

Business Transformation for Customer Centricity

7 November 2017 | HKCEC

Special Offer to HKGCC

Price : HK\$1,590

Group Ticket : HK\$1,032*

(a group of 3 or above)

*Please contact GS1Hong Kong for details.

Promotion Code: **GS1HKSUMMITHKGCC**



Dr Kelvin LEUNG
Vice Chairman, **GS1 HK/**
CEO, **DHL Global**
Forwarding Asia Pacific



Mr Winston CHENG
President of International
JD.com



Mr. Joshua XIANG
EVP of R&D, **Suning**
Commerce Group



Mr Simon WONG, BBS, JP
Group Chairman
Kamperry Group



Mr Cyril DROUIN
Chief eCommerce Officer, GC
Publicis Commerce



Mr Derek NG
CEO, **Pricerite**



Mr Jason STEVENS
VP of Fulfillment
DHL eCommerce



Mr Anson BAILEY
Head of Consumer Markets
KPMG

A unique platform for more than 500 C-level executives and directors, industry pioneers and influencers from Hong Kong and Asia Pacific to share the latest omni-channel commerce trends and strategies, to inspire ideas on transforming into a digital-first, customer-centric organisation with fully integrated omni-channels.

Keynote

- Omni Business Ushers in the Fourth Retail Revolution

Highlights

- CEO Panel
- Onsite Interactive Survey Finding
- Marketplace

Plenary Sessions

- New Innovative Supply Chain Era – Digital Commerce Fulfillment
- Omni Business – Consumer Engagement
- Talent Excellence



Afternoon Tracks

- Serving Consumer in New Millennium (starts up)
- Innovative Technology for Value Creation
- E-Commerce Successful Journey



Morning Session (9:15am - 12:45pm)

Time	Topic
9:15am – 9:25am	Welcome Remarks : - Dr Kelvin LEUNG , Vice Chairman, GS1 HK Board/ CEO, DHL Global Forwarding
9:25am – 9:40am	Opening Remarks by Guest of Honour : - Mr Frank CHAN , Secretary for Transport and Housing, The Government of the Hong Kong Special Administrative Region (under invitation)
Leading Business Transformation Under Innovative and Collaborative New Supply Chain Digital Era	
9:40am – 10:05am	Keynote Session : Omni Business Ushers in the Fourth Retail Revolution - Mr Winston CHENG , President of International, JD.COM
10:05am – 10:45am	Plenary Session (1) Insightful Panel Discussion : Innovative Digital Commerce for Sustaining Seamless Customer Experience - Moderator : Mr Jon STINE , Global General Manager, ISG-RHCG, Intel Corporation - Panelists : Evolving Digital Lifestyle to Disrupt Mobile Consumer - Mr. Joshua XIANG , EVP of R&D, Suning Commerce Group & GM, Suning Research Mastering Digital Retail Experience in New Consumer Economy - Mr Simon WONG , BBS, JP, Group Chairman, Kampery Group Personalisation Reshapes E-Commerce - Mr Cyril DROUIN , Chief eCommerce Officer Greater China, Publicis Commerce
10:45am – 11:05am	Networking Coffee Break & Solution Showcase
11:05am – 11:45am	Plenary Session (2) Insightful Panel Discussion : Transformation to Optimise Omni-channel Fulfillment -Panelists : - Digital Enterprise to Win Total Order Fulfillment - HKTVMall (under invitation) Fuelling the Last Mile Delivery Horizon - Mr Jason STEVENS , VP of Fulfillment, DHL eCommerce Winning the Payment Game, Trading Anytime and Anywhere - Tencent
11:45am – 12:25pm	Plenary Session (3) : Scaling Up Your Business with Growing Talent Excellence - Accenture
12:25pm – 12:40pm	Plenary Session(4) : Holistic E-Commerce Enabler - GS1 Hong Kong
12:40pm – 1:45pm	VIP Networking Luncheon (by invitation only)

Afternoon Session (1:45pm - 5:00pm)

Fulfilling Consumer Demand and Customer Expectation in the New Supply Chain Digital Era			
Time	Track A – Serving Consumer in the New Millennium	Track B – Innovative Technology for Value Creation	Track C – E-Commerce Successful Journey
1:45pm – 1:55pm	GS1 Hong Kong – Introduction	GS1 Hong Kong – Introduction	GS1 Hong Kong – Introduction
1:55pm – 2:45pm	Industry Panel : What's New, What's Next for Consumer Behaviour - Moderator: Mr. Peter WH Mok , Head of Incubation Programme, Hong Kong Science Technology Park - Panelists : Ms. Jennifer Margolin , Co-Founder & CEO, BYDEAU Mr. Victor Ruiz , CEO, Actimirror Mr. Felix Wong , CEO, Cofounder, Acquaintance Enterprises	The Next Phase in Retail Innovation - Mr. Derek NG , CEO, Pricerite Home - Ms Kara Cheung , Chief Supply Chain Officer, Wemeshops	E-Commerce Best Practice (Simultaneous Interpretation will be provided.) - Mr. Terry Chan , Chairman, Hong Kong eCommerce Supply Chain Association (HKeCSC) - Ms. Winnie Wang , Executive Director, Shenzhen Cross-Border E-Commerce Association - eBay/ Holistic (under invitation)
2:45pm – 3:05pm	Total End to End Traceability Optimisation to Win Customer - Mr Jeff LAW , Managing Director, Sun Fat Heung Food Products	OpenText - Industry Case Sharing	E-Marketplace - Industry Case Sharing
3:05pm – 3:25pm	Achiever	Industry Case Sharing	Industry Case Sharing
3:25pm – 3:40pm	Networking Coffee Break & Solution Showcase		
3:40pm – 4:00pm	Plenary Session (5) : Unlocking the Perspective on Transforming Your Business to Achieve Total Customer Centricity CEO & Consumers surveys findings interactive insight sharing - Ms Anna LIN , Chief Executive, GS1 Hong Kong - Mr Anson BAILEY , Head of Consumer Markets, KPMG		
4:00pm – 4:45pm	Closing Session : CEO Panel Discussion - Championing Omni Business Way Forward - Moderator : Mr Anson BAILEY , Head of Consumer Markets, KPMG - Panelists : business leaders to be lined up with insight exchange on omni business tranformation leading to excellence * Dr Kelvin LEUNG , Vice Chairman, GS1 Hong Kong * Mr Winston CHENG , President of International, JD.COM * Mr Joshua XIANG , EVP of R&D, Suning Commerce Group & GM, Suning Research * Mr Simon Wong , BBS, JP, Group Chairman, Kampery Group * Mr Derek NG , CEO, Pricerite		
4:45pm – 5:00pm	Lucky Draw and End of Programme		

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