

**IFF SCOPE covers**




**10 Key Categories of Fashion & Lifestyle Business:**

# Textiles, Apparel & Accessories # Sportswear # Footwear # Jewelry, Watches & Eyewear # Home Fashion # Mobile & Gadgets # Beauty

**27 - 28 March 2019**  
**Renaissance Hotel, Mumbai**

Proposed Agenda with speakers invited

**27<sup>th</sup> MARCH, WEDNESDAY - DAY 1**

<b>08.30 am</b>	<b>REGISTRATION &amp; BREAKFAST MEET</b>		
<b>09.00 - 10.30 am</b>	<b>@ GRAND BALL ROOM A&amp;Z COMBINED – NIFT ALUMNI CONCLAVE</b>		<b>Hall B – SUCCESS STORIES</b>
 <p><b>FASHION INTELLIGENCE – INSIGHTS ON FASHION &amp; LIFESTYLE BUSINESS</b>  <i>The world's most successful fashion companies operate on two tenets: "Putting customers first", and "meeting their demands better and faster than anyone else".</i> <b>IFF PRELUDE takes you through the 6-point game-plan for a powerful fashion business.</b> Because, let's face it, in the millennial culture of zero-to-minimal brand-stickiness, if you don't get any of these right, customers will go to someone who does do it right.</p> <p><b>First-mover advantage:</b> <i>Reducing lead time means always having a first mover advantage over rival brands.</i>  <b>Fashion today, not tomorrow:</b> <i>Shorter lead times allow brands to offer products that customers want in real-time. Many retailers try to forecast what customers might buy months ahead; it is more profitable to sync with customers and offer them what they want to buy NOW.</i></p> <p><b>Width over depth:</b> <i>Instead of producing more quantities per style, fast fashion majors produce roughly 10,000-12,000 styles a year. More width in your merchandise means more choices and higher chances of getting it right with the consumer.</i>  <b>Customer research.</b> <i>Powerful fashion retailer empower sales associates and store managers to be at the forefront of customer research. Real-time customer research allows sharp product design strategies that accurately meet customer expectations.</i>  <b>End-to-end tech:</b> <i>Companies investing in end-to-end digitisation have stronger bottom-lines that those who just deploy tech in the front-end. Technology needs to be deep and across-the-board through the supply chain, not just used to create superficial 'Wows' at the front-end.</i>  <b>Brand experience:</b> <i>Some fast fashion giants spend less than 0.5% of sales on advertising against the industry average is 3.5%. Instead, use store locations, store displays and product dynamism as key elements of marketing and brand experience.</i></p>			<p><b>PRESENTATIONS BY SHOPPING CENTRES FOR ISCA 2019</b></p> <p>Jury Briefing followed by Presentations</p> <p><b>Most Outstanding Shopping Centre Professionals</b></p> <p>Finalists to present 2 minutes AV – followed by Q&amp;A</p>
  <p><b>Opening Remarks &amp; Chair:</b>  <b>Sarada M Muraleedharan,</b>          DG, NIFT</p>			
<p><b>Moderator:</b>  <b>Devangshu Dutta,</b> Founder, Third Eyesight</p> <p><b>Engagement Facilitators:</b>  <b>Anand Jain,</b> Director, Sarbi Apparel  <b>Sanjay Shukla,</b> Triburg Sportswear  <b>Manjula Tiwari,</b> CEO, Future Style Lab &amp; Cover Story  <b>Gaurav Mahajan,</b> President - Group Apparel, Raymond</p>			<p><b>Presenters &amp; Panelists:</b>  <b>Sanjeev Mohanty,</b> MD - South Asia, Middle East &amp; North Africa, Levi's  <b>Jyotsna Shahi,</b> Director Sourcing - Myntra Fashion Brands, Myntra Designs  <b>Atul Ujagar,</b> Country Director, Nike Indian Sub Continent  <b>Nikhil Mohan,</b> MD, Blackberrys  <b>Nidhi Dua,</b> Country Manager, Marks &amp; Spencer  <b>Nagendra Pratap Singh,</b> Director, Creative Head (Raymond and Colorplus), Raymond</p>
			<p><b>Nikhil Chandra,</b> Co-Founder, Prink Lifestyle Retail  <b>Raja Harbinder Singh,</b> Country Manager, Carrefour Global Sourcing  <b>Nitin Mohan,</b> MD, Blackberrys  <b>Rohit Aneja,</b> Director, Marketing &amp; Business Development, Paragon Apparels/ Alcis  <b>Narendra Kumar,</b> Creative Director, Amazon  <b>Geetika Srivastava,</b> Chief, Lifestyle Merchandising, ABFRL - Pantaloons  <b>Juhi Pandey</b> – Craft &amp; Social Design  <b>Tarun Mathur,</b> Head of Design - Menswear, Benetton  <b>Deepak Chakravarty,</b> Head Visual Merchandising &amp; Retail Marketing, Bata India</p>

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<b>10.30 am – 11.45 am</b>	<b>@ GRAND BALL ROOM A&amp;Z COMBINED - IFF CATEGORY &amp; INNOVATION CONCLAVE</b>	<b>@ Hall B – SUCCESS STORIES</b>
<p><b>HOW DIGITAL TECHNOLOGY IS TRANSFORMING THE ENTIRE SUPPLY CHAINS</b>  <b>7 Minutes Insights</b> by <b>Joshua Lin</b>, Vice President Sales – Infor Nexus  This INSIGHTFUL PRESENTATION will be extremely relevant for Fashion &amp; Lifestyle companies to understand the need of strengthening their end-to-end supply chains to keep up with customer demand and agility.</p> <p><b>DRIVING RETAIL SHELVES TO HIGHER PROFITABILITY</b>  Massive inflow of new products in to the market, retail shelf space allocation is as huge a challenge as it is for new/ innovative products to get on store shelves. In this open house brands and retailers take up issues in each of the key categories of department stores and discuss how all stakeholders can work this out to add more action on the shelves – driving in efficiencies, innovations and higher profits for self and customers?</p> <p><b>Manu Indrayan</b>, MD, 612 League  <b>Deepak Chhabra</b>, MD, Crocs India  <b>Rahul Jashnani</b>, MD, Jashn  <b>Vipul Mathur</b>, COO, Muffi</p> <p><b>Shekhar Tewari</b>, CEO, Enamor  <b>Vinay Nadkarni</b>, CEO, Globus  <b>Amin Kassam</b>, Chief Retail Operations, Shoppers Stop</p> <p><b>Regional Department Stores:</b>  Chunmun (NCR), Sohum (N East), Jade Blue (West), Little Shop (East)</p>		<p><b>PRESENTATIONS BY SHOPPING CENTRES FOR ISCA 2019</b></p> <p><b>GREEN INITIATIVES</b>  <b>CSR INITIATIVES</b>  <b>TRANSFORMATIVE</b>  <b>INNOVATION INITIATIVES</b></p> <p>Finalists to present 2 minutes AV – followed by Q&amp;A</p>

<b>11.45-2pm</b>	<b>@ GRAND BALL ROOM A&amp;Z COMBINED – INAUGURAL SESSION</b>	<b>@ Hall B – SUCCESS STORIES</b>	
<b>11.45 am - 01:00 pm</b>	<p><b>IFF INAUGURAL PANEL 1 – DIGITISATION AND THE FUTURE OF FASHION / DECHIPHERING THE NEW CODES OF FASHION BUSINESS:</b> India's <i>fashion and lifestyle market</i>* estimated at US\$ 201 billion in 2017 may well double in the next five years. The opportunity is beyond doubt, but the achievement of this would depend on India's fashion companies mastering a few things. Physical and Digital retail are converging and creating profound changes across the industry. What are the needs now to stay at pace for future? What are the innovations, new technologies, in store experiences and the resources for a successful strategy? How do they pivot e-commerce, social, and brick-and-mortar strategies to deepen consumer connections? The Fashion Leaders discuss all this in this inaugural session.</p>	<p><b>Inaugural Panel 1:</b>  <b>Ashish Goel</b>, Founder CEO, Urban Ladder  <b>Abhishek Ganguly</b>, MD, Puma India  <b>Sanjay Behl</b>, CEO, Raymond  <b>Vasanth Kumar</b>, MD, Lifestyle  <b>Sandeep Kataria</b>, CEO, Bata India  <b>Rishi Vasudev</b>, Head – Myntra Jabong Fashion &amp; Lifestyle Categories  <b>Mukul Bafana</b>, CEO, Arvind Internet</p> <p><b>Moderator: B S Nagesh</b>, Founder, TRAAIN</p>	<p><b>PRESENTATIONS BY SHOPPING CENTRES FOR ISCA 2019</b></p> <p><b>NEW LAUNCHES</b>  Finalists to present 2 minutes AV – followed by Q&amp;A</p>
<b>01:00 pm – 02:00 pm</b>	<p><b>IFF INAUGURAL PANEL 2 - OPPORTUNITY TO EXPAND IN NEWER MARKETS INTELLIGENCE &amp; INSIGHTS from RETAILERS EXPANDING TO TIER 2 &amp; 3 CITIES</b>  -Fashioning Retail Innovation to Serve Evolving Customers of Emerging Markets.  The dynamics of the fashion and lifestyle industry are changing dramatically. To succeed amid the shifting tides, brands and retailers need to identify newer opportunities to expand to increase their customer base.</p> <p><b>Moderators:</b>  <b>Sandeep Kulhalli</b>, SVP - Retail &amp; Marketing, Jewelry Div, Titan Co.  <b>Himanshu Chakrawarti</b>, CEO Unilimited, Arvind Lifestyle Brands</p>	<p><b>Inaugural Panel 2:</b>  <b>Sunil Nayak</b>, CEO, Reliance Jewels  <b>Lalit Agarwal</b>, CMD, V Mart  <b>Rahul Vira</b>, CEO Skechers South Asia  <b>Anant Daga</b>, MD, TCNS Clothing  <b>Kedar Apshankar</b>, President &amp; COO, ABFRL  <b>Rajesh Seth</b>, COO, FBB  <b>Anand Aiyer</b>, Business Head – Easybuy, Landmark Group  <b>Amit Chaudhary</b>, Co Founder, Lenskart</p>	<p><b>PRESENTATIONS BY SHOPPING CENTRES FOR ISCA 2019</b></p>

<b>02.00 pm – 02.30 pm</b>	<b>Lunch</b>
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**02:30 pm - 05:30 pm = Matinee Sessions in 3 Halls –  
CX Forum Sessions @ Hall A, Success Stories - ISCA PRESENTATIONS BY MALLS @ Hall Z & Trusted Program in Hall B**



**Concurrent Program: Advanced Certificate Program on Customer Centric Retail Standards**

2.30pm to 6pm on 27<sup>th</sup> March and 9.30am to 6pm on 28<sup>th</sup> March.

**Conducted by Qualified Trainers on ISO & Retail Standards**

**Profiles of participants:**

Category 1: Customer Service/ Operations/ Compliance / Legal/ Regulatory/ Corporate Affairs / marketing/ HR professionals in retail organisations

Category 2: Trainers, Auditors and Marketing Professionals of Certification Bodies and also Retail Consultants

All registered candidates have to participate in the entire program, group discussions and take exams and will be given certificates after successful completion and getting required pass marks as below:

Category 1: 50% Category 2: 70%

**Objective of the program:**

How to deliver 360 degree customer centric service in retail ?

How to assure customers that you value their TRUST ?

Understanding of Technical Requirements of Trusted Mark Certification - preparation, audit and the entire certification process.

