Thursday Session Highlights

Thursday’s sessions started with two engaging keynote presentations by Paul Nielsen and Yoshiaki Kushiki.

Following the keynotes was a full day of presentations. Topics included change management; measurement and analysis; certification; process improvement governance; appraisals and audits; product development, enhancement, and maintenance; and high maturity.

If you missed a session, remember to download the conference proceedings, available on the conference website.

Today’s Schedule
Friday, Sept. 18

8:00 – 14:00: Registration Desk Open
8:00 – 9:00: Breakfast
9:00 – 10:30: Keynote Sessions
10:30 – 11:00: Break
11:00 – 12:30: Morning Sessions
12:30 – 14:00: Lunch
14:00 – 15:30: Afternoon Sessions
15:30 – 16:00: Break
16:00 – 17:15: Ask the Experts Panel
17:15: Conference Concludes

Check the Conference Program for details on these and other events.

Need Help?
If you have any questions or concerns about the conference, please stop by the Registration Desk on level B1 near the Cosmos room, and we will be happy to answer your questions.

Want to Share?
We would love your thoughts on what you are learning and experiencing this week for possible publishing in this newsletter. Please send your impressions on sessions and presenters to jkent@sei.cmu.edu. If you are using Twitter, please use the code #sepgap09 in your posts so that others can keep track.

Today’s Keynote Sessions

Today’s sessions again start with two fantastic presentations by industry known thought leaders.

Mario Tokoro founded Sony Computer Science Laboratories, Inc. in 1988 and led it to be one of the world’s renowned research laboratories in a broader computer science area. Tokoro’s keynote is titled Huge and Complex Software Systems Are Open Systems.

Tokoro will discuss how we are facing two kinds of complexities, which lead to uncertainty and unpredictability in huge and complex software systems. One is internal, such as that caused by programming errors and incomplete specifications. The other is external, such as that caused by improper operations, unexpected use, and attacks across networks. When a system is distributed over networks, we cannot know the entire structure and behaviors of the system at any instant. Thus, we cannot take the external observers’ view of a huge and complex software system. Instead, Tokoro --Continued on back.--
maintains, we need to treat such a system as an open system, to which we can only take the internal observers’ view.

Natarajan Chandrasekaran (Chandra) is responsible for formulating and executing Tata Consultancy Services (TCS) global strategy and has been at the helm of several key strategic transitions at the company.

Chandra’s keynote is titled Quality is Designing for Certainty to Customers. Faced with the current downturn, a business would have little option to rely on a second chance; it would need to hit markets with certainty designed into it—*the first time right* philosophy. The key question is “How can certainty be an element in the design of business, products, and IT?”

Chandra will discuss how ritualizing of quality has led to a gap between quality of experience and quality of service. He advocates that instead we design for certainty, which means changing the way we build our systems for *first time right* and delivering the same to customers with high levels of customer satisfaction. Quality must also encompass the way we interact with our customers to deliver what we build.

Thank you for making the first SEPG Asia-Pacific conference a stop in your performance improvement journey! This week, process and workforce management professionals came together to learn, grow, and share their experiences and practices. From the keynote sessions to each session speaker, SEPG Asia-Pacific 2009 provided delegates with the knowledge and practices to perform at higher level—the goal for us all.

A special thank you once again to the Advisory Board and Program Committee for their invaluable effort and support of the conference.

Enjoy today’s sessions, and safe travels on your journey home.

The SEPG Conference Series is a venue for the global SEPG community to engage with each other not only annually at our events, but also in online communities. Please join us on LinkedIn (search for SEPG Conference Series group) and Twitter (search for tag #sepgap).

The next SEPG Conference will be SEPG North America 2010, Savannah, Georgia, March 22-25, 2010. Please check the conference website at www.sei.cmu.edu/sepg for location and date announcements for additional conferences.