

Learn from the leading experts



Robin Bellis-Jones



Hamish McRae



David Grigson



Sean Murphy



Mike Potter



Niek Bossché



George Bower

Conference Speakers

Robin Bellis-Jones

Robin is Managing Director of the BJH Group, a consultancy specialising in Business Improvement and Performance Management, with recent clients such as Reuters, Environment Agency, British Library and Barclays Bank. In particular, he has specialised in profitability analysis, strategic reviews and performance management. He is author of the widely read book *No Customer – No Business: the True Value of ABCM* and chairs the Research and Development Group in the Chartered Institute of Management Accountants.

Hamish McRae

Hamish is the principal economic commentator of *The Independent* and *The Independent on Sunday*. He is also the author of the acclaimed work on the future *The World in 2020: Power, Culture and Prosperity*. This year he has been named Business and Financial Journalist of the Year at the British Press awards and was the winner of the 2005 David Watt Prize for outstanding political journalism. He is also a visiting professor at the School of Management at Lancaster University.

David Grigson

David joined Reuters as Finance Director in August 2000 where he is a member of Reuters Board and Reuters Group Management Committee, the company's senior executive committee. David joined Reuters from Emap plc where he was Group Finance Director and Chairman of Emap Digital. He had previously held senior finance roles in the UK and US at Saatchi and Saatchi plc and a number of financial positions at Esso UK.

Sean Murphy

Sean has worked in performance improvement throughout his career, covering systems implementation, process re-engineering and organisation re-design. He has spent over 20 years in financial services working for banks such as Standard Chartered, Abbey, and Barclays amongst others, and for Willis, the insurance broker, performing both line financial management and independent consultant roles. He joined Xansa in 2005 where he has been responsible for developing Performance Improvement Programmes for their Finance and Accounting clients.

Mike Potter

Mike has spent more than ten years improving performance in businesses such as Boots, ICI and

Shell. In his current role as Head of Performance Management at the Environment Agency he is responsible for the strategic objective of 'Driving Performance' across the 12,000 employees and £1bn a year the Environment Agency spends. He is leading the implementation of new performance management and improvement tools, systems and skill sets across the whole organisation to achieve this.

Niek Bossché

Niek is an internal financial consultants at the Erasmus Medical Centre and leads the team that is implementing Activity Based Costing to better inform future service and treatment pricing decisions. Niek has been with Erasmus MC for over 20 years, specialising in performance improvement. He will be joined by his colleague, Paul Steinbusch.

George Bower

George is the Finance Director of Skipton Financial Services, an organisation that has more than trebled in size since he joined in 2002. Having worked for a major Japanese manufacturer and then as a manager in KPMG Consulting, George has been well positioned to bring about fundamental change in both the business operating model of SFS and its corporate culture.

Round Table Speakers

Peter Hill

Peter is Operations Director of the BJH Group with responsibility for delivery of effective operational and technical support to clients. He has a particular focus on delivering performance improvement and has supported a wide range of major clients such as Royal Mail, Barclays Bank and BP Chemicals.

Lars Naslund

Lars is a founder of Prodacapo AB, a company that specialises in developing Enterprise Performance Management solutions that facilitate business improvement and performance management. He and his development team have consistently been at the leading edge of new software developments that are now used in over 500 businesses globally.

Chris Coan

Chris is the Managing Director of Visual Metrics, a company that focuses on helping organisations to exploit the extensive operational data that they hold. Over the last 15 years, Chris has focused on

the area of Management Reporting and Business Intelligence, working across all industry sectors driving out pragmatic solutions to help businesses make better informed management decisions.

Mark Douglass

As a qualified Chartered Accountant, Mark has worked in audit, tax, compliance and advisory services for Ernst & Young, as well as operational and project roles since joining Reuters. Mark also spent three years as a Finance Manager in Reuters New York office, before returning to London to join the Profitability Insight team.

