

# BUSINESS PROCESS MANAGEMENT

15<sup>TH</sup> – 16<sup>TH</sup> OCTOBER 2025

JW MARRIOTT HOTEL KUALA LUMPUR, MALAYSIA



## EVENT OVERVIEW

Across ASEAN, organizations are turning to Business Process Management (BPM) tools like RPA, digital workflows, and optimization platforms to streamline operations, reduce costs, and stay competitive. Global success stories highlight the transformative impact of BPM. For instance, AT&T automated 45 core processes and achieved \$40 million in annual savings, while Procter & Gamble employs AI and automation to model inventory levels across product changes, saving an estimated \$60 million each year.

Beyond cost savings, BPM delivers broad operational and strategic value. Industry research indicates that organizations implementing BPM see an average 35% reduction in process costs, 40% faster execution times, and 60% fewer operational errors. These improvements not only drive internal efficiency but also enable employees to focus on higher-value activities, accelerating innovation and enhancing customer experiences. Siam Commercial Bank (SCB) of Thailand used RPA to process over 3 million transactions, reclaiming more than 100,000 hours of staff productivity and significantly improving service delivery. In many cases, BPM adoption has also led to a 22% increase in revenue and a 30% reduction in time-to-market for new products and services—clear evidence that BPM is a strategic lever for growth.

Join us at the **Business Process Management** by **Trueventus** to discover essential strategies for integrating BPM into daily operations. Gain insights from case studies, hear from esteemed speakers, and connect with global experts to expand your professional network. Don't miss this opportunity to stay ahead of the curve and drive innovation within your organization.

## WHY YOU CANNOT MISS THIS EVENT

- Gaining insights on governance models for enforcing enterprise-wide process consistency
- Grasping simulation techniques to predict process bottlenecks before go-live
- Accelerating model validation and optimization with BPMN + simulation tools
- Enhancing BPM and audit readiness with traceability, versioning, and digital sign-off
- Unlocking data integrity in BPM while syncing workflows across distributed systems

## WHO SHOULD ATTEND?

### Senior Level Executives, Managers, Head of Departments (HoDs) of:

- Operations
- Business Transformation
- Digital Transformation
- Human Resources
- Customer Experience (CX)
- Technology & IT Infrastructure
- Automation & AI
- Strategy & Enterprise Architecture
- Data Analytics & Intelligence
- Internal Audit
- Compliance, Regulatory & Risk Management
- Finance

### From the following sectors:

- Banking
- Financial Services
- Investment Banking
- Insurance & Takaful Providers
- Asset & Wealth Management Firms
- Fintech and Reg-Tech Companies
- Government and Regulatory Bodies
- Technology Solution Providers
- Business Consulting and Advisory
- Shared Services
- Outsourcing Companies

### This conference is also applicable to the below:

- C-Suite Officers
- Presidents & Vice Presidents
- Director & Managing Directors
- General Managers

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## EVENT PARTNER



ABPMP<sup>®</sup> is a global non-profit professional association dedicated to the field of Business Process Management and is dedicated to maintaining the global standard for BPM practices and certification. Through a global network, ABPMP connects over 17,000+ individuals representing more than 750 corporations and 56 chapters worldwide.

<https://www.abmp.org/>

FOR FURTHER DETAILS, CONTACT  
**HANA**

☎ : +60327750052 ✉ : [farhana@trueventus.com](mailto:farhana@trueventus.com)

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## FEATURING PRESENTATIONS AND CASE STUDIES BY DISTINGUISHED SPEAKERS



**Mohd Hanapi Bisri**  
Head of Group ICT  
**Petra Energy Berhad**  
Malaysia



**Darryl Ma**  
Head of Digital Automation  
**CelcomDigi**  
Malaysia



**Ernest Lin**  
Head of Continuous Assurance  
(Audit Analytics & Automation)  
**Maxis**  
Malaysia



**Jan Mandrup Olesen**  
Global Head of Digital Business Solutions (VP)  
**Indorama Ventures PCL**  
Thailand



**Adrian Apthorp**  
Vice President Business Architecture and  
Portfolio Management  
**DHL Express**  
Singapore



**Jayanandhan Vasudevan**  
Senior Director Supply Chain Management  
**DKSH**  
Malaysia



**Yoong How Teoh**  
Head of Digital  
**Malakoff Corporation Berhad**  
Malaysia



**Dr. Peter Leong**  
Founding Member  
**Malaysia CIO Network**  
Malaysia



**Ts. Johnwee L**  
Head, Technical Project Delivery  
**Petronas**  
Malaysia



**Alain Boey**  
Chief Transformation Officer  
**Media Prima Berhad**  
Malaysia



**Chitra Malhotra**  
Associate Director, Business Architecture -  
Wholesale Credit & Lending  
**HSBC**  
Hong Kong



**Maulidin Pamur Dhani**  
Enabler  
**Telkomsel**  
Indonesia



**Kush Taneja**  
Executive Director - Head Change Delivery Centre  
of Excellence  
**Standard Chartered Bank**  
Malaysia



**Dr. Esther Loo**  
Chief Digital & Transformation Officer  
**Evolution Commerce Sdn. Bhd.**  
Malaysia



**Bindu Subhadramma**  
Vice President - IT Strategy, Transformation and  
Operations Control Advisory  
**Globe Telecom**  
Philippines



**Mohitkumar Dube**  
Head ServiceNow Platform and Delivery  
**AIA Digital+**  
Malaysia



**Raynaldo Franciscus**  
Head of Data & Automation  
**Lazada**  
Malaysia

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## Day One: Wednesday 15<sup>th</sup> October 2025

0800 Registration & Coffee

0850 Chairperson Welcome Address

0900 Session One

### Business Process Management, an end-to-end perspective

- Developing and implementing standard global process.
- Business process management at scale. Monitoring and managing processes in a global environment.
- Governing and deploying process change, globally.

**Adrian Apthorp,**

Vice President Business Architecture and Portfolio Management

**DHL Express, Singapore**

0945 Session Two

### Governance Models for Enforcing Enterprise-Wide Process Consistency

- Governance frameworks that drive consistency across business units and functions
- Roles, responsibilities, and escalation paths within process governance models
- Best practices for balancing standardization with flexibility in local operations

**Maulidin Pamur Dhani,** Enabler

**Telkomsel, Indonesia**

1030 The Speed Networking - The Mad Minutes!

*Fun and fast, this networking activity is a great opportunity to grow your connections.*

1100 Morning Refreshments

1120 Session Three

### Maxis' Internal Audit digitalisation journey

- Exploring how RPA and workflow engines can automate routine processes
- Addressing key challenges in developing internal capabilities
- Demonstrating use cases within an internal audit function

**Ernest Lin,**

Head of Continuous Assurance (Audit Analytics & Automation)

**Maxis, Malaysia**

1205 Session Four

### Combining Lean Six Sigma with BPM Tools for Measurable Gains

- Using BPM tools to map, analyze, and optimize value streams
- Techniques to identify and eliminate waste with data-driven process modeling
- Measurable improvements in quality, efficiency, and cycle time through integrated approaches

**Jayanandhan Vasudevan,** Senior Director Supply Chain Management

**DKSH, Malaysia**

1250 Networking Luncheon

1400 Session Five

### RPA as a Cultural Change Agent

- Bots as ambassadors for automation
- Agile RPA implementation for cultural innovation
- Bots to foster a future-ready mindset

**Darryl Ma,** Head of Digital Automation

**CelcomDigi, Malaysia**

1445 Session Six

### Simulation Techniques to Predict Process Bottlenecks Before Go-Live

- Role of process simulation in identifying bottlenecks and inefficiencies early
- How to use BPMN tools with simulation features for realistic scenario testing
- Validate process performance using historical data and what-if models

**Kush Taneja,**

Executive Director - Head Change Delivery Centre of Excellence

**Standard Chartered Bank, Malaysia**

1530 Afternoon Refreshments

1600 Session Seven

### Designing End-to-End Automation Pipeline for RPA

- Introduction
- Designing E2E automation pipeline
- Challenges

**Raynaldo Franciscus,** Head of Data & Automation

**Lazada, Malaysia**

1645 Session Eight (Panel Session)

### Challenges in BPM and Lessons Learnt

- Identifying common sources of errors in automated BPM workflows and how to anticipate them
- Techniques for designing robust exception handling in process models
- How to implement automated alerts, retries, and escalation paths

