

Reshaping Business Services

15th June 2021

in partnership with:



Setting the scene

Originally, the **Business Services** value proposition was focused on **cost synergies and resource centralisation**. In recent years, these Services have been reshaping themselves to become more relevant to the business units they serve by **learning a new 'business partnering' mindset**

During the atypical 2020, the need for these competences increased even more: **digital transformation is now mandatory and the Future of Work is a reality.**

This landscape now provides the most-pressing challenges the industry faces: **having the most talented people, delivering the best, quicker and most efficient solutions perfectly tailored to operational needs.**

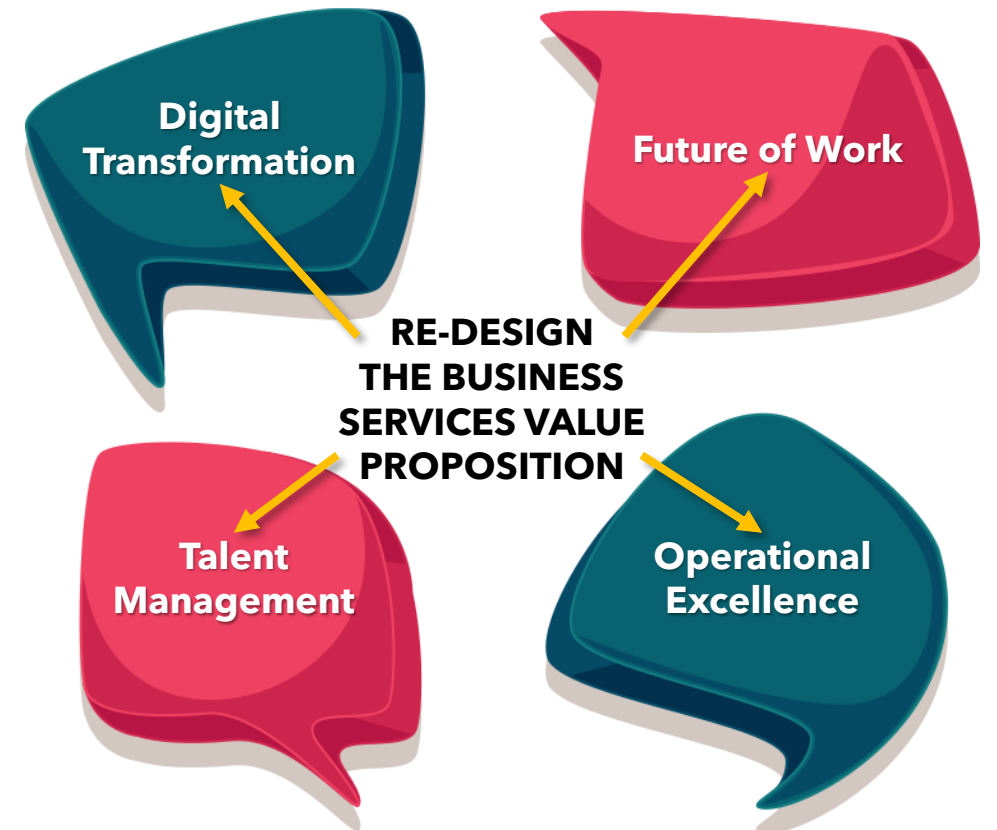


Join The Event

BOOSTING BUSINESS SERVICES...

Join a panel of **industry experts** discussing the **operational and organisational model** that will enable Business Services to **deliver an outstanding Value Proposition** with **insights** and **strategies** on:

- **Work-life balance** and **employee engagement**
- How the future is reshaping the **humanisation of work**
- The impact of **culture** on performance
- **Digital technologies'** effect on operational excellence



Engage With Your Peers

AUDIENCE OVERVIEW

COMPANY PROFILE

- Medium to large-sized
- National and multinational
- Economic diversity (including Logistics, Energy, IT, FMCG, Automotive, Financial Services ...)

SENIORITY

- CxO
- Director
- Head

DEPARTMENT

- Global Business Services
- Corporate Centre
- Shared Services
- Human Resources
- Finance
- IT



Engage With Your Peers

JOIN THIS EVENT TO ...

Gather **tools** and **insights** to **develop the strategic priorities** of your company.



Listen to tangible case studies from **world-class companies**.



Become a **pioneer** on developing a **winning strategy** to create a **business-partnering organisation**.



Agenda



Dr. Olivia Remes

Mental Health Researcher, University of Cambridge



Ana Isabel Sousa

VP People Strategy, Farfetch



Ana Cambra

Head of Nestlé Business Services Lisbon



KEYNOTE SPEAKER ON CORPORATE RESPONSIBILITY TO WORK-LIFE BALANCE

- What is the correlation between **mental health** and **business performance**
- The latest examples of successful **employee wellbeing** programmes
- How companies can optimise **work-life balance** and employee engagement

INNOVATING PEOPLE STRATEGY, BY FARFETCH

Explore the successful and innovative **Farfetch** case study on:

- How to explore **humanisation** in the workplace by understanding how to build better careers and workplaces.
- What are the strategies for engaging and **retaining** talent by going deep into various aspects of the **employee lifecycle**.
- How to overcome the challenges of a **faster-growing industry** while delivering **positive employee experiences**.

DELIVERING WORLD-CLASS SERVICES, BY NESTLÉ

- How to transform a Business Service to act as an **extension of business** and functional teams
- How has **technology** been affecting **Culture** and organisational values
- The impact of **continuous improvement** mindset on **daily operations**

Agenda



Etienne Huret
Managing Director, Natixis



Carlos Guimarães
VP GBS Operations, adidas



Albano Magalhães
General manager, SEG Automotive

PANEL DISCUSSION: CULTURE & TRANSFORMATION JOURNEYS • FUTURE OF WORK • DIGITAL TRANSFORMATION

- How to develop a **continuous improvement** programme to build and sustain the learning **culture**.
- How to improve **productivity** and performance through employee **engagement**.
- Share **insights** to help support and improve the culture in the workplace.
- How are emerging **technologies** transforming the nature of human work and the set of skills that enable humans to thrive in the digital economy.
- How can companies shape and catalyze technological innovation to complement and **augment human potential**.
- How to develop and successfully implement a **digital transformation programme**.
- What strategies are companies using to improve the team **competencies** to create a truly **digital culture**.

Kaizen Institute - Who We Are

Kaizen Institute is a **multinational company** that provides **consulting services and training solutions** to companies and public institutions in more than 35 countries.

We challenge the **leaders** of organisations from different sectors of the economy to **improve their business performance** and **profitability**.

We help **organisations change for the better** with a holistic and **structured approach**.

It is a journey of **evolution** from current paradigms to the **new operational, management** and **technology paradigms**.

Reshaping Business Services

**WE WORK WITH OUR CUSTOMERS TO
IMPROVE THEIR ENTIRE ORGANISATION**

Strategy

***Production &
Supply Chains***

***Operations
& Services***

***Innovation &
Development***

***Marketing
& Sales***

***Agile
Organisation***

Reshaping Business Services



in partnership with:

