



Business Process Industry
Association of India



Confederation of Indian Industry

KNOWLEDGE MANAGEMENT IN THE BPO SPACE: OPPORTUNITIES & CHALLENGES

24 SEPTEMBER 2008 ; CII : 249, SECTOR 18, UDYOG VIHAR, PHASE IV, GURGAON

PROGRAMME

0900 Hrs Registration

OPENING SESSION

1000 Hrs	Welcome Address and Opening Remarks	Mr Sam Chopra President Business Process Industry Association of India & Founder and Promoter PKCL Group
1005 Hrs	The Strategic Imperative of Managing knowledge	Mr Tarun Satiya Associate Director, Business Advisory Services Ernst & Young Private Limited
1025 Hrs	Address by Guest of Honour	Mr Francis Narayan Chairman, Fiji Islands Trade & Investment Bureau (FTIB)
1045 Hrs	Concluding Remarks	Mr Sam Chopra President Business Process Industry Association of India & Founder and Promoter PKCL Group
1050 Hrs 1130 Hrs	} Tea / Coffee Break and Interaction with Fiji Delegation	

SESSION II: CASE STUDIES ON KM IMPLEMENTATION IN INDUSTRIAL SECTORS

1130 Hrs	Opening Remarks by Session Chairman	Mr Ashwin Hoskote Head – Enterprise Quality Group and Knowledge Management Infosys BPO
1135 Hrs	Case Study on KM in Life Sciences Marketing	Mr Subinder Khurana Head – Delivery, Analytics Practice Cognizant
1150 Hrs	Case Study on KM in Healthcare	Mr Anand Subramani Head-Healthcare Payer, Life Insurance and Financial & Acquisition Operations Perot Systems
1205 Hrs	Case Study on KM in BPO	Mr Devender Malhotra Head-Quality & Knowledge Management Wipro BPO
1220 Hrs	Case Study on KM in KPO	Mr. Rajagopal Swaminathan Head – KPO HCL Technologies Ltd.- BPO Services
1235 Hrs	Open house discussion	
1255 Hrs	Concluding Remarks by Session Chairman	Mr Rakesh Sharma Vice President, BPIAI & Executive Vice President – Infrastructure Services Quattro BPO Solutions Private Limited
1300 Hrs 1400 Hrs	} Lunch	

SESSION III: INNOVATION AND KNOWLEDGE MANAGEMENT

1400 Hrs	Opening Remarks by Session Chairman	Mr Deepak Wadhawan Senior Advisor K P M G
1405 Hrs	Challenges of KM in the BPO Sector	Mr Ashwin Hoskote Head – Enterprise Quality Group and Knowledge Management Infosys BPO
1420 Hrs	Rich Media Knowledge Capture, Archiving & <i>Delivery</i> solutions for the BPO industry	Mr Gokul Tandan Managing Director Virtual Soft Systems Limited
1435 Hrs	Applying Systematic Knowledge to Innovate	Mr Siva Sai Kolluru Managing Director AskOnline Technologies
1450 Hrs	KM led Innovation in BPO	Mr B M Rangan Vice President - Quality Quattro BPO Solutions Private Limited
1505 Hrs	Open house discussion	
1525 Hrs	Concluding Remarks by Session Chairman	Mr Deepak Wadhawan
1530 Hrs	} Tea / Coffee Break	
1600 Hrs		
1630 Hrs	End of the Seminar	