Healthcare Management Initiative

In collaboration with

SEHA – Abu Dhabi Health Services Company

Cordially invites you to

A Presentation by Stephen Chick, Professor of Technology and Operations Management
Academic Director of INSEAD Healthcare Management Initiative

“Management Quality: Lessons for Industry and Health Care from the Industrial Excellence Award Study”

Sunday 9 November 2008 – from 14.00 to 16.00

at

INSEAD Center for Research and Executive Education in Abu Dhabi

What do highly effective managers do? Beyond developing a strategy, how do successful managers execute that strategy through the implementation and improvement of key processes in a way that leads to outstanding results? What is special about the way that frontline workers, middle managers and upper managers interact in leading organizations? Our new book, “Management Quality and Competitiveness: Lessons from the Industrial Excellence Award”, presents practical examples of management practices that have led to improvements in production, research and development, process improvement, partnering and improved service delivery, and that we have witnessed in firms for over a decade in France and Germany through our Industrial Excellence Award (http://www.industrial-excellence-award.eu/).

This Healthcare Management Institute (HMI) seminar presents the conceptual model that we have developed for management quality, as well as lessons about effective strategy deployment. While this model was developed and validated in an industrial context, there are clear implications for managing health care delivery. Effective strategy deployment in a health care delivery context results in, among other things, a common vision for sustainable cost-effective patient value that is held by management, doctors, nurses and other staff, and that is expressed in day-to-day activities. We will also outline our initial work to develop benchmarking tools that are based on this study in order to better understand effective management of hospitals and clinics.
SEE ALSO:
“Management Quality and Competitiveness: Lessons from the Industrial Excellence Award”,
See: http://www.amazon.com/Management-Quality-Competitiveness-Industrial-
Excellence/dp/3540791833/ref=sr_1_1?ie=UTF8&s=books&qid=1223712407&sr=8-1

SEHA, The Abu Dhabi Health Services Company is pleased to lend its support to INSEAD and the Healthcare Management Initiative. SEHA’s goal and vision is to positively impact healthcare delivery in the Emirate of Abu Dhabi and deliver world class healthcare locally to its residents. The HMI program focuses on effective strategy deployment in a health care delivery context which results in, among other things, a common vision for sustainable cost-effective patient value that is held by management, doctors, nurses and other staff, and that is expressed in day-to-day activities. This business focus aligns well with SEHA strategies and plans.

INSEAD helps deliver tomorrow’s leaders. Today’s organizations need leaders with the knowledge and sensitivity to operate anywhere in the world. SEHA is pleased to lend its support to that endeavor.

The closing date for registration is 5 November 2008.

As seats are limited, please register early for this free event.

To do so, you can fill in the registration form below and send by email to

hala.hourani@insead.edu

or by fax to 02 446 0303.

Thank you for your kind cooperation.
Registration Form

Company: _______________________________
Name: _______________________________
Surname: _______________________________
Position: _______________________________
Email: __________________________________
Office Tel: _______________________________
Mobile: _______________________________

Accompanied by:

Name: _______________________________
Surname: _______________________________
Name: _______________________________
Surname: _______________________________

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