

## **Panel 2: Developing Capabilities in Sense-Making**

### **Speaker: Agnes Kwek**

Director, Corporate Transformation & Futures, Land Transport Authority (LTA)



Agnes Kwek currently helms the transformation effort of LTA of Singapore to become a user-centred designer and provider of Singapore's land transport experience. She joined LTA in February 2014 to bring the design-thinking approach and mind-set to the organisation, and to develop the organisational eco-system to deliver a great transport experience to citizens and users.

Agnes wants to bring the intersection of the design world and public policy and delivery world closer together. She started as a career civil servant with 12 years of public service under her belt, in portfolios spanning defence diplomacy (Ministry of Defence), economic manpower policy (Ministry of Manpower), community organisation and social welfare (Community Development Council), and public service transformation (PS21 Office, Public Service Division).

She spent 2013 in a work attachment to global design consultancy, IDEO in San Francisco. As a design consultant, she worked on projects including catalysing the educational technology start-up community for a non-profit foundation and organisational redesign of a large Asian consumer electronics company. Her key work was a 6-month project embedded in a Silicon Valley technology giant to teach a team design innovation skills.

In her free time, she cooks for fun, reads novels and tries to keep her 2 daughters out of trouble.

Agnes graduated with a First Class B.A. in Politics, Philosophy and Economics from the University of Oxford, Lincoln College in 2000. She went on to do a M.A. in International Relations in the University of Chicago in 2001.