

9th China



SHARED SERVICES &  
OUTSOURCING WEEK



中国上海 . CHINA, SHANGHAI

23 – 24 March 2021

### **Accelerating Digitisation and Business Transformation to Strengthen SSCs in China**

The global COVID-19 pandemic has made organisations in China realise the true benefit of digitisation and remote solutions. Business leaders in China are increasingly exploring different electronic tools and technology to enhance business efficiency, service delivery and more. This is also encouraged by the Chinese Government, who has made e-invoicing a priority for all companies in 2020.

After going through a “virtual-only” reality, companies recognise the need to re-evaluate existing business models and adopt digital technologies to streamline processes and become more efficient.

Returning to Shanghai in 2021, the 9th China Shared Services & Outsourcing Week will explore how SSCs can strive ahead and emerge stronger through digital acceleration, people and process transformation.

**Confirmed Speakers:**

1. **Tony Liu**, Director, HR Shared Services Centre, **Samsung Electronics**
2. **Abby Zhao**, Cargill Business Services Global Project Management Office Lead/Nanjing Center Lead, **Cargill Business Services Nanjing**
3. **Andy Wang 王前**, Regional Leader, **Cummins Business Services Northeast Asia**
4. **Neal Yang**, China, Australia, New Zealand MyP&O (HR SSC) Director, **MARS**
5. **Jenny Zhang**, Partner Resource Director, **Starbucks**
6. **Liu Chang**, Group Director of COE Total Rewards & Performance & HRSSC & HRIS, **JULIVE**
7. **Liu Xiao Hang**, GM Dalian Business Center & Finance Director GBS, **Marelli**
8. **Roy Zhao**, Business Manager, Shared Services, China, **HSBC**
9. **Young Qu**, APACVP of Centre of Expertise, **RS Components**
10. **Dennis Liu**, Head, **Philips GBS SuZhou**
11. **Selina Gao**, Head of SSC, **Vistra**
12. **Yuqi Zhan**, Director of GBS, **Pandora**
13. **Shawn Wang**, Head of Data Labs, **China – Aviation Industry**
14. **Lan Luo**, CSO & Special Assistant to CEO, **Xforceplus**
15. **Laurence He**, Director, Global Business Development, China & Taiwan Market, **TMF Group**
16. **Wandy Chan**, Managing Director, HR & Payroll Services, China & Taiwan Market, **TMF Group**

Conference Day One – Tuesday, 23 March 2021	
08:00	Morning Refreshments & Registration
09:00	Chairperson Opening <b>Lan Luo</b> , CSO & Special Assistant to CEO, <b>Xforceplus</b>
Future-Proofing SSCs in China	
09:20	<b>Opening Keynote</b> <b>Envisioning the Future of Shared Services in China Towards a Digital GBS</b> <ul style="list-style-type: none"> <li>Building key areas of growth in higher value-added activities</li> <li>Identifying digital enablers that can scale across different sectors - digital infrastructure, digital talent, digital ecosystems and digital security</li> <li>Knowing the degree of digitalisation and the intensity of the process to reap true benefit of a digital organisation</li> </ul> <b>Dennis Liu</b> , Head, <b>Philips GBS Suzhou Hub</b>
10:00	<b>Prioritising and Fast-Tracking Your SSO Transformation in The New Normal</b> <ul style="list-style-type: none"> <li>Revisiting the purpose and value of Shared Services in businesses</li> <li>Evaluating areas of transformation and fast-tracking investment priorities for SSOs</li> <li>Addressing foreseeable challenges and potential solutions to help businesses navigate through this transformative phase</li> </ul> <b>Andy Wang</b> , Regional Leader, <b>Cummins Business Services Northeast Asia</b>
10:40	Morning Tea & Networking Break
Designing a Sustainable Hybrid Working Model	
11:10	<b>Strategising your Journey Towards Recovery and Emerging Stronger from the Pandemic</b> <ul style="list-style-type: none"> <li>Navigating leadership challenges in the flexible and work-from-home era</li> <li>Understanding how the new normal impacts SSO operations</li> <li>Enabling a hybrid workforce to drive agility, continuity and mobility</li> </ul> <b>Tony Liu</b> , Director, HR Shared Services Centre, <b>Samsung Electronics</b>
11:40	<b>Designing a Sustainable and Flexible Working Model with Digital Tools</b> <ul style="list-style-type: none"> <li>Segmenting job nature by process driven and paper dependent for the right office to work-from-home ratio</li> <li>Creating a formal structure for the SSC and operationalise flex working model</li> <li>Analysing business calendar pattern and implementing seat management tool to support a flexible workforce</li> </ul> <b>Abby Zhao</b> , Cargill Business Services Global Project Management Office Lead/Nanjing Center Lead, <b>Cargill Business Services Nanjing</b>
12:10	Networking Lunch

Interactive Discussion Group (IDG): 2 Rotations @ 50 Minutes Each			
	Technology	Process	Experience
13:10	<b>Reserved for TMF Group</b>  <b>Turning Payroll Process into A Value Generating Asset</b>  <b>Laurence He</b> , Director, Global Business Development, China & Taiwan Market, <b>TMF Group</b>	<b>Successful Planning &amp; Launching of Non-Traditional Services Though Process Reengineering</b>  <b>Yuqi Zhan</b> , Director of GBS, <b>Pandora</b>	<b>Planning to Implementing – Employee Experience</b>  <b>Tony Liu</b> , Director, HR Shared Services Centre, <b>Samsung Electronics</b>
People Transformation			
14:50	Afternoon Tea & Networking Break		
15:20	<b>Strategising Talent Management to Support Next Generation Digital SSCs</b> <ul style="list-style-type: none"> <li>Upskilling and retooling your workforce through job rotation, upskilling and capability building</li> <li>Talent management for retention and incubation for Gen Z new-age workforce</li> <li>Supporting a digital workforce and embracing the new employee experience</li> </ul> <b>Neal Yang</b> , China, Australia, New Zealand MyP&O (HR SSC) Director, <b>MARS</b>		
15:50	<b>Commercialising Talent Management to Create Measurable Value to HRSSCs</b> <ul style="list-style-type: none"> <li>Developing appropriate and unique KPIs with stakeholders based on department goals</li> <li>Creating KPIs that is value and goal-based using data-driven metrics and allocating efforts to organisation's profitability</li> <li>Moving towards a sustainable digital HR function in the new normal</li> </ul> <b>Jenny Zhang</b> , Partner Resource Director, <b>Starbucks</b>		
16:20	<b>Chairperson Closing Address &amp; End of Conference Day One</b>		

Conference Day Two – Wednesday, 24 March 2021	
08:00	Morning Refreshments & Registration
09:00	Opening Remarks from Chairperson <b>Tony Liu</b> , Director, HR Shared Services Centre, <b>Samsung Electronics</b>
Building a Digital SSC	
09:10	<b>Future-Proofing Business Processes in a New Pandemic-Informed World</b> <ul style="list-style-type: none"> <li>Upgrading ERP and ensuring a seamless integration with process automation tools</li> <li>Condensing workflow and achieving backend process standardisation</li> <li>Considering IT solution providers to ensure a robust system to support and sustain business process transformation</li> </ul> <b>Liu Xiao Hang</b> , GM Dalian Business Center & Finance Director GBS, <b>Marelli</b>
09:50	<b>Panel Discussion</b> <b>Enabling Digital Acceleration Through New Age Technology, Process Reengineering and Change Management</b> <ul style="list-style-type: none"> <li>Aligning strategic goals and resources to achieve digitisation</li> <li>Identifying the necessary steps to create the “right” corporate culture and manage change</li> <li>Mitigating risk when integrating legacy and new technology along with change-related process problems</li> </ul> <b>Moderator:</b> <b>Tony Liu</b> , Director, HR Shared Services Centre, <b>Samsung Electronics</b> <b>Panelists:</b> <b>Wandy Chan</b> , Managing Director, HR & Payroll Services, China & Taiwan Market, <b>TMF Group</b> <b>Young Qu</b> , APAC VP of Centre of Expertise, <b>RS Components</b> <b>Roy Zhao</b> , Business Manager, Shared Services, China, <b>HSBC</b>
10:40	Morning Tea & Networking Break
11:20	<b>Operationalising a Non-Traditional, Cross-Functional SSC to Support Finance, Operations, KYC, Compliance and Customer Services</b> <ul style="list-style-type: none"> <li>Operationalising SSC in 12 months reaching 100 employees</li> <li>Exploring how automation tools can help with enabling SSC operate at maximum efficiency</li> <li>Learnings from cross-functional collaboration to achieve end-to-end process automation</li> </ul> <b>Selina Gao</b> , Head of SSC, <b>Vistra</b>
12:00	<b>Exploring Resource Management for Your Shared Services Center in the digital-Era</b> <ul style="list-style-type: none"> <li>Gaining insight into how to manage your human &amp; financial resources</li> <li>Maximising your resources to enable your SSC to reduce risk during transformation</li> <li>Enabling agility in your resource allocation to adapt to the volatile global environment</li> </ul>
12:40	Lunch & Networking Break

13:40	<b>Designing Compensation and Benefits Administration Interaction: From COE Strategies to SSC Execution</b> <ul style="list-style-type: none"> <li>Ensuring successful implementation of company's HR policy – Plan to Execute</li> <li>Leveraging human resource data as an enablement to organisation goals</li> <li>Using human resource data to illustrate the importance of HRSSC in overall enterprise strategy</li> </ul> <b>Chang Liu</b> , Group Director of COE Total Rewards & Performance & HRSSC & HRIS, <b>JULIVE</b>
14:40	<b>Saving Time, Cost and Achieving Geographic Freedom by Full Swinging Towards Cloud "Everything"</b> <ul style="list-style-type: none"> <li>Addressing the concern of IT Security in implementing cloud technology</li> <li>Managing migration project timeline and cost from desktop to cloud</li> <li>Identifying software &amp; tools needed to integrate different departments onto Cloud</li> </ul> <b>Shawn Wang</b> , Head of Data Labs, <b>China – Aviation Industry</b>
15:20	<b>Chairperson's Closing Summary &amp; Networking Tea Break</b>
16:00	<b>End of Conference</b>