

Month 2005	SMARTLINK Fellow	Topic(s)
April 4 to 15	Professor David Cray, Sprott School of Business, Carleton University, Ottawa, Canada (Return visit by requests)	Growth Strategies for SMEs. How SMEs can expand their business through innovation in partnerships, electronic means, international contacts or internal growth, and the consequences of such growth for managers
June 21 to 30	Professor Linda Duxbury, Sprott School of Business, Carleton University, Canada	Innovation in people management. How to achieve balance in the workplace, motivating knowledge workers, recruitment and retention, generational differences in the workplace and how to manage them. Linda has some new material on recruiting and retaining and managing generational differences that clients in Canada are finding really timely.
August 1-12	Hans-Henrik Hvolby Professor in Manufacturing Systems, Ph.D. Director of Industry and Global Business Studies Department of Production University of Aalborg (Return visit by requests)	Innovation in Lean Supply Chain Management: how three key characteristics of supply chains - boundaries, contradictions and trust - impact on the effective operation of your business and those of your customers and suppliers and how they are managed to meet the requirements for 'lean operations'.
October	TBA	
December 5-16	Dr Roger Maull, Department of Management, University of Exeter, UK (Return visit by requests)	Business Process Management (BPM). Roger's 2005 presentations in some cases will follow on from his visit in 2004. BPM will again be presented from a very practical perspective. Roger has an understanding learned from his 2004 visit that will assist him to use his illustrations from a variety of UK and US companies to highlight specific cost and service benefits they achieved. The aim is to model whole business processes rather than small incremental type changes. The plan is to cover the basic principles of process modelling with the following key themes: <ul style="list-style-type: none"> • Introduction to concept of business process management • The strategic role of BPM • Use of business process modelling • Methods for analysing business process models Dr Maull can present BPM as a workshop (either full day or half day) for managers, policy makers, sector managers supporting business development and consultants and as round tables for senior managers and directors across all sectors in manufacturing.