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| Main Stage Presentations Venetian 3-5 & Private Forums Donatello Ballroom | TRACK A: Operational Excellence Summit | TRACK B: Business Transformation Summit | TRACK C: Culture Transformation Summit | TRACK D: Innovation Excellence Summit | TRACK E: Technology Excellence Summit | TRACK F: Customer Excellence Summit | TRACK G: Leadership Excellence Summit | TRACK H: Scaling Excellence and Agility Summit | TRACK I: Strategy Execution Excellence Summit | |
| | Ligurian 1 Moderated by | Ligurian 2 Moderated by Donald Kuk Vice President Global Business Transformation Mednax | Ligurian 3 Moderated by | Venetian 1 Moderated by Anu Pujji Principal of Operational Excellence and Transformation Amazon | Venetian 2 Moderated by | DaVinci 1 Moderated by | Bernini Moderated by Padmini Nidumolu Co-Founder, Lean In Agile for Women Lean/ Agile Coach Fannie Mae | DaVinci 2 Moderated by Tamara Nation Director of Product Development Scaled Agile | Michelangelo Moderated by | |

FULL-DAY WORKSHOPS: MONDAY, MARCH 23, 2020

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| 7:00- 8:00 | Ligurian Foyer Breakfast & Networking | |
| 7:00- 17:00 | Main Foyer Registration | |
| 8:00- 17:00 | Venetian 2 Full Day Executive Masterclass Operational Excellence Summit Excellence & Innovation Acceleration: Unleashing the Power of Great People and Organization José Pires Founder and President Global Excellence and Innovation | |
| | Ligurian 1 Full Day Workshop Culture Transformation Summit Mastering Change Management & Cultural Transformation Anu George Chief Quality & Transformation Officer Morningstar | |
| | Ligurian 2 Full Day Workshop Innovation Excellence Summit Design Thinking to Empower Industry 4.0 Leadership Dr. Karen Tilstra Co-founder Advent Health Innovation Lab (FHIL) | |
| | Ligurian 3 Full Day Workshop Culture Transformation Summit | |

Pre-Summit Workshops & Keynotes: TUESDAY, MARCH 24, 2020

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| 7:00 - 8:30 | Ligurian Foyer Breakfast & Networking | | | | |
| 7:00 - 19:30 | Main Foyer Registration | | | | |
| 8:00 - 15:00 | Tuscan Ballroom BTOESHUB Main Exhibit Hall Set-Up & Poster Presentations Set-Up | | | | |
| 8:30 - 10:00 | Ligurian 1 Workshop A Operational Excellence Summit | Ligurian 2 Workshop B Business Transformation Summit | Ligurian 3 Workshop C Culture Transformation Summit | Venetian 1 & 2 Workshop D Innovation Excellence Summit | |
| | Onboard well or offboard quickly - Optimize your onboarding process to build trust with new hires, boost performance, and improve your bottom line Amy Sawtell Regional Offering Lead, Modern Workplace Avanade | Randy Clark Director of Six Sigma Upland Software | The Recipe for Sustainable Organizational Productivity Dr Keith Clinkscales Director Strategy Palm Beach County | 3DThinking™. Going 'inside the box' to Manage Innovation and Transformation Shifts. James Feldman The Bright Idea Guy Shift Happens | |
| 10:00 - 10:30 | Ligurian & Venetian Foyer Workshop Morning Refreshments | | | | |
| 10:30 - 12:00 | Ligurian 1 Workshop E Operational Excellence Summit | Ligurian 2 Workshop F Business Transformation Summit | Ligurian 3 Workshop G Scaling Excellence & Agility Summit | Venetian 2 Workshop H Innovation Excellence Summit | |
| | The Wheel of Sustainability – Engaging and empowering teams to ensure their solutions live on Adam Lawrence, Managing Partner Process Improvement Partners LLC | IDB - Human Research - C-Suite study around IX Digital Transformation To be announced Tbc IBM | Introducing SAFe 5.0 Tamara Nation, Chief Technology Officer Scaled Agile | How to drive Innovation in your Enterprise Vishal Gupta, Chief Technology Officer Unisys CM | |
| 12:00 - 13:00 | Venetian & Ligurian Foyer Workshop Luncheon & Networking | | | | |
| 13:00 - 13:30 | Venetian 1 & 2 Keynote Business Transformation Summit | | | | |
| | Transforming Health Sciences and Health Care Into A Global Virtual Practice of Medicine Donald Kuk Vice President Global Business Transformation Mednax | | | | |
| 13:30 - 14:00 | Venetian 1 & 2 Keynote Business Transformation Summit | | | | |
| | Lean in Agile - Amplifying Women's Voices in Leadership Padmini Nidumolu Co-Founder, Lean In Agile for Women Lean/ Agile Coach Fannie Mae | | | | |
| 14:00 - 14:30 | Ligurian & Venetian Foyer Afternoon Coffee Break & Networking | | | | |
| 14:30 - 16:00 | Ligurian 1 Workshop I Strategy Execution Excellence Summit | Ligurian 2 Workshop J Technology Excellence Summit | Ligurian 3 Workshop K Leadership Excellence Summit | Venetian 1 & 2 Workshop L Scaling Excellence and Agility Summit | |
| | Aligning an Organization Post Merger and Acquisition Steve Waszak VP Operational Excellence Greene Group Industries | Establishing a Center of Excellence (CoE) for your RPA Initiative? Wendy Sherrock VP Operational Effectiveness Finastra | Leader as Coach – A Lean Approach to Creating a Coaching Culture Anthony Brunshstein Senior Business Consultant Southwest Airlines | Cutting Through the Noise - How can you use AI to Drive Transformation and Operational Excellence now? Matthew Marino Director, Service Optimization- Transformation Center Prudential Insurance Company | |
| 16:00 - 16:30 | Ligurian & Venetian Foyer Afternoon Coffee Break & Networking | | | | |

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| 16:30 - 18:00 | <p>Ligurian 1 Workshop M Strategy Execution Excellence Summit</p> <p>How to Identify and Resolve "Points of Failure" in Business Processes</p> <p>Vic Nanda, Head Quality, Competence and Capabilities and Strategic Quality Transformation Operations Nokia</p> | <p>Ligurian 2 Workshop N Technology Excellence Summit</p> <p>Applying Lean Six Sigma to Big Data Healthcare Analytics</p> <p>Gil Marques SVP Enterprise Operations HMS & Joseph Larach</p> | <p>Ligurian 3 Workshop O Cultural Transformation Summit</p> <p>The People Side of Change – Practical Tips to Take Away & Practice</p> <p>Mark McGregor Head of Strategy Signavio</p> | <p>Venetian 2 Workshop P Business Transformation Summit</p> <p>Shyamal Addenki Vice President, North America FireStart</p> | |
| 18:15 - 20:15 | <p>Tuscan Ballroom</p> <p>BTOES20 Welcome Gala Reception - Open To All Passes (Except Community Pass)</p> | | | | |
| <p>MAIN SUMMIT DAY: WEDNESDAY, MARCH 25, 2020</p> | | | | | |
| 7:00- 19:30 | <p>Main Foyer</p> <p>Registration</p> | | | | |
| 7:00- 9:00 | <p>Tuscan Ballroom</p> <p>Breakfast & Networking Meet our Sponsors & Exhibitors View Poster Presentations</p> | | | | |
| 7:00- 17:30 | <p>Tuscan Ballroom</p> <p>BTOES Hub BTOES MEETINGS HUB & EXPO OPEN</p> | | | | |
| 8:00 - 8:15 | <p>Venetian Ballroom</p> <p>BTOES Opening Remarks</p> | | | | |
| 8:15 - 8:30 | <p>Venetian Ballroom</p> <p>Chairperson's Welcome & Introduction to Keynote</p> | | | | |
| 8:30 - 9:00 | <p>Venetian Ballroom 3 to 5</p> <p>Keynote Customer Experience Excellence Summit</p> <p>The Power of Ownership: How Walgreens Got 200,000 People to Work Differently</p> <p>Brian Kedzior Senior Director, Organizational Development and Change Management Walgreens Boots Alliance</p> | | | | |
| 9:00 - 9:30 | <p>Venetian Ballroom 3 to 5</p> <p>Keynote Business Transformation Summit</p> <p>Aligning Business Transformation with the Future of Work</p> <p>Anu George Chief Quality & Transformation Officer Morningstar CM</p> | | | | |
| 9:30 - 10:00 | <p>Tuscan Ballroom</p> <p>Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.</p> | | | | |
| 10:00 - 10:30 | <p>Donatello Boardroom</p> <p>Women in Operational Excellence Private Forum</p> <p>Moderated by: Padmini Nidumolu Co-Founder, Lean In Agile for Women Lean/ Agile Coach Fannie Mae CM</p> | <p>