Shared Services

The Conference Board

Trusted Insights for Business Worldwide

citizenship/sustainability
diversity
economics
ethics
governance
human resources
leadership
marketing
operations
COUNCIL ASIA-PACIFIC
risk management
Leaders of shared service units face a number of unique challenges, including identifying and delivering cost effectiveness, productivity, quality, customer satisfaction, and employee commitment improvements. Participation in this council gives members the opportunity to explore all of these issues as well as to network and share ideas.

**Conference Board Councils** are select, cross-industry groups composed of functional leaders from MNCs and top local companies. These leaders meet in person 2-3 times a year, for a day and a half, to engage in lively dialogue on current topics, explore innovative practices, access outside experts, and build relationships with peers.

Staying ahead of rapid change requires great ideas and insights developed through relationships with the right people. The Conference Board brings respected economic and management experts together with experienced business professionals – creating an unrivaled global community of leaders who bring their collective wisdom to bear on today’s most pressing business, economic, and social concerns.

**Knowledge and expertise mean better decisions.** Council members have access to the global resources of The Conference Board and its research and publishing capabilities through our Members Only website. Additionally, each council has its own website, linked to Partner Councils around the world, providing even greater access to our global network of executives.

If you would like to speak to a current Shared Services Council member about the value of Council membership, please let us know. We will put you in touch with a colleague who can answer your questions.
Why We Meet

The mission of the Asia-Pacific Shared Services Council is to create a regional network of the most senior shared services executives and to share the concepts, experiences and best practices that promote competitive internal business support services.

Council members set the agenda and lead discussions, with additional presentations from invited outside experts. Access to expert insight and the sharing of information are central to the advantages of membership. Other benefits include:

- Interaction and sharing of best practices during meetings
- Expert information on the region, countries, industries and functional development
- Access to The Conference Board’s knowledge bank via presentations and online services
- Relationship-building and peer benchmarking
- Hosted site visits demonstrating shared services facilities in action

Recent Topics Discussed

- Demonstrating the impact and value of Shared Services
- Organisational change management and communications
- Governance model for Shared Services
- Running multi-function Shared Services on a global basis
- Performance-linked incentives
- Operational excellence in a Shared Services Centre
- Checking business health of Shared Services organisations
- Generating employee commitment to Shared Services values
- Benchmarking cost, productivity & quality and measuring internal customer satisfaction
- Key operating principles and critical management practices for success
- Continuous improvement programs such as Six Sigma

“Over the past four years, the Asia-Pacific Shared Services Council has given me insights into the numerous methodologies and approaches that are used by other leading shared services organizations. I am constantly learning and thinking about the best way to accomplish my organization’s objectives. I have also come to understand and appreciate the evolution of shared services organizations and, in particular, how changes at the top, such as mergers and acquisitions, can alter the shared services delivery model.”

William Pfluger
General Manager, Shared Services Center
Chevron Corporation

Vipin Suri
Program Director, Asia-Pacific Shared Services Council

Vipin Suri oversees the Council’s content, liaises with outside speakers, manages Council meetings, and provides subject-matter expertise.

Suri has been Managing Director of Shared Services International Inc. since its establishment in July 2003. For the past several years he has successfully assisted a number of companies in the Asia-Pacific region and North America with their efforts to implement Shared Services and deploy necessary management practices. Prior to becoming a management consultant in 2002, Suri was Vice President, Shared Business Services, Australia and Americas for BHP Billiton Limited and Vice President, Shared Services for Ontario Hydro in Canada.

Vipin Suri holds a Master’s degree in Business Administration (MBA), a Master’s degree in Mechanical Engineering (M.Eng.) and a B.Sc. degree in Mechanical Engineering. He is also a Certified Management Accountant (CMA).
Partner Councils Program
This program links members of the Asia-Pacific Shared Services Council to councils of similar focus. These connections add a tier of networking potential to Council membership, provide access to other council members on a global basis through the Council’s website, and enable members to conduct surveys, benchmark, and share information with peers worldwide. Partner Councils available to members of the Asia-Pacific Shared Services Council include:

European Council on Shared Services
Members of this network of senior shared services executives exchange concepts, experiences, best practices, and innovations leading to the provision of competitive internal business support services.

Council of Shared Business Services Executive (U.S.)
The Council of Shared Business Services Executives provides a unique forum for leaders of large shared business services organizations to network and exchange ideas. Participation in this council allows members to examine and discuss leadership challenges, best practices, emerging issues on service delivery, customer relationship management, employee motivation, and business contribution management, all of which lead to the provision of competitive internal services.

Council of Shared Business Services Executive II (U.S.)
The Council of Shared Business Services Executives II offers leaders of shared business services units an opportunity to exchange lessons learned, comparative performance issues, and operating practices that facilitate their efforts in providing competitive business support services. Specific membership criteria for this council stipulate that their member companies have, or are in the process of establishing, at least one functional unit within their shared service operation. Founded in 1988.

Conferences & Events
Human Resources Outsourcing Conference
Shared Services Conference
Enterprise Learning Strategies Conference

Research
Strategic M&A: Creating Tools and Capabilities for Successful Integration
Report No. 1401, May 2007. This report is based on a survey of 86 mergers and acquisitions executives that The Conference Board conducted during late 2005 and early 2006. In addition to a review of relevant secondary sources, the report also draws on knowledge shared by merger specialists during two webinars in 2005.

Finding a Definition of Employee Engagement
Report No. 236, June 2007. Executives are beginning to realize that “employee engagement” doesn’t mean the same thing to everyone in every company. So what is the proper definition and what does it mean to have an engaged workforce?

Aligning the Organization: Management and Human Resource Concerns
Report No. 1370, November 2005. This report explores many of the components of offshoring leadership, including how best to manage employees affected by offshoring in the home country, establishing a coherent management structure, and developing the offshoring leaders of the future.

HR Outsourcing in Government Organizations
Report No. 7, August 2004. This report regarding outsourcing for government organizations, is based on extensive interviews with HR executives at state, provincial, and national government organizations, as well as industry practitioners from the vendor and consultant community.

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Membership Eligibility
Membership is limited to senior Shared Services executives at major Asia-Pacific firms and other MNCs who have overall responsibility for shared business services in the Asia-Pacific region.

Certain membership restrictions may apply. Meeting per year: 3