

BIC Column June 2014

Do you know that you probably qualify for the 50% discount to attend the Australasia Bus and Coach Expo and Conference? All bus and coach operators who are members of BIC or a State Association, Government representatives, tourism organisations and passenger transport associations are eligible.

\$800 plus GST for the full Conference and all social functions from Sunday to Wednesday is great value and just as importantly a benefit to your business, your job and personal development.

The Australasia Bus and Coach Expo will be held on the Gold Coast from Sunday 28 September to Wednesday October 1, we expect more than 700 delegates at the industry event of the year. This year's conference is about *Driving Excellence*, this means promoting excellence in the industry and excellence within your business.

The Conference is based around three core sessions, which the BIC has developed in partnership with the Australian Chamber of Commerce and Industry, Federal Department of Employment and Pitcher Partners. These sessions are part of a package called *Driving the Performance of Your Business* and developed as part of the Productivity Leadership Program the BIC is undertaking. These sessions are the core upon which the complete Conference program is built:

Driving the Performance of your Business – What is Your Strategy?

This session will look at:

- How to develop your strategy, taking into consideration your services – contracted, charter or a mix.
- How to ensure the elements of your organisation align with your strategic objectives, to enable high performance.

Driving the Performance of Your Business – Measuring Performance

- The difference between a KPI and a KRI.
- How to determine the appropriate indicators to monitor and assess the performance of your business.
- How to identify the Critical Success Factors ('CSFs') that are needed to successfully deliver on the strategy of your business.

Driving the Performance of Your Business – Contemporary Scheduling

- How to deliver solutions that achieve high levels of efficiency without compromising service quality.
- Optimised timetabling to meet service or punctuality standards.
- Moving beyond the basics - using available technologies to improve your operational planning.
- Using scheduling information to support KPI management.

The Conference will feature great social events, networking opportunities and for the first time an impressive vehicle, product and services exhibition at this year's Expo. BUT if you are determined for your business to succeed in the challenging times ahead you need to be part of these sessions. More details about the Productivity Leadership Program and the work BIC is undertaking are available at <http://ozebus.com.au/information-for-moving-people/productivity-growth-passenger-transport>.

The full program and information about registration, accommodation, events and much more for delegates is also available at www.ozebus.com.au/delegates. So visit the page and register today. Accommodation at Jupiters Gold Coast is filling fast so get in early and book your stay as well.

Information for businesses that want to display at the Australasia Bus and Coach Expo is now available at Expo Web Central www.ozebus.com.au/expo, the one stop shop for exhibitors.

I look forward to seeing you at the Gold Coast.