**ON GROUND JURY FOR PRESENTATIONS BY MALLS, FASHION & LIFESTYLE BRANDS & RETAILERS FOR ISCA & IFA**

**On Ground Jury includes:**

**Janne Einola**, Country Manager, H&M India\*

**B S NAGESH**, Founder TRRAIN

**Debashish Mukherjee**, Partner & Head, Consumer & Retail Industries, India, A.T. Kearney

**Ajay Kaul**, Senior Director, Everstone Group

**Anuj Kejriwal**, CEO & Managing Director, ANAROCK Retail Advisors

**Viren Razdan**, MD, Brand-nomics

**Harinder Sahni**, Founder & MD, Wazir Advisors

**Bimal Sharma**, Head – Retail, Advisory & Transaction Services, CBRE South Asia

**Pramod Arora**, Chief G&DO, PVR Group

**Karan Pethani**, Chief Real Estate, Future Group

**Gopinath Ravindranath**, Head- BD, Arvind Lifestyle Brands

**R A Shah**, Head, Property, Trent

**Sanjeev Rao**, Director, Sales & Development, Raymond & Retail

**Manish Vig**, Head - Business Development Malls, Aditya Birla Fashion

**Manish Kapoor**, Director - Sales, Pepe Jeans

**Katja Larsen**, Head of Sales and Marketing, APAC – Actiforce

**Amol Akolkar**, Director - Store Development, Tata Starbucks

**Sumit Ghildiyal**, VP, Business Development, Max Fashion, Landmark Group

**Shashidhar Patil**, Sr. VP- Store Design & Projects, Building Services - SPAR Hypermarkets

**Suvneet Ahuja**, Head- Business Development, Reliance Brands

**Akshat Agarwal**, Head of Retail Expansion, ITC Wills Lifestyle

**Akash Srivastava**, Director – BD, Chaayos / Sunshine Teahouse

**Arjun Shyam Sumaya**, MRICS, Head, West India - Retail & Leisure Advisory, JLL

**Deepak Yadav**, Head-Retail Expansion, Shoppers Stop

**Manik Dhodi**, Director Real Estate, Adidas India

**Narendra Pratap Singh**, Director Business Development, Samsonite

**Pallav Atreja**, Business Head - EBO & Ecommerce, MAS Holding

**Rohiet Singh**, COO- Tommy Hilfiger India

**Sandeep Kakkar**, Sr GM - Commercial & Company Secretary, SSIPL Retail

**Manish Chandra**, Head-Business Development, Skechers

**Sameer Singh**, Director – Ops, BD, Expansion & SCM – LOTS



**Lalit Jain**, VP, Property Project & Planning, Spencer's Retail

**Nimish Shah** – COO, West & East Region, Lifestyle

**Siddharth Baid**, AVP, Lenskart

**Sourav Talukdar**, BD Head, Levi's

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TIME	@ HALL A - CUSTOMER EXPERIENCE (CX) SESSION	@ HALL Z – SUCCESS STORIES	@ HALL B – TRUSTED PROGRAM
02:30 pm 03:30 pm	<p><b>BUILDING A PLAYBOOK FOR THE CUSTOMER OF THE FUTURE.</b></p> <p>There is a lot of noise in retail about disruption, channels, journeys, &amp; experience. With debates on the future of the store, emergence of new channels, and new technology, many retailers are stuck on a FOMO treadmill, focusing on their own microcosm without a clear understanding of the end goal—the customer of the future.</p> <p>What does the customer of the future (who is actually common across many retailers) want from a shopping experience?</p> <p>What are other retail verticals doing to serve this same customers and therefore the 'minimal viable experience' required from other verticals?</p> <p>How do I re-design my business 'system' to serve the needs of this customer vs. think of channel optimisation within my business?</p> <p>In a discussion with business leaders, we want to address these questions and help develop a framework to build a playbook to serve the customer of the future.</p> <p><b>Anchor:</b> <b>Mukul Bafana, CEO, Arvind Internet</b></p> <p><b>Panel:</b> <b>Anil Shankar</b>, CCA &amp; VP - IT, Shoppers Stop <b>Anupam Bansal</b>, ED, Liberty Shoes <b>Deepak Kishanchand</b>, Head - IT, South Asia &amp; Middle East, Levi Strauss <b>Gautam Saraogi</b>, CEO, Go Colors <b>Hariharan Iyer</b>, Group CIO, Raymond Group <b>Imraan Surve</b>, Vice President Marketing, ZODIAC <b>Lalit Agarwal</b>, CMD, V Mart</p> <p><b>Manish Kapoor</b>, Director - Sales, Pepe Jeans <b>Manoj Krishnan</b>, President – IT, Landmark Group <b>Mridumesh Rai</b>, President, Sara Futura Group <b>Pawan Sarda</b>, Group Head- Digital, Future Group India <b>Rahul Vira</b>, CEO Skechers South Asia <b>Sandeep Kulhalli</b>, SVP - Retail &amp; Marketing, Jewelry Div, Titan Co. <b>Vinay Nadkarni</b>, CEO, Globus</p> <p><b>Invitees:</b> Adidas, Bata, Da Milano, DLF Brands, Kazhana, Malabar India, Metro Shoes, PC Jewellers, UCB, Woodland</p>	<p><b>02:30 pm 05:30 pm</b> <b>PRESENTATIONS BY SHOPPING CENTRES FOR ISCA 2019</b></p> <p>Finalists to present 5 minutes AV followed by 10 minutes of Q&amp;A.</p> <p><b>UPCOMING SHOPPING CENTRES</b> <b>The biggest attraction this year will be presentations by upcoming malls to a jury consisting of IPCs and RETAILERS</b> who will assess their projects on FOLLOWING: pre-defined parameters.</p> <p>Background of Promoter/s, Builder, Key Vendors &amp; Key People Responsible for Planning, Execution &amp; operations Justification of Size &amp; Usage Location advantage &amp; Catchment Positioning Design Zoning &amp; Tenant Mix Anchor to Vanilla Ratio Space allocation for all major categories like Fashion &amp; Lifestyle, Consumer Electronics, Home &amp; Interiors, Food &amp; Grocery, Leisure &amp; Entertainment, F&amp;B etc Lease/strata model Parking Facilities Safety &amp; Security Legal Requirements &amp; Licenses Financing &amp; Revenue Model Green Initiatives Marketing &amp; Promotion Plans Launch Plans Mall Management Plans</p>	<p><b>Customer Centric Retail Standards</b></p> <p><b>Trainer:</b> <b>Ramesh Koregave</b>, Director Strategy &amp; International Business, Quality Austria Central Asia</p> <p><b>Session 1:</b> Why Standards in Retail? Why benchmarking is crucial in retail business to serve customers? <u>Theme Presentation</u> Moving Toward An Empowered Customer-Centric Culture</p>
03:30 pm 04:30 pm	<p><b>HELPING CUSTOMERS DISCOVER THE RIGHT PRODUCTS - AN AI DRIVEN APPROACH.</b></p> <p>Choice is good, but unable to find products on a online retail site leads to a bad online shopping experience for the shopper, a lost opportunity for the online retailer and a possible win opportunity for a competing online retailer where the shopper is able to find the product with ease. It is a well-known fact through research that online shoppers have multiple online retail sites to search from and will always go back to the online retailer that provides them with the best online shopping experience. Ensuring shoppers with a high intent to buy a product, find it, is critical to all online retailers. Technology offers an opportunity to do just that to online retailers in their quest to attract and retain customers.</p> <p><b>Session Partner</b></p> <p></p>	<p><b>Roundtable PANEL:</b> <b>Srinivas Rao</b>, Sr. Vice-President, Marketing, Lifestyle <b>Tushar Ahluwalia</b>, Co-founder and CEO, StalkBuyLove.com <b>Ayushi Gudwani</b>, Founder &amp; CEO, <a href="http://FableStreet.com">FableStreet.com</a> <b>Siddharth Baid</b>, AVP, Lenskart</p> <p>Invitees: Redpolka, ShopClues, Voonik, The LabelLife, Vajor, PrettySecrets, Koovs, Tata Cliq, Ajio, NNNOW, Hopscotch, Shoppers Stop, Lime Road</p> <p><b>Moderator: Abhishek Jain</b> - VP Finance, Business Operations and Regional Head, UNBXD</p>	<p><b>Session 2:</b> <b>Prelim Group Discussion</b></p> <p>Retail Standards &amp; Customer Service – Participants' Understanding of the subject matter.</p> <p></p>

