

MRCA RETAIL CONFERENCE 2023

Experiences 2 Enterprise

6th July 2023, Thursday | 8.00am - 6.15pm
Kuala Lumpur Convention Centre

Time	Program
08.00am – 09.00am	Arrival of Guests & Registration Light Breakfast
09.00am – 09.10am	Guest of Honour & VIPs Grand Entrance National Anthem MRCA Video
09.10am – 09.15am	Emcee Welcome Remarks
09.15am – 09.20am	Welcoming Remarks by Organizing Chairperson Mr. Stan Singh
09.20am – 09.30am	Opening Remarks by MRCA President Dato' Sharan Valiram
09.30am – 09.45am	Remarks by Guest of Honour Datuk Shahul Dawood, CEO of HRD Corp Token of Appreciation Presentation to Guest of Honour
09.45am – 10.00am	Token of Appreciation Presentation to Sponsors
10.00am – 10.20am	Tea Break
10.30am – 11.15am	Keynote Session 1 – E2E (Successful Entrepreneur's Journey)
11.15am – 12.00pm	Keynote Session 2 – E2E (Successful Entrepreneur's Journey)
12.00pm – 01.00pm	Panel Session 1: Untapped Retail Opportunity (Business Panel Talk) Q&A = 15 minutes

Time	Program
1.00pm – 2.00pm	Lunch
02.00pm – 02.45pm	Keynote Session 3 - Franchise Experiences (Knowing – Pitfalls – Success) ➤ Winning Strategies
02.45pm – 03.30pm	Keynote Session 4 – Digitalisation Experiences (Breaking The Business Barrier) The Next Big Wave in Retail – B&M + Online
03.30pm – 04.00pm	Sharing Session by Sponsors
04.00pm – 04.20pm	Tea Break
04.20pm – 05.20pm	Panel Session 2: F&B Experience Q& A = 15 minutes
05.20pm – 06.00pm	Panel Session 3: PDPA - Data – Friend or Enemy, or Both? Cybersecurity for Retail – Business Risks and Threats
06.00pm – 06.15pm	Lucky Draws Closing Remarks & End