



Silver Jubilee International Conference on Services Management - The Best & Next Practices

December 18th & 19th, 2009

Schedule of Day : 1 (18th December, 2009)

- 🕒 09:30 a.m. to 10:45 a.m.
 - Inaugural & Photo Session
 - Welcome Address : Fr. Dr. Casimir Raj, SJ, Conference Chairman
 - Overview : Prof Richard Regis, Conference Organizing Secretary
 - Keynote Address : Dr. Mukesh Kapila, Chief Executive of PHG, Foundation & Special Representative to the Secretary General of the International Federation of Red Cross and Red Crescent Societies
 - Felicitation : Mr. Sundarajan, CMD Indian Bank
 - Presidential Address: Dr. G. Viswanathan, Chancellor, VIT University
 - Vote of Thanks : Dr. K. T. Rangamani, Associate Director, VITBS
- 🕒 10:45 a.m. to 11:00 a.m.
 - Tea Break
- 🕒 11:00 a.m. to 01:00 p.m.
 - Invited Talks & Panel: 1
 - Theme : How to Generate a Service Culture?
 - Mr. Mahalingam, MD Shakthi Group
 - Mr. Atanu Ghosh (Professor IIM -A)
 - Dr. Bhaktavatsalam, MD KG Group, Coimbatore
 - Dr. Mithileshwar Jha, Professor IIM B
 - Mr. Bibek Banerjee (Professor IIM -A)
 - Dr. Chandy, ex-Director, CMC-H
- 🕒 01:00 p.m. to 02:00 p.m.
 - Lunch
- 🕒 02:00 p.m. to 04:00 p.m.
 - Invited Talks & Panel: 2
 - Theme : How to Fund Investments in a High Rate of Technology Obsolescence World?
 - Mr. S.K. Venkataraman, CFO of Apollo Hospitals
 - Mr. A. Amarnath, CEO, Bharti Axa
 - Mr. R. Venkataramanan, G.M., Indian Bank, Head Office, Chennai
 - Mr. Joffi Thomas, Professor, IIM-K
- 🕒 04:00 p.m. to 04:30 p.m.
 - Tea Break
- 🕒 04:30 p.m. to 06:30 p.m.
 - Paper Presentations (3 Concurrent Sessions)
- 🕒 06:30 p.m. to 08:00 p.m.
 - Cultural Programme
- 🕒 08:00 p.m.
 - Dinner



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Schedule of Day : 2 (19th December, 2009)

🏠 09:00 a.m. to 09:30 a.m. :

- Keynote address by Dr. J. Vinanchiarachi, Special Advisor to Secretary General, UNIDO, Vienna

🏠 09:30 a.m. to 11:00 a.m.

- **Invited Talks & Panel: 3**
- Theme : How to Manage Talent?
 - Mr. M. P. Saravanan, HR Head, TCS
 - Mr. Sriram Rajagopalan, AVP, CTS
 - Mr. P.S. Rao, Dean, Welinghar (Mumbai)
 - Dr. V. Venkata Ramana, University of Hyderabad
 - Dr. Ramalingam, MD Kidney Care Centre, Coimbatore

🏠 11:00 a.m. to 11:15 a.m.

- Tea Break

🏠 11:15 a.m. to 01:00 p.m.

- **Invited Talks & Panel: 4**
- Theme : How Best to Market Services?
 - Mr. Vivek Anand, MD, Fitness One
 - Mr. Diwakar Kamath, IBM
 - Prof. R. Nargundkar, IMT, Nagpur
 - Dr.S.R. Singhvi, Professor, IMT, Ghazhiabad

🏠 01:00 p.m. to 02:00 p.m.

- Lunch

🏠 02:00 p.m. to 04:00 p.m.

- **Invited Talks & Panel: 5**
- Theme : Next Practices in Services?
 - Dr. G. Viswanathan, Chancellor , VIT University
 - Fr. Dr. N. Casimir Raj, Advisor, VITBS
 - Mr. Chetan Srivastava, Professor, University of Hyderabad

🏠 04:00 p.m. to 05:00 p.m.

- **Valedictory Session**
 - **Welcome Address :** Prof. C. M. Ramesh, Director, VITBS
 - **Valedictory Address :** Mr. Ramesh Viswanathan, ED, CavinKare
 - **Vote of Thanks :** Prof. Richard Regis, OS of the Conference

🏠 05:00 p.m.

- Tea & Disperse