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TIME	@ HALL A - CUSTOMER EXPERIENCE (CX) SESSION	@ HALL Z – SUCCESS STORIES	@ HALL B – TRUSTED PROGRAM
04.30 pm 05.30 pm	<p><b>DECODING A 360 DEGREE PERSPECTIVE OF THE CUSTOMER JOURNEY</b></p> <ul style="list-style-type: none"> <li>- Understanding what drives, changes and excels the customer relationship with the brand</li> </ul> <p><i>Connecting with the Customer: Exploring the changing dynamics of the new digital customer ecosystem</i></p> <p>Leveraging data to create a single customer view:</p> <ul style="list-style-type: none"> <li>- What drives the customer experience?</li> <li>- What impacts the customer experience?</li> <li>- What are the customer expectations from the brand?</li> </ul> <p>Evaluating what drives a consumer to transition in their journey from a consumer mentality to a shopper mentality.</p> <p>Exploring what activates brand awareness and emotional engagement with a brand to determine strategies for driving sales.</p> <p><b>7 MINUTES INSIGHTS</b> by <b>Ganesh Subramanian</b>, Founder &amp; CEO, Stylumia</p> <p>Followed by Panel Discussion</p> <p><b>PANEL :</b></p> <p><b>Amin Kassam</b>, Chief Retail Operations, Shoppers Stop</p> <p><b>Vinod Kapote</b>, Head - IT, Trent –Westside</p> <p><b>Arun Naikar</b>, Head Ecommerce, Fab India</p> <p><b>Tarun Bali</b>, IT Head, The Body Shop India &amp; Srilanka</p> <p><b>Vinay Bhatia</b>, CEO - Loyalty &amp; Analytics, Future Group</p> <p><b>Rajesh Sethuraman</b>, Head - Marketing, Easybuy Format, MAX Retail, Landmark Group</p>	<p><b>UPCOMING SHOPPING CENTRES PRESENTATIONS CONTINUED</b></p> <p><b>Followed by</b></p> <p><b>SUCCESS STORIES OF COLLABORATIONS</b></p> <p>Duet performance By India's Most Vibrant Malls &amp; Retailers</p> <p>// Driving customers during weak days</p> <p>// Creating new reasons/ seasons to shop in the mall</p> <p>// Enhancing omni channel experience for customers /</p> <p>/ Adding to the brick and mortar experience</p> <p>// Great launch of a concept</p> <p>2 minutes AV followed by interaction with the jury &amp; audience</p> <p><b>Jury:</b></p> <p><b>B S NAGESH</b>, Founder TRRAIN</p> <p><b>Debashish Mukherjee</b>, Partner &amp; Head, Consumer &amp; Retail Industries, India, A.T. Kearney</p> <p><b>Ajay Kaul</b>, Senior Director, Everstone Group</p> <p><b>Anuj Kejriwal</b>, CEO &amp; Managing Director, ANAROCK Retail Advisors</p> <p><b>Viren Razdan</b>, MD, Brand-nomics</p> <p><b>Harminder Sahni</b>, Founder &amp; MD, Wazir Advisors</p> <p><b>Bimal Sharma</b>, Head – Retail, Advisory &amp; Transaction Services, CBRE South Asia</p> <p><b>Katja Larsen</b>, Head of Sales and Marketing, APAC – Actiforce</p>	<p><b>Session 3: CUSTOMER EXPECTATIONS</b></p> <p>As customers, what all we expect while surfing/ visiting/shopping</p> <ul style="list-style-type: none"> <li>- Hyper markets, super markets and convenience stores</li> <li>- Department stores – Primarily large format</li> <li>- Specialty stores – Fashion/ Footwear/ Home Fashion/ Electronics....</li> <li>- Health resorts and spas - standalone organizations or part of a hotel offering- therapeutic services such as massages, saunas, baths and manicures</li> <li>- Parlors and salons offering beauty, facial, hair, skin and nail care services</li> <li>- Gyms, Fitness and Wellness Centres</li> <li>- Restaurants &amp; Eateries</li> <li>- Multiplexes or movie theaters</li> <li>- Family Entertainment Centres, Gaming &amp; Play Zones, Water/ Ice Parks etc.</li> <li>- Retailer of Medicines on prescription / OTC</li> <li>- Jewellery and Bullion retailers</li> <li>- e-Retailers and Service Providers</li> </ul> <hr/> <p><b>Session 4:</b></p> <ul style="list-style-type: none"> <li>– Introduction to Retail Standards</li> <li>– Regulatory Compliance in Retail</li> </ul> <p>1. Customer Service, Feedback and Dispute Resolutions</p> <p>– 2. Customer data, their safety &amp; privacy</p> <p><b>IRF TRUSTED MARK</b></p>