**Alain Boey,** Chief Transformation Officer

**Media Prima Berhad, Malaysia**

**Dr. Peter Leong,** Founding Member

**Malaysia CIO Network, Malaysia**

**Ts. Johnwee L,** Head, Technical Project Delivery

**Petronas, Malaysia**

1730 End of Day One

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## Day Two: Thursday 16<sup>th</sup> October 2025

0800 Registration & Coffee

0850 Chairperson Welcome Address

### 0900 Session One

#### Using Real-Time Metrics to Drive Change in Closed-Loop Improvement Cycles

- Enabling faster, data-informed decision-making
- Integrating monitoring tools into BPM platforms for continuous feedback
- Setting thresholds, triggers, and alerts for proactive action

**Chitra Malhotra**, Associate Director,  
Business Architecture - Wholesale Credit & Lending  
**HSBC, Hong Kong**

### 0945 Session Two

#### Traceability, Versioning, and Digital Sign-Off for BPM and Audit Readiness

- Importance of process traceability for compliance and operational transparency
- Version control practices for managing changes in BPM models
- Tools and methods for maintaining audit-ready process documentation

**Bindu Subhadramma**, Vice President - IT Strategy,  
Transformation and Operations Control Advisory  
**Globe Telecom, Philippines**

1030 Morning Refreshments

### 1100 Session Three

#### Driving Citizen Development – new wave of BPM

- Traditional BPM followed a linear handoff model where business users defined requirements and IT implemented and tested solutions
- Today's low-code tools empower business users to independently build dashboards, automate workflows, and create chatbots
- This shift enables faster time-to-value and aligns well with agile, iterative development practices

**Yoong How Teoh**, Head of Digital  
**Malakoff Corporation Berhad, Malaysia**

### 1145 Session Four

#### BPM Rewired: Voices, Values, and Victory

- Traditional BPM focused on efficiency and standardisation, often missing the influence of diverse voices, shared values, and sustainability goals.
- Agentic AI is now rewiring BPM into a proactive force, driving sustainable improvements through autonomous decisions and learning from feedback.
- This empowers organisations to embed intelligence into workflows and achieve victories for business, people, and the planet.

**Dr. Esther Loo**, Chief Digital & Transformation Officer  
**Evolution Commerce Sdn. Bhd., Malaysia**

1230 Networking Luncheon

### 1400 Session Five

#### Managing Change Through Iterative Process Deployments with Scrum and BPM

- Benefit of Delivering change using Agile?
- How can Agile be used to deliver Business Process Change outcomes?
- How to get successfully started?

**Jan Mandrup Olesen**, Global Head of Digital Business Solutions (VP)  
**Indorama Ventures PCL, Thailand**

### 1445 Session Six

#### Scaling Agile BPM Across Large Enterprises with DevOps Support

- Applying agile principles to BPM for faster, iterative process improvement
- Role of DevOps in automating deployments, testing, and monitoring of BPM solutions
- Frameworks for coordinating Agile BPM efforts across distributed teams and departments

**Mohd Hanapi Bisri**, Head of Group ICT  
**Petra Energy Berhad, Malaysia**

1530 Afternoon Refreshments

### 1600 Session Seven

#### Transforming BPM with ServiceNow AI Agents (AI-Powered Automation, Optimization, and Governance for Global Enterprises)

- Transform Business Processes with AI-Driven Conversational Automation
- Accelerate Process Intelligence with Domain-Tuned LLMs
- Ensure Responsible AI Adoption Through Unified Governance

**Mohitkumar Dube**, Head ServiceNow Platform and Delivery  
**AIA Digital+, Malaysia**

### 1645 Session Eight

#### Practical Architecture for Embedding AI/ML into BPM Engines

- Core architecture elements for AI/ML-enabled BPM workflows
- Embedding predictive models for decision-making and task routing
- Governance and monitoring practices to ensure responsible AI deployment in BPM

**Speaker to be advised**

1730 End of Conference

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## COMPANY DETAILS

Name	Industry
Address	
Postcode	Country
Tel	Fax

## ATTENDEE DETAILS

1	Name	Job Title
	Tel	Email
2	Name	Job Title
	Tel	Email
3	Name	Job Title
	Tel	Email
4	Name	Job Title
	Tel	Email
5	Name	Job Title
	Tel	Email

## APPROVAL

NB: Signatory must be authorised on behalf of contracting organisation.	
Name	Job Title
Email	
Tel	Fax
Authorising Signature	

## REGISTRATION FEES

	10% discount for ABPMP members
End of August 2025	USD 1695 + 8% SST (Per Delegate)
End of September 2025	USD 1995 + 8% SST (Per Delegate)
1st October 2025 onwards	USD 2195 + 8% SST (Per Delegate)
All options inclusive of delegate pack, luncheon and refreshments.	

## PAYMENT METHODS

Payment is due in 5 working days. By Signing and returning this form, you are accepting our terms and conditions.	
<input type="checkbox"/>	Bank Transfer
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## REGISTER NOW

Hana

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Take a Snapshot or Scan and Email us

## TERMS & CONDITIONS

- The course fee is inclusive of the event proceedings, materials, refreshment and lunch.
- Upon receipt of the complete registration form, invoice will be issued. Trueventus request that all payments be made within 5 working days of the invoice being issued. Full payment must be received prior to the event. Only delegates that have made full payment will be admitted to event. Clients are responsible for their own banking fees and banking fees will not be absorbed into the booking price.
- Substitution & cancellations policy. Should the registered delegate is unable to attend, a substitute delegate is welcome at no extra charge. Written notifications of all substitutions is required 5 working days prior to the event. Trueventus contracts carry 100% full liability upon receipt of registration. Non payment does not constitute cancellation. A 100% of cancellation fee will be charged under the terms outlined below. Due to limited event seats, Trueventus agrees to book and confirm the seat for the client upon issuance of invoice. Upon signing of this contract, client agrees that in case of dispute or cancellation of this contract Trueventus will not be for total contract value. If a client does not attend the event without written notification at least 5 working days prior to the event date, he/she will be deemed as no show. A no show at the event still constitutes that the client will have to pay the invoice amount that was issued to them. Trueventus does not provide refunds for cancellations. By signing this contract the client also agrees that if they cancel that Trueventus reserves the right to pursue monies owned via the use of local debt collection agency were the client is situated. Furthermore the client will be held liable for any costs incurred in collection of outstanding monies. When any cancellations are notified in writing to Trueventus 5 working days prior to the event, a credit voucher will be issued for use in future Trueventus events.
- Trueventus will at all times seek to ensure that all efforts are made to adhere to meet the advertised package, however we reserve the right to postpone, cancel or move a venue without penalty or refunds. Trueventus is not liable for any losses or damages as a result of substitution, alteration, postponement or cancellation of speakers and / or topics and / or venue and / or the event dates. If force majeure were to occur Trueventus accepts no responsibility or liability for any loss or damage caused by events beyond their control, including, but not restricted to strikes, war, civil unrest, flight delays, fire flood, or any adverse weather conditions. Trueventus is not liable in the event that a participant is exposed or is infected by Covid 19. Trueventus under no circumstances is liable for any other costs that might have been incurred in the attendance of the event, including but not limited to flights, accommodation, transfers, meals etc. Trueventus reserves the right to replace / change speakers in the best interest of the conference.
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- Client hereby agrees that he/she exclusively authorizes Trueventus charged the credit card with details listed above for the amount provided herein; this registration form serves as a contract that is valid, binding and enforceable. He/she at any time will have no basis to claim that the payments required under this Contract are unauthorized, improper, disputed or in any way. Upon issuance of invoice Trueventus will be charging the client USD 30 processing fee.
- All Trueventus events are held in a classroom or theater format.
- All Trueventus events are held at either 5 or 4 Star Hotels.
- All payment must be directed to Trueventus in full prior to the event. Any company's participating in National training schemes such as HRDC Scheme and are applying grants you must first pay Trueventus and upon you receiving the grant you will be refunded this amount back. Failure to pay prior to the event can result in your company being blocked from joining the conference.
- All transaction charges, withholding taxes, local taxes, or currency exchange issues will be strictly absorbed by sender. Trueventus reserves absolute right to refuse admission of participant/s to the event should invoice amount is not received in full.



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