Mikael Jansson

Mikael is Managing Director of Dalkia Industripartner (Sweden), part of the Dalkia Group. The company specialises in the provision of industrial maintenance services and has grown rapidly over recent years through acquisition. Mikael and his team were committed to driving out the potential synergies made available by their acquisition programme. They used ABM and process improvement to achieve the radical change they needed and delivered dramatic and sustainable performance improvement.

Erik Lidman

Erik is an associate of the BJH Group and Prodacapo and specialises in the delivery of Business Intelligence and Performance Management solution for major clients such as Skandia Life (UK), Ericsson, SCA, Pfizer, SAS and ABB. In particular he has focussed on the development of planning, profitability and process improvement solutions.

Simon Knight

Simon is the Head of Business Planning and Information at Great Ormond Street Hospital. He has been closely involved with the implementation of the Balanced Scorecard within GOSH to drive better performance management and meet government reporting requirements.

Heath Teasdale

Heath is a partner of i2a, a consulting company that turns ideas into action by delivering business performance improvement through applying pragmatic solutions. With a background in a wide range of consultancy methodologies, Heath has implemented major programmes of business improvement with a number of multinational companies.

Focus on Business Performance Improvement 2006

Driving performance improvement in a volatile world

28-29 June 2006 | CBI, Centre Point | 103 New Oxford Street, London WC1A 1DU

Booking form | Book today to guarantee availability

To make a booking

Complete and return this form (or a photocopy) to:
CIMA Courses and Conferences,
26 Chapter Street, London
SW1P 4NP
F. +44 (0)20 8849 2460

Alternatively book by: T. +44 (0)20 8849 2244
E. mastercourses@cimaglobal.com

Or book online at:
www.cimaglobal.com using the search code BJHP

Day one £585 Day two £299 Both days £749 Dinner £90 **Total £** _____

Early bird discount prices for bookings placed before 20 May 2006 only:

Day one £499 Day two £249 Both days £649 Dinner £85 **Total £** _____

Savings are available on multiple bookings. Please call 020 8848 2426 to discuss

Your details Please complete in capitals | Photocopy for extra delegates | *Delete as appropriate

Surname _____ First name _____ Mr/Mrs/Miss/Ms*

Position _____ Department _____

Company name _____

Address _____

Postcode _____

Tel _____ Email _____

If you are FCMA/ACMA/CIMA registered student* please complete your CIMA contact ID no _____

Payment method – please tick as appropriate

I enclose a cheque for £_____ made payable to CIMA Enterprises Ltd

Please invoice

Contact name _____ PO number _____

Address (if different from above) _____

Postcode _____

Tel _____

Please charge to my credit card (all accepted except Diners Club)

Named card holder _____ Type of card _____

Card number _____ Expiry date _____ Issue no (if applicable) _____

Signature _____ Date _____

Your booking will be confirmed and a VAT invoice/receipt supplied

Special accommodation rates are available at selected hotels for CIMA course delegates. Telephone Intnet on 01206 211122 for details, quoting CIMA

Delegate cancellation: If you have to cancel 80% of the fee will be refunded provided written notice is received not less than 21 days in advance. If you cancel later than this the full course fee is charged. A substitute delegate is welcome at no extra charge. Provisional bookings must be confirmed in writing or cancelled within 10 days (within 48 hours of bookings made within 10 days of the conference date).

Event cancellation or change: where circumstances force CIMA to change the details of or cancel the conference the liability of CIMA shall be limited to a refund of any fees paid for that particular conference. CIMA is not liable for any consequential loss.

I have read the booking conditions below and agree to abide by them

Signature _____ Date _____

Please tick if you don't want to receive details of further Bellis-Jones Hill Group events

further CIMA conferences by post further CIMA conferences by email other CIMA products and services other suppliers' products and services



28-29 June 2006

CBI, Centre Point
London

Focus on Business Performance Improvement 2006

Driving performance improvement in a volatile world

Sponsored by:

xansa
OUTSOURCING & TECHNOLOGY

The most challenging and thought provoking conference on
Business Performance Improvement you could attend this year.

Join us for this one day conference and discover how to challenge inertia in your organisation, drive business performance improvement, achieve joined up management thinking and deliver extreme performance improvement. Day two is our Practitioners round table, where we will discuss the practicalities of how to turn the vision of Business Performance Improvement into reality.

Now in its seventh year, this is the premier event in the UK for Business Performance Improvement.

[See inside for full conference details...](#)

Focus on Business Performance Improvement 2006

Driving performance improvement in a volatile world

28-29 June 2006 | CBI, Centre Point | 103 New Oxford Street | London WC1A 1DU

A Message from the Conference Chairman

Without challenge there is little positive change in any organisation, only strategic drift. And with such drift there is little management control and business results are determined more by luck than judgement – no way to run any organisation. In a benign world, organisations can often exist for many years in this state by delivering mediocre results to their stakeholders.

But the world is increasingly volatile rather than benign, and such volatility threatens any organisation where management is not in control, where management decisions are poorly informed, or where performance management thinking is simply not joined up.

Business Performance Improvement 2006 brings together management thinkers and business leaders who have learned how to challenge and change the business environment in which they operate, to drive business performance improvement successfully, often in the face of considerable internal resistance and strong competition. Our panel of experts will:

- focus on the challenges of driving change rapidly
- reflect on the anticipated effect of competitive trends
- share the lessons they have learned in driving business performance improvement.

We are delighted to bring together such a powerful speaker panel for a conference that will challenge preconceived ideas, change the way we look at Business Performance Improvement and expand the limits of what can be achieved.

Robin Bellis-Jones, Conference Chairman and Managing Director, BJH Group

'A most thought provoking conference on Business Performance Improvement designed to aid you in driving your business forward'

Charles Tilley, Chief Executive, CIMA

'Inspired me to drive performance management even further forward'

Past delegate: Brian Bennett, Business Finance Partner, Barclaycard

'Gave a strong focus to the business improvement opportunities my organisation is considering'

Past delegate: Johan Redelinghuys, Business Analyst, Metronet

Who will benefit?

This conference is for all directors and senior managers charged with driving tangible performance improvement. Whether you are a chief executive, finance director, chief operating officer, strategy director, head of performance management, or simply have an interest in improving the performance of your organisation, this event offers an unparalleled learning opportunity.

How you will benefit

Share the practical experience of today's management leaders who have made a fundamental difference to the performance of their organisations, and consider:

- The future implications of global and national trends and the opportunities and threats they present.
- The critical importance of developing a deep understanding of the business dynamics at work in your organisation.
- How a more integrated approach to understanding profitability, processes, planning, and performance management can lead to a greater degree of joined up management thinking and radically improved performance.
- The implications of Lean Thinking on the efficiency and effectiveness of your operations.
- How successful business leaders challenge inertia and change the rules of engagement to harness the talent within their organisations.

Bellis-Jones Hill Group

Bellis-Jones Hill Group is a results-orientated, consulting company, with a track record of innovation, that focuses on business improvement and performance management, working in close partnership with clients to deliver a well informed basis for sustainable change and the methods and systems by which to effect it. Clients include Barclays Bank, Reuters, Pfizer and the Environment Agency.

www.bellisjoneshill.co.uk



Prodacapo is a company that specialises in the development of software solutions that seamlessly integrate profitability analytics with process management, planning and budgeting and performance management to support Corporate Performance Management, enterprise wide and through all levels of management and is used by over 500 clients companies globally.

www.prodacapo.com

Challenge the limits of what can be achieved

Competitive pressure continues to become more global and grow more intense. When faced with this pressure some organisations seem to falter while others flourish. This conference brings together eminent speakers from organisations where management has demonstrated their practical ability to deliver sustainable, tangible, business transforming performance improvement in the face of the need for change.

- 9.00 – 9.30am** **Registration and coffee**
- 9.30 – 9.45am** **Chairman's opening comments**
Robin Bellis-Jones, Managing Director, BJH Group
- 9.45 – 10.45am** **China, India, oil, war and the web – Imperatives for change**
Hamish McRae, Journalist, The Independent. Voted Business and Finance Journalist of the Year, 2006 British Press awards
In a global economy we can no longer ignore the direct and indirect effect of a wide range of hitherto remote factors. Hamish will explore the pressures that are driving us towards unavoidable change and consider the implications for all of us.
- 10.45 – 11.30am** **Rising to the challenge of change**
Robin Bellis-Jones, Managing Director, BJH Group
To many, change is seen as a threat, yet for others it offers great opportunity. What frequently sets the winners apart from the losers is the ability to take business critical decisions at speed and with confidence. Robin will explore how an integrated view of profitability, business processes, planning and performance management information can deliver truly joined up business intelligence that can respond to the challenge of change.
- 11.30 – 11.45am** **Coffee**
- 11.45 – 12.30pm** **Developing Profitability Insight – Keynote presentation**
David Grigson, Chief Financial Officer, Reuters
Reuters is an industry leading, global organisation. After a period of rapid growth, it has faced a period of harsh recession among its clients and aggressive competition and has responded by introducing transformational change across the business to deliver significantly improved profit performance. Central to this change has been the Profitability Insight project that now underpins Reuters new approach to Divisional Profitability reporting. David will discuss what has been achieved to date and explore future directions.
- 12.30 – 1.45pm** **Lunch**
- 1.45 – 2.30pm** **Avoiding the pitfalls and distractions on the road to excellence**
Sean Murphy, Executive Consultant, Xansa
Xansa is one of the largest providers of outsourcing services in the UK and has grown rapidly over recent years. This has been achieved by helping clients to both reduce cost of services delivered and improve the quality and reliability of those services. Sean will describe how Xansa develops, delivers and manages this capability and the lessons they have learnt along the way.
- 2.30 – 3.15pm** **'More, Better, Faster' – Improving performance at the Environment Agency**
Mike Potter, Head of Performance Management, Environment Agency
All government departments and agencies are having to respond to the change imperatives of the Gershon Review. In the lead is the Environment Agency which is well advanced in developing a fully integrated approach to Corporate Performance Management that puts management firmly in control and able to sharpen their efficiency. Mike has played a pivotal role in these developments and will share his experience of implementation to date and describe the challenges that remain.
- 3.15 – 3.45pm** **Afternoon tea**
- 3.45 – 4.30pm** **Costing for survival in the public sector**
Niek Bossché and **Paul Stéinbusch**, ABC Team, Erasmus Medical Centre, Rotterdam
By the end of 2006, all hospitals in the Netherlands will be required by law to be able to cost their treatments and services to provide a basis for a new charging structure. This will allow market forces to operate as never before and is intended to trigger a fundamental improvement in both culture and performance. Erasmus Medical Centre is the largest hospital in the Netherlands and is responding aggressively in the face of this need for change. Niek and Paul will share their experience of implementing such rapid change in an environment that resonates and contrasts with NHS experience and discuss the challenges they have faced and the benefits they have gained.
- 4.30 – 5.15pm** **Breaking the link**
George Bower, Finance Director, Skipton Financial Services
Skipton Financial Services has grown its revenue streams dramatically over recent years, yet this rapid growth has not been fully reflected in the bottom-line performance of the business. George will describe how they have created a clear connection between Activity Based Costing, Lean Thinking and performance management, enabling them to focus on growing their business both rapidly and profitably.
- 5.15 – 5.30pm** **Chairman's closing comments**
- 7.00pm for 8.00pm** **Reception and dinner**
An opportunity to network and exchange views with fellow delegates over dinner at The Cabinet War Rooms, Whitehall.

Turning the vision of Business Performance Improvement into reality

Having been challenged and inspired by the conference, this practitioners round table offers the opportunity for you to share experience, update skills and discuss issues with fellow practitioners.

8.00 – 8.30am	Registration and coffee
8.30 – 8.45am	Chairman's welcome Robin Bellis-Jones , Managing Director, BJH Group
8.45 – 9.30am	A taste of things to come Peter Hill , Operations Director, BJH Group and Lars Naslund , Development Director, Prodacapo AB The capability of Enterprise Performance Management software is developing rapidly, enabling managers to gain deeper business insights faster, much faster. Peter and Lars will explore the developments that will be delivered in the next release of Prodacapo Enterprise Performance Management software. This will include a question and answer session.
9.30 – 10.30am	Business Intelligence and performance management – a review Chris Coan , Managing Director, Visualmetrics In the world of information technology, Business Intelligence (BI) has emerged as a focus for the development of software solutions that give management unparalleled access to data and the ability to analyse and report flexibly. The new Enterprise Performance Management tools and techniques such as ABC, Balanced Scorecard, Process Re-engineering and Driver Based Budgeting that have emerged over recent years are all converging within the BI space. Chris will provide an assessment of the trends and their implications.
10.30 – 10.45am	Coffee
10.45 – 11.15am	Activity Based Management – from activity to insight Mark Douglass , Finance Manager, Reuters The real value of Activity Based Management (ABM) lies in its ability to directly influence management decision making and behaviour. Mark will describe how Reuters is moving from the project phase of their ABC implementation into 'business as usual', providing timely reporting and increased transparency, to help improve management decision making through insight and understanding across the organisation.
11.15 – 11.45am	Process improvement and Lean Thinking Mikael Jansson , Finance Director, Dalkia (Sweden) Integral to ABM is the ability to cost and measure the efficiency and effectiveness of business processes. This can create huge motivation to bring about fundamental, long lasting performance improvement. Mikael Jansson will describe how Dalkia has used such performance improvement and Lean Thinking techniques to bring about transformational change in the performance of its business.
11.45 – 12.15pm	Business planning and simulation in action Erik Lidman , Consulting Associate, BJH Group In a volatile world it is essential to be able to anticipate the resource, service and profitability implications of potential business scenarios. Erik will describe how companies from different business sectors have developed this capability and used it 'in anger' to simplify and accelerate their planning processes.
12.15 – 12.45pm	Getting value from the Balanced Scorecard Simon Knight , Head of Business Planning and Information, Great Ormond Street Hospital and Neena Vivash , BJH Group While many are attracted to the idea of the Balanced Scorecard, relatively few can claim to have a mature implementation where it has genuinely become an integral part of the routine management of their business. Great Ormond Street Hospital is known world wide as a leader in the treatment and rehabilitation of sick children and their use of the Balanced Scorecard is also exemplary. Simon will describe their experience in its implementation and how it has influenced their performance.
12.45 – 1.45pm	Lunch
1.45 – 3.00pm	Round table exchange This is an opportunity to explore in greater depth a topic from the morning presentations in one of four round table exchanges: <ul style="list-style-type: none">• ABM – from activity to insight• business planning and simulation in action• process improvement and Lean Thinking• getting value from the Balanced Scorecard.
3.00 – 3.15pm	Afternoon tea
3.15 – 4.00pm	From ideas to action Heath Teasdale , Partner, i2a Consulting Performance measures and incisive analysis can powerfully reveal the opportunity for an organisation to make dramatic progress, but only by turning the potential of such insights and ideas into tangible action can the ultimate, and sustainable, reward be reaped. Heath will describe some of the methods and approaches that can facilitate and accelerate such a transition, illustrated by a client case study example.
4.00 – 4.15pm	The year ahead – summary and closing remarks Robin Bellis-Jones , Managing Director, BJH Group
4.15pm	Conference Close