



European Association of
Research and Technology
Organisations



European Federation of
National Associations of
Measurement, Testing
and Analytical Laboratories

Excellence in management in R&D and testing organisations

*International Conference
March 20-21 2003*

In co-operation with and sponsored by
**Netherlands Organisation
for Applied Scientific Research (TNO)**



**Conference Centre Hotel Bel Air
The Hague, Netherlands**

The conference will bring together knowledgeable speakers from the participating organisations, industry and government. In the field of quality management, emphasis will be placed on practical solutions, best practices and experiences. Various aspects of the innovation challenge for Europe will be highlighted. Opportunity will be given for discussions and sharing of experiences.

An attractive partner programme will be organised.

FINAL PROGRAMME

Thursday, 20 March

Tools and approaches for excellence

09.00 HRS Opening session

- Welcome address by Jan Dekker, *President TNO*
- Opening of the conference by Wim Deetman, *Mayor of the Hague*
- Organisational remarks by Erik van Erp Taalman Kip, *President EUROLAB Nederland*

Keynote lectures:

- **How can innovative organisations organise innovation?**
Frans Stevens, *Former Director Netherlands Institute for Quality Management INK*
- **Driving excellence in Philips Research for the business**
Rick Harwig, *Executive Vice-President Philips Research*

10.30 HRS Coffee break

11.00 HRS Parallel sessions

QUALITY MANAGEMENT

- **Project management**
Günter Koch, *General Manager ARC Seibersdorf, Austria*
- **Management for excellence in qualified services and applied research**
Hans Andersson, *Deputy Director SP, Sweden*
- **Integrated management of a large multidisciplinary, applied R&D organisation**
Jarl Forstén, *Deputy Director General VTT, Finland*

KNOWLEDGE MANAGEMENT

- **Management of internal and external knowledge**
Javier Ruiz, *Director LABEIN, Spain*
- **Knowledge to business**
Bodo Winkler, *Director Siemens Medical Solutions, Germany*
- **Management of knowledge of large R&D organisations**
Adrian Mears, *Director QinetiQ, United Kingdom*

12.30 HRS Lunch break

13.30 HRS Parallel sessions**CONFIDENCE BUILDING**

- **Confidence building and reference materials**

Alejandro Herrero Molina, *Director JRC-IRMM European Commission, Belgium*

- **Key factors in confidence building**

Roland Stalder, *Director Nestlé, France*

- **Conformity assessment, operators and trade facilitation**

Bent Larsen, *Director FORCE- Dantest CERT, Denmark*

HUMAN RESOURCES

- **Leadership in the context of a science-based service company**

Richard Worswick, *Chief Executive LGC, United Kingdom*

- **Development of competence**

Mrs. Janne Randen, Mrs. Ingeborg Lund, *Manager Human Resources SINTEF, Norway*

- **Teamwork; international inspection teams for the Prohibition of Chemical Weapons**

Representative of the OPCW, The Netherlands

15.00 HRS Tea break**15.30 HRS** Parallel sessions (until 17.00 hrs)**MANAGEMENT OF CUSTOMER RELATIONS**

- **Collecting feedback customers**

Carlos Morais, *President INETI, Portugal*

- **Key account management**

Miel Margherita, *Member TNO Board of Management, The Netherlands*

- **Improving customer relations**

Bernd Siegemund, *General Manager BAD, Germany*

MANAGEMENT OF NEW TECHNOLOGIES

- **Managing an R&D project in a business-oriented testing organisation**

Jean-Marc Aublant, *R&D co-ordinator at LNE (Laboratoire National d'Essais), France*

- **Initiate and stop R&D activities**

Louis Schlapbach, *CEO EMPA, Switzerland*

- **Disseminating new technologies to SMEs**

John Hill, *Director Pera, United Kingdom*

18.00 HRS Welcome reception**19.00 HRS** Conference dinner**22.00 HRS** End first day

Friday, 21 March

Meeting the innovation challenge

09.00 HRS **Welcome and opening plenary session**
by Horst Czichos, *President EUROLAB* and Jan Dekker, *President EARTO*