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5.30 to 7.30pm @ HALL A - CUSTOMER EXPERIENCE (CX) SESSION		5:30 to 7.30pm @ Hall Z – SCAI ROUNDTABLE with MALLS & RETAILERS	
<p><b>5.30 to 6.30pm</b></p> <p><b>THE VIRTUALIZATION OF RETAIL : TAPPING THE POWER OF VR, AR &amp; OTHER EMERGING TECHNOLOGIES TO CREATE IMMERSIVE BRAND EXPERIENCES</b></p> <p>What potential does these technologies hold - will it redefine (physical) retail as we know it? Exploring how Fashion companies are applying them From earning to business strategies - from consumer communications, streamlining inventories and tailoring offers, to shaping product development.</p>	<p><b>7 MINUTES INSIGHTS by</b> Followed by Panel Discussion</p> <p><b>Panel :</b> <b>Vikram Idnani</b>, SVP &amp; Head-IT, Reliance Retail <b>Pooraan Jaiswal</b>, Group CTO, TBZ <b>Vivek Bali</b>, COO-Sephora India <b>Tajdin Gilani</b>, Vice President IT, Metro Shoes <b>Hariharan Iyer</b>, Group CIO, Raymond Group</p>	<p><b>FASHION &amp; LIFESTYLE AND THE RETAIL SPACES OF TOMORROW.</b> <b>Mega Round Table with fastest growing Fashion Chains and Retail Space Developers</b></p> <p>Fashion &amp; Lifestyle that occupies ¼th of mall space face unprecedented challenges in view of mass migration of consumers to mobile and e-commerce. While Shopping centres worldwide are gearing up to this phenomenon by adding more and more unique experiences, Convenience, and Options, what's happening at shopping centres in India? The mega SCAI roundtable brings together some of most vibrant retail space creators and retailers to dive deep in to the subject and chart out a road map for all stakeholders to plan future expansion.</p>	
<p><b>6.30 to 7.30pm</b> <b>CX FORUM MEGA ROUND TABLE</b> <b>FASHION x TECHNOLOGY: PRODUCT &amp; PROCESS INNOVATION THROUGH TECHNOLOGY</b></p> <p>What is the future of fashion enabled by technology? What are the technology trends that are influencing the fashion industry? Using new digital fashion design and creation technologies together to truly personalize the consumer experience (end-to-end).</p>	<p><b>Panel:</b></p> <p><b>Sandeep Mistry</b>, Head – IT, Aditya Birla Fashion &amp; Retail <b>Vinod Kapote</b>, Head – IT, Trent <b>Kunal Mehta</b>, GM- IT, Lifestyle Business, Raymond <b>Gurukeerthi Gurunathan</b>, Co-founder &amp; SVP Tech, Caratlane <b>Mukul Bafana</b>, CEO, Arvind Internet <b>Manoj Krishnan</b>, President – IT, Landmark Group <b>Pawan Sarada</b>, Group Head- Digital, Future Group India <b>Rajul Jain</b>, CEO &amp; Co-Founder, INCREFF (Incredible Efficiency) <b>Pooraan Jaiswal</b>, Group CTO, Tribhovandas Bhimji Zaveri <b>Deepak Kishanchand</b>, Head - IT, South Asia &amp; Middle East, Levi Strauss</p>	<p><b>Invitees:</b> <b>Reema Dalvi</b>, Deputy Director IT, Bagzone Lifestyles <b>Ena Bansal</b>, Chief Digital Strategist, Vajor.com <b>Sandeep Shetye</b>, CTO, Globus <b>Rajneesh Sharma</b>, CIO, DLF Brands <b>Subhasis Sarkar</b>, CIO, ITC Lifestyle <b>Bhavesh Vora</b>, Head IT, Baggit <b>Rajath Kedilaya</b>, Head – IT, Chumbak Design <b>Jyoti Ranjan Nayak</b>, Head IT/ERP ALCIS SPORTS <b>Prashant Potnis</b>, CTO, Spykar Lifestyles <b>Puneet Chhabra</b>, Head – IT, Cantabil Retail <b>Ajay Tyagi</b>, IT Head, Lacoste India <b>Sanjay Kumar Ambasta</b>, Head IT, Woodland <b>Raj jaiswal</b>, Head of IT Department, Mineral Fashions</p>	<p><b>MODERATOR:</b> <b>Anuj Puri</b>, Chairman, Anarock Property Consultants</p> <p><b>MODERATOR:</b> <b>Shailesh Chaturvedi</b>, MD &amp; CEO, Tommy Hilfiger Apparels India</p> <p><b>IPC's PANEL</b> <b>Shishir Baijal</b>, Chairman &amp; MD, Knight Frank India</p> <p><b>SHOPPING CENTRES PANEL</b> <b>Bipin Gurnani</b>, President &amp; CEO, Prozone <b>Manmohan Bagree</b>, VP – Marketing &amp; Commercial, South City Projects <b>Manoj K. Agarwal</b>, CEO, Viviana Malls <b>Mukesh Kumar</b>, CEO, Infiniti Malls <b>Nirzar Jain</b>, Chief Leasing Officer, Nexus Malls <b>Nishant Vishwanath</b>, CEO, Mantri Malls <b>Pankaj Renjhen</b>, COO, Virtuous Retail <b>Rajendra Kalkar</b>, President – West, Phoenix Malls <b>Rajneesh Mahajan</b>, Executive Director, Inorbit Malls <b>S K Syal</b>, MD, Bharti Realty <b>S Raghunandan</b>, Bhartiya City Centre <b>Sandeep Runwal</b>, Director, Runwal Group <b>Shashie Kumar</b>, COO RETAIL, Brigade Group <b>Shibu Philips</b>, Business Head, Lulu Mall <b>Surjit Singh Rajpurohit</b>, COO, Amanora Mall <b>Vishal Mirchandani</b>, CBO, Puravankara <b>Yogeshwar Sharma</b>, Executive Director, Select CITYWALK</p> <p><b>RETAILERS PANEL</b> <b>Abhishek Ganguly</b>, MD, Puma India <b>Ajit Joshi</b>, President &amp; COO, Urban Ladder <b>Alok Tandon</b>, CEO, Inox <b>Amit Chaudhary</b>, Co Founder, Lenskart <b>Anupam Bansal</b>, ED, Liberty Shoes <b>Dilip Kapur</b>, Founder President, Hidesign <b>Gautam Saraogi</b>, CEO, Go Colors <b>James Munson</b>, MD, M&amp;S India <b>Kamal Khushlani</b>, MD, MUFTI <b>Mridumesh Rai</b>, President, Sara Futura Group <b>Navin Vaswani</b>, MD, Saffron Lifestyle <b>Rajesh Jain</b>, MD &amp; CEO, Lacoste India <b>Sandeep Kataria</b>, CEO, Bata India <b>Sanjeev Mohanty</b>, MD - South Asia, Middle East &amp; North Africa, Levi's <b>Shital Mehta</b>, CEO Max Fashions, Landmark Group <b>Tushar Ved</b>, President, Major Brands <b>Vasanth Kumar</b>, MD, Lifestyle <b>Vinay Nadkarni</b>, CEO, Globus <b>Vivek Bali</b>, COO-Sephora India</p>

**28<sup>th</sup> MARCH, THURSDAY – Day 1 Continued of India Fashion Forum (IFF) 2019, Renaissance, Mumbai**

<p>07.30 pm onwards</p>  <p><b>INDIA BRAND SHOW</b></p>	 <p><b>IMAGES SHOPPING CENTRE AWARDS (ISCA) 2019</b> <b>Cocktails &amp; Entertainment &amp; Dinner</b></p>	<p><b>Nominees include:</b> Amanora Town Centre, Pune Brigade Orion Mall, Bengaluru Brookefields Plaza, Coimbatore City Centre, Raipur Creaticity, Pune DLF Promenede, Delhi Elante Mall, Chandigarh Espalande One, Bhubaneswar Forum Mall Koramangala, Bengaluru Growels, Mumbai Infinity Mall, Malad, Mumbai Inorbit Mall, Malad, Mumbai Inorbit Vadodara</p>	<p>Junction Mall, Durgapur Lulu International Mall, Kochi Mall of India, Noida Mantri Sqare Mall, Bengaluru Novelty Mall, Pathankot Oberoi Mall, Mumbai Orion, Panvel P &amp; M Mall, Jamshedpur P &amp; M Mall, Patna Pacific Mall, Dehradun Pacific Mall, Tagore Garden, Delhi Phoenix Market City, Pune</p>	<p>Phoenix Market City Kurla, Mumbai Phoenix United Mall, Lucknow Phoenix Marketcity, Chennai Prozone Mall, Aurangabad Prozone Mall, Coimbatore Quest Mall, Kolkata Select CITYWALK, Delhi VR Mall, Bengaluru VR Mall, Chennai VR Mall, Surat VR Punjab</p>	<p><b>Upcoming Malls</b> Pacifice Mall, Dwarka Mantri Arena, Bengaluru Pacifice Mall, Netaji Subhash Place, Delhi Grand Marina Mall, Chennai Urban Square Mall, Udaipur Orion Uptown, Bengaluru V R Chennai Lulu, Bengaluru Lulu Lucknow Lulu Trivandrum Prozone Nagpur The Retail Park, Ahmedabad</p>
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**28<sup>th</sup> MARCH, THURSDAY – Day 2 of India Fashion Forum (IFF) 2019, Renaissance, Mumbai**

09:00 am - 02:00 pm = Morning & Pre Lunch Sessions in 3 Halls – IFF Sessions @ Hall A, CX Forum Sessions @ Hall Z & Workshops in Hall B


TIME	@ HALL A – CUSTOMER EXPERIENCE (CX)	@ Hall Z – IFF SESSIONS	@ HALL B – TRUSTED PROGRAM
<p>09:00 am 11:00 am</p>	<p><b>MOST EFFECTIVE TECH IMPLEMENTATIONS</b> 1. In- store Technology Adoption 2. Omnichannel Technology Implementation 3. Customer Experience Technology Implementation Duet presentation By India's Most Vibrant Partners (Brands/Retailers with Tech partners) 2 minutes Video Presentation – followed by Q&amp;A</p> <p><b>On Ground Jury</b> <b>Amit Bahl</b>, Global IT Leader <b>Arun Gupta</b>, CTO, Praxis Home Retail <b>Kiran Komatla</b>, VP-IT, Burger King <b>Meheriar Patel</b>, Group CIO, Jeena &amp; Company <b>Ranjit Satyanath</b>, CIO, Infiniti Retail (Croma) <b>Krishna Dhumal</b>, Dy. Director - IT, GJEPC <b>Rajiv Rajda</b>, CIO, All Time Plastics</p>	<p><b>BREAKFAST MEET</b> Participants: Buying/ Sourcing/ Merchandising/ Category/ Retail Design &amp; VM heads of Progressive fashion brands, retailers - hypermarkets, department stores and brand/ specialty stores - distributors and franchisees. Designers of innovative new products that have the potential to create new consumption categories.</p> <p><b>RETAILING IN THE AGE OF AI</b> WGSN Presentation &amp; Round Table Conducted by <b>Priya Sachdeva</b>, Business Director - South Asia, <b>WGSN</b></p> <p>Followed by <b>FASHION RETAIL QUIZ</b> <b>Conducted by WGSN</b> <b>Puneet Dudeja</b>, Sales Director – WGSN, South Asia <b>Urvashi Gupta</b>, Account Director - WGSN, South Asia</p> <p>The Quiz Show @ Images events have been popular with both top and middle management. IFF once again brings the Quiz by WGSN to test the knowledge and passion of fashion and retail professionals on the business that they are in.</p>  	<p><b>Session 5:</b> <b>Recap of Day 1</b> <b>THE CHALLENGE OF SERVING A GLOBAL CUSTOMER IN THE PHIGITAL ERA</b> <b>Masterclass by Shweta Pandey</b>, Director Counsel, Head Legal &amp; Member, Board of Directors, Target Corp. India</p> <p><b>Session 6 – PRACTICES AND SYSTEMS</b> 1. Sustainability 2. HR practices 3. Communication 4. Goods and Services 5. Terms and conditions of sale 6. Transactions and Accounting 7. IT Ecosystem</p>

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TIME	@ HALL A - CUSTOMER EXPERIENCE (CX) SESSIONS		TIME	@ Hall Z – IFF INSIGHTS	@ HALL B –TRUSTED PROGRAM	
11:00 am 12:00 noon	<p><b>FROM ONLINE TO OFFLINE AND BACK</b> Why would a digitally born brand foray into bricks and mortar? And, what do they know that we don't? Exploring the reasons behind a reverse entry onto the high street, and the role that data plays in decision-making. Phygital is the new wave.</p> <p><b>7 MINUTES INSIGHTS</b> by <b>Sabhari Shankar</b>, CEO, Wondersoft</p> <p>Followed by Panel Discussion <b>Gurukeerthi Gurunathan</b>, Co-founder &amp; SVP Tech, Caratlane <b>Manohar Kamath</b>, CXO &amp; Chief Myntra Fashion <b>Girish Rao</b>, Chief Digital Transformation officer, Future Group <b>Pankaj Kankar</b>, CTO, Lenskart <b>Sanjay Netrabile</b>, CTO, Pepperfry <b>Sandeep Mistry</b>, Head – IT, Aditya Birla Fashion &amp; Retail <b>Jacqueline Mundkur</b>, Senior CX Thought Leader and Practitioner</p>		11:00 am 11:45 am	<p><b>KEY DRIVERS FOR DESIGN &amp; PRODUCT DEVELOPMENT</b> Big data, future trends, relevance of trends, consumer behavior... by <b>Amit Gugnani</b>, SVP, Technopak</p> <p><b>Participants &amp; Panel invited:</b> <b>Christian Westphal</b>, Creative Director – Design &amp; VM, ABFRL <b>Priyadarshani Rao</b>, Creative Director, Mineral <b>Manjula Tiwari</b>, CEO, Future Style Lab &amp; Cover Story <b>Ramesh Ramalingam</b>, AVP Sourcing Ops, Arvind Lifestyle Brands <b>H.S Vishwanath</b>, Senior Director, Product Development and Sourcing, Levi Strauss India <b>Vikram Ramprakash</b>, Head Of Sourcing, Benetton Group <b>Preeta Sukhtankar</b>, Founder, TheLabelLife.com (Curated collection of Sussanne Khan, Malaika Arora Khan &amp; Bipasha Basu <b>Shweta Pagare</b>, Head - Buying &amp; Merchandising, Pepe Jeans London <b>Mohita Indrayan</b>, Director, 612 League</p>	<p><b>WGSN<sup>^</sup></b> BY ASCENTIAL</p> <p><b>FASHION INTEL 2019</b> What's Next? What's Now?</p>	<p><b>Session 6</b> Continued</p> <p><b>PRACTICES AND SYSTEMS</b></p> <ol style="list-style-type: none"> <li>1. Sustainability</li> <li>2. HR practices</li> <li>3. Communication</li> <li>4. Goods and Services</li> <li>5. Terms and conditions of sale</li> <li>6. Transactions and Accounting</li> <li>7. IT Ecosystem</li> </ol> <p><b>Session 7:</b></p> <ul style="list-style-type: none"> <li>– Case studies, Problems &amp; Solutions</li> <li>– SOPs/ Policy Manuals – Documentation, Approvals, Amendments, Communication of Policies, Empowerment of staff to execute/ implement.</li> </ul> <p><b>IRF TRUSTED MARK</b></p>
12:00 noon 01:00 pm	<p><b>BRINGING AI TO RETAIL</b> Retail trends/ priorities and key drivers that are set to impact retail strategies combined with Retailing in an age of Artificial Intelligence. AI is the buzz, AI manifests in many ways – bots, ML, DL, the array is large. What are retailers doing to leverage this new trend and what are the business drivers ?</p> <p><b>IN STORE TECH</b> Examining ways of using omnichannel technology to amplify the consumer experience and drive footfall back instore. Looking at ways of linking the store to the customer data to elevate their experience. How to drive conversion within the in-store purchase journey.</p>	<p><b>7 MINUTES INSIGHTS</b> Followed by Panel Discussion</p> <p><b>Panel Invited</b> <b>Vivek Biyani</b>, Director Tech, Future Group <b>Mohit Seth</b>, Head Of Digital, Nike <b>Sushil Tuteja</b>, CIO, Genesis Colors <b>Kumar Sambhav</b>, Head-Digital, Bata SEA &amp; APAC <b>Prashant Bokil</b>, Head IT, Mandhana (Being Human) <b>Deepak Kishanchand</b>, Head - IT, South Asia &amp; Middle East, Levi Strauss &amp; Co <b>Katja Larsen</b>, Head of Sales and Marketing, APAC – Actiforce</p>	11:45 am 12:30 pm	<p><b>LUXURY FASHION IN INDIA –</b> 'Luxury Fashion in India - Consumers Perspective'.</p> <p><b>Moderator:</b> <b>Rachana Singh</b>, Business Consultant &amp; Professor of Fashion Business - Istituto Marangoni</p> <p><b>Panel</b> <b>Anjali Gaekwar</b>, Country Head, Christian Louboutin <b>Maithili Ahluwalia</b>, Founder, Bungalow 8 <b>Payal Khandwala</b>, Fashion Designer</p>	<p><b>Insight Partner</b></p> <p><b>istitutomarangoni</b> the school of fashion, art &amp; design</p>	
			12:30 pm 01:00 pm	<p><b>FASHION INNOVATION &amp; SUSTAINABILITY</b> <b>Manish Mandhana</b>, CEO, Mandhana Retail Ventures (Being Human) <b>Peush Narang</b>, Head, India &amp; Sri Lanka, Cotton USA</p>		



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TIME	@ HALL A –CUSTOMER EXPERIENCE (CX) SESSIONS	@ Hall Z – IFF SESSIONS	@ HALL B – TRUSTED PROGRAM
01:00 pm 02:00 pm	<p><b>UI/UX – THE ULTIMATE CONQUEST</b> Everyone has a website, many have mobile apps; how do these compete with each other and with other channels to provide the customer an ubiquitous and seamless experience ? Do they generate revenue or drive customers to stores ? What works and how to get there? User Experience matters especially to retain customers with intuitive designs that reduce friction towards purchase.</p> <p><b>MASTERING MARKETING: WAYS TO ATTRACT THE NEXT WAVE OF CONSUMERS</b> By latest technology, leveraging social media, developing dynamic, shoppable content , email personalization, powerful blogs to drive loyalty and sales , Voice enabled content, updating fans through instagram stories and finally demonstrating your brand.</p> <p><b>7 MINUTES INSIGHTS</b> by <b>Shopify</b> Followed by Panel Discussion</p> <p>Followed by Panel Discussion <b>Manoj Agarwal</b>, Chief Transformation Officer &amp; CIO, Future Group <b>Neeraj Singh</b>, CIO &amp; President Apparel &amp; Retail Business, Aditya Birla Group <b>Shilpa Sharma</b>, Co – Founder, Jaypore <b>Srinivas Rao</b>, Sr. Vice-President, Marketing, Lifestyle <b>Debosmia Mazumder</b>, Head – Marketing, Puma India <b>Jasleen Kaur Gumber</b>, Head of Marketing, Benetton <b>Saloni Arora</b>, Head of Marketing, Forever 21 <b>Madhumita Dutta</b>, Head Marketing &amp; Digital, Raymond <b>Sushil Agarwal</b>, VP - IT, Vedant Fashions <b>Pallavi Barman</b>, Head Marketing &amp; Operations, HRX by Hrithik Roshan</p>	<p><b>CEOs MEGA ROUNDTABLE</b> In the VUCA (volatile, uncertain, complex and ambiguous) world, how do you ensure your Business isn't Disrupted? What do you do to stay ahead of the curve? Yesterday's disrupters are today's incumbents.</p> <p><b>Pulkit Trivedi</b>, Director Industry Verticals (India), Facebook</p> <p>Panel: <b>Aasheesh Mehdiratta</b>, CEO, SSIPL <b>Avnish Kumar</b>, Director, Neeru's Ensembles <b>Ayush Mehra</b>, Director, Study by Janak Fashions <b>Gautam Saraogi</b>, CEO, Go Colors <b>Hitesh Vaswani</b>, MD, Saffron Lifestyle <b>Jacqueline Kapur</b>, Founder &amp; CEO, Ayesha Accessories <b>Jaydeep Shetty</b>, CEO, Mineral <b>Kalyan Kumar</b>, Chief Buying Officer, Jabong <b>Kamal Kotak</b>, Director, Major Brands <b>Ojas Nishar</b>, Director, Vitamins <b>Rajesh Kadam</b>, COO, Inc 5 <b>Rohan Batra</b>, MD, Cravatex Brands (Fila India) <b>Sandeep Mukim</b>, MD, Proline India <b>Sanjay Vakharia</b>, CEO, Spykar Lifestyles <b>Satyen Momaya</b>, CEO, Celio India <b>Vijay Jain</b>, CEO &amp; Founder, Orra Fine Jewellery</p>	<p><b>Session 7</b> continued</p> <p>Solutions – SOPs/ Policy Manuals – Documentation, Approvals, Amendments, Communication of Policies, Empowerment of staff to execute/ implement.</p> <p></p>
02.00 pm – 02.30 pm	LUNCH		

