

## Service Excellence Conference – Thursday 7 April 2016

### Morning Sessions

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**08.45**      **Registration-** tea & coffee on arrival

**09.15**      **Welcome**  
Rachel Clarke and Susanne Clarke

**The Excellence Adventure begins!**  
**Feedback and Impact**  
Susanne Clarke, Head of Service Excellence

**09.30**      **Paul McGee – Absolutely MAD for Service Excellence**  
Paul McGee also known as SUMO guy is one of the UK's leading speakers on change, workplace relationships & motivation. A fast-paced & fun master-class in Service Excellence.

**10.30**      **Coffee break**

**11.00**      **The BU Excellence Adventure featuring...**

**Insights into excellence**  
BU's Dr Jeff Bray, Waitrose Fellow talks to Nat Hobby in the studio.

**Interviews with excellence champions**  
Barry Squires gets his skates on to find out what makes our BU excellence champions tick!

**Professor John Vinney, Vice-Chancellor**  
The Vice-Chancellor joins us from the studio to sum-up his take on service excellence at BU

**Excellence - BU and Beyond**  
Our roving reporter visits two local companies who work with BU to find out how they are embedding service excellence in everything they do.

**11.35**      **Excellence roundup**  
Susanne Clarke, Head of Service Excellence and Rachel Clarke, Knowledge Exchange Advisor.

**12.00**      **BBC Spark**  
Dolly Gulliford & Gemma Tomkinson , The BBC  
Spark brings resources, skills and ideas to help other parts of the BBC think differently about the way they work and change it for the better. Spark projects lead quickly to changes which have tangible results - making a real difference for audiences.

**12:40**      **Nat's Chats**  
Nat Hobby chats to Matthew from NatWest and Aaron from National Air Traffic Services (NATS)

**13.00**      **Lunch - a picnic style break in the Atrium –**  
Showcasing excellence from the hospitality sector. Visit the stall holders – sample their goods, find out about their commitment to excellence and how they are linked to BU.

## Afternoon sessions

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### 14.00 **Gallery of Excellence & Afternoon Workshops**

Split your time between our workshops and Gallery. Each workshop session will run twice at 14.00 and 14.45, first come first served basis. Our Gallery of Excellence is open all afternoon.

#### **Gallery of Excellence – Open from 14.00 until 15.45 visit any time!**

Service Excellence is being embraced across the BU - come and see how.

- **Centre for Excellence in Learning** – Fun with technology, Oculus Rift and more in PG30A.
- **Feedback to Fabulous** – Service Excellence ideas from across BU (K103)
- **Festival of Learning** activities (K103 and foyer KH)

#### **Afternoon workshops**

*(each session will run twice at 14.00 and 14.45, first come first served basis)*

You will be able to **attend two of the workshops below**, and still have time to visit the Gallery before we return to KG01 at 15.45. Or you can choose to attend one workshop and spend more time in the Gallery.

- **Paul McGee - How to handle - not strangle - those you live and work with** (Marconi LT – next to KG01)  
This workshop is for those of you want to find out more about ways to manage, maintain, grow and move on, in your key relationships with others and yourself.
- **John Hogg – Evidencing the impact of our service excellence process improvements** (KG03)  
During this workshop, John Hogg from the University of Strathclyde will share the innovative improvement processes which led to the publication of the nationally regarded - 'A guide to evidencing the benefits of business process improvement in Higher Education' and how this approach is relevant to the service excellence programme.
- **Impact in action: making a difference through Research** – introduced by Professor John Fletcher (K101)  
Hear from some of our academics and learn how BU's research is shaping the world around us. From health to sport to technology, BU is using its expertise and working with partners across many sectors to make a difference and respond to the issues facing us as a society.

### 15.45 **SUBU**

Ellie Mayo-Ward, SU VP Education - the voice of our students.

### 16.00 **Conference Close**

Jim Andrews, Chief Operating Officer and Susanne Clarke, Head of Service Excellence

### 16.10 **One Team**

Chartwells and BU

### 16.30 **Conference ends**