I - KEYNOTE ADDRESSES

09.15 HRS **Speech**
The Minister of Economic Affairs of The Netherlands

09.35 HRS **Speech**
Heinz Zourek, *European Commission, Deputy Director General, DG Enterprise*

II - THE INNOVATION CHALLENGE IN EUROPE

Chaired by: To be announced

10.00 HRS **An industrial view**
Hans de Wit, *President European Industrial Research Management Association (EIRMA), The Netherlands*

10.20 HRS **A European view**
Joan Majo, *former advisor European Commission, Spain*

10.40 HRS **A view from an EU candidate country**
Milos Komac, *State Undersecretary Ministry of Science and Technology, Slovenia*

11.00 HRS **Coffee break**

III - RTO/TESTING ORGANISATIONS' CONTRIBUTIONS TO INNOVATION CASE-STUDIES

PART ONE, chaired by: Horst Czichos, *President EUROLAB*

11.30 HRS

FIRST CASE

Highly Efficient Solar Absorber

Davorin Pavic, *Director Interpane Solar, Germany*

11.50 HRS

SECOND CASE

ASML: technology leadership through international partnering with high capable competence centres, a model enabling a lean research infrastructure

Martin van der Brink, *Vice President ASML, The Netherlands*

12.10 HRS

THIRD CASE

A Canadian view

Serge Guerin, *President Centre de Recherche Industrielle du Québec (CRIQ), Canada*

12.30 HRS

Lunch break

PART TWO, chaired by: Jan Dekker, *President EARTO*

13.30 HRS

FOURTH CASE

Friction Stir Welding

Bob John, *Director The Welding Institute (TWI), United Kingdom*

13.50 HRS

FIFTH CASE

Collective Research Project: CHROMATEX

Jean-Jacques Vollmer, *Director Fédération des Industries des Equipements pour Véhicules (FIEV), France*

14.10 HRS

SIXTH CASE

Innovation and Food Safety

Elisabeth Borch, *Manager Swedish Institute for Food and Biotechnology, Sweden*

14.30 HRS

Wrap-up

Dirk-Meints Polter, *Member of the Board of the Fraunhofer Gesellschaft, Germany*

14.45 HRS

A few words in conclusion of the EARTO/EUROLAB Conference
by President EARTO and President EUROLAB

15.00 HRS

Closure

GENERAL INFORMATION

For further information please contact

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Conference fee

- (registration before February 15th): EUROLAB members: € 350,-
(registration after February 15th): EUROLAB members: € 450,-
For EARTO members there will be a separate arrangement.
- Non members: € 450,- / € 550,-
- Partner programme: € 100,- (in total, first and second day)
The conference fee includes the evening reception at Wednesday 19th and the conference dinner at Thursday 20th.

Please register as soon as possible. The number of participants is limited. Registrations will be accepted in sequence of receipt. Final acceptance takes place after receiving your payment.

Bank Account: Postbank NV,
Financial Plaza, Postbus 1800, 1000 BV Amsterdam, Netherlands.
IBAN nr. NL91PSTB0004281717 (swiftcode: PSTBNL21)
from FeNeLab, Postbus 64,
2260 AB Leidschendam, Netherlands.
*(Please refer to EARTO/EUROLAB Conference, March, 20th and 21st, 2003).
All bank charges must be borne by the delegate.*

Hotel accomodation Golden Tulip Bel Air

Please note, that all hotel reservations must be done directly by the participant with the hotel. Rooms are arranged at a special rate of € 140,- and will be reserved until end of January (see Reservation Form). Any other hotel reservation can be made by www.bookings.nl

The conference is also sponsored by:

Alcontrol Laboratories

and

Tauw Laboratories B.V.



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