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Time	@ Hall A –Customer Experience (CX) Sessions	@ Hall Z – IFF SUCCESS STORIES	@ HALL B – TRUSTED PROGRAM	
02:30 pm 03:30 pm	<p><b>CUSTOMER LOYALTY</b> Loyalty is redefined with the new age of retail with customer seeking the best experience, deals and promotions. Thus, loyalty requires significant effort from brands and retailers that extends to the end-to-end customer service and experience. Technology offers multiple options to engage and become the first consideration set for customers.</p> <p><b>7 MINUTES INSIGHTS:</b> Loyalty programs transforming with the changing customer desires and how can brands and retailers attract and retain customers - Followed by Panel Discussion</p>	<p><b>Panel:</b> <b>Vinay Bhatia</b>, CEO - Loyalty &amp; Analytics, Future Group <b>Vikram Idnani</b>, SVP &amp; Head-IT, Reliance Retail <b>Srinivas Gopinath</b> GM - Digital and Analytics at Aditya Birla Fashion and Retail <b>Mridumesh Rai</b>, President, Sara Futura Group <b>Ravi Hudda</b>, Head Loyalty Program &amp; Online Initiatives, Raymond</p>	<p><b>PRESENTATIONS BY IFA FINALISTS</b> Finalists to present 2 minutes AV – followed by 2 minutes Q&amp;A</p> <p><b>MOST PROFITABLE DESIGN CONCEPTS</b></p> <p><b>MOST EFFECTIVE MARKETING &amp; PROMOTIONS CAMPAIGNS</b></p> <p><b>MOST EXCITING INNOVATIONS</b></p> <p><b>MOST VALUABLE FASHION START UPS</b></p> <p><b>JURY:</b> <b>B S NAGESH</b>, Founder TRRAIN <b>Debashish Mukherjee</b>, Partner &amp; Head, Consumer &amp; Retail Industries, India, A.T. Kearney <b>Anuj Kejriwal</b>, CEO &amp; Managing Director, ANAROCK Retail Advisors <b>Viren Razdan</b>, MD, Brand-nomics <b>Harminder Sahni</b>, Founder &amp; MD, Wazir Advisors <b>Bimal Sharma</b>, Head – Retail, Advisory &amp; Transaction Services, CBRE South Asia <b>Katja Larsen</b>, Head of Sales and Marketing, APAC – Actiforce</p>	<p><b>Session 8 BENCHMARKING CUSTOMER SERVICE –</b> Customer Centricity across various retail operations</p> <p><b>Masterclass by Shalini Chakravorty</b>, INSEAD, Diversity &amp; Inclusion Leader, Walmart Int.</p>
03:30 pm 04:30 pm	<p><b>ENHANCING SUPPLY CHAIN CAPABILITIES FOR A GREAT CUSTOMER EXPERIENCE</b> While most retailers understand the importance of providing a consistently positive customer experience, many struggle with legacy systems that fail to address customer experience needs. To successfully serve <b>omnichannel demand</b> now and in the future, retailers must recognize and accept that changing market dynamics which necessitates adjustments to the old ways of doing things. As customer behaviour is evolving in the Omnichannel environment, getting the right fashion products to the right sales channels can be a highly complex process. This Conclave will demonstrate how to be supply chain ready for the next phase of retail evolution.</p>	<p><b>7 MINUTES INSIGHTS –</b> by Swarndeep Singh, Managing Director, Logic ERP Solution Followed by Panel Discussion <b>Panel Invited</b> <b>Manoj Krishnan</b>, President – IT, Landmark Group <b>Tushar Ahluwalia</b>, Co-founder and CEO, StalkBuyLove.com <b>Rajul Jain</b>, CEO &amp; Co-Founder, INCREFF (Incredible Efficiency)</p>		<p><b>Session 9</b></p> <p><b>Mystery Audit Class By Kapil Malhotra.</b> Founder and Managing Director, Total Solutions Group (TSG)</p> <p><b>Why Mystery Shopping</b> 1. Evaluating adherence to standard operating procedures 2. Measuring and monitoring customer experience on a regular basis</p>
04:30 pm 05:30 pm	<p><b>PROFIT @ FASHION RETAIL</b> With changing consumer preferences and shrinking loyalty led by huge discounting in the apparel market, how do you stay relevant to consumers and still make money from retail.</p>	<p><b>PANEL</b> <b>Rohiet Singh</b>, COO- Tommy Hilfiger India <b>Amin Kassam</b>, Chief Retail Operations, Shoppers Stop <b>Sandeep Narain</b>, SVP-Retail Operations &amp; VM, Max (Landmark Grp) <b>Mohit Bhayana</b>, Head of Retail, Marks and Spencer India</p> <p><b>Moderator: Mohit Dhanjal</b>, Retail Director, Raymond</p>		<p><b>Discussion over Tea</b></p> <p><b>Examination</b> </p>

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**TIME @ HALL A –CUSTOMER EXPERIENCE (CX) SESSIONS**
**05:30 pm 06:30 pm**
**INNOVATIONS ACROSS THE GLOBE**


Innovations across the globe are transforming not only life & lifestyle of consumers but also creators' approach towards the entire process of designing, developing and presenting fashion to the consumers. NIFT faculty & Students under expert guidance of senior NIFT Alumni engaged in leading fashion houses across the globe present in this session some of the most happening innovations and how Indian fashion creators are reacting to such developments.

**Chair:** Sarada M Muraleedharan, DG, NIFT  
**Moderator:** Devangshu Dutta, Founder, Third Eyesight  
**Panelists Invited:**  
**Ashish Soni**, Director, IKOS Designs

**Mohita Rastogi**, CDO, Future Lifestyle Fashions  
**Nihal Rajan**, VP, & Head of Design-MFB @ Myntra Designs  
**Karunesh Vohra**, Domain Expert - Business of Design ( fashion & Lifestyle), Nameubq Design Thinking School  
**Rajesh Gupta**, Director - Innovation, Levi's Strauss & Co., South Asia

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**06.30 pm  
07.00 pm**
**IFF GRAND FINALE: SoloX**


**Jury Chair:** B S Nagesh, Founder, TRRAIN  
**10 Vibrant Fashion CEOs**  
 to make 3 minutes Presentation to the Jury & audience  
**#Untold Stories #Mega Life Lessons #Bold Opinions #Outstanding Outcomes #Biggest Business Dreams –**  
 followed by Q&A

**Nominees include:**

**Ajit Joshi**, President & COO, Urban Ladder (Home)  
**Ajoy Chawla**, SVP - Strategy & Business Incubation, TitanCo.  
**Anjana Reddy**, CEO USPL (Collectabillia, Wrogn, Imara)  
**Christian Westphal**, Creative Director – Design & VM, ABFRL  
**Katja Larsen**, Head of Sales and Marketing, APAC – Actiforce  
**Lavanya Nalli**, Vice Chairman, Nalli  
**Rajiv Mehta**, Founder, KAN D:FY Sports  
**Rajiv Suri**, MD & CEO, Shoppers Stop

**Shilpa Sharma**, Co – Founder, Jaypore  
**Sanjeev Mohanty**, MD - South Asia, Middle East & North Africa, Levi's (Fashion)  
**Sanjeev Lekhraj**, Director, Cotton World  
**Sundeep Chug**, CEO & MD, Benetton India  
**Vasanth Kumar**, MD, Lifestyle  
**Vishak Kumar**, CEO, Madura Fashion & Lifestyle, Aditya Birla Retail

**07.00 pm onwards**
**Images Fashion Awards**

**Cocktails, Celebrations & Dinner**
**Nominees Include:**

aLL  
 Ancestry at Home  
 Ayesha  
 Bath and Body Works  
 Being Human  
 Benetton  
 Calvin Klein  
 Central  
 Charles and Keith  
 Citikart

Clovia  
 Coverstory  
 Daniel Wellington  
 Easybuy  
 Home Centre  
 Home Stop  
 Jack & Jones  
 Louis Phillippe  
 KLM Fashion Mall  
 Kushal Jewellery  
 Lee Cooper  
 Lifestyle

Lotto  
 Madame  
 Manyavar  
 Major Brands  
 Metro  
 Mochi  
 Neerus  
 Only  
 Pantaloons  
 Parx Raymond  
 Pepe Jeans London  
 Puma

Shaze  
 Shingora  
 Shoppers Stop  
 Shree – The Indian  
 Avatar  
 Skechers  
 Spykar  
 Style Baazar  
 Tanishq  
 The Arvind Store  
 Tommy Hilfiger

Van Heusen  
 Vero Moda  
 V-mart  
 W  
**Startups & Tech**  
 Fashionnex  
 Samshék  
 Spoyl  
 DeMoza  
 Arvind Internet  
 Delopt  
 Wooquer

\*Agenda Session Titles, brief, speakers, dates and timings are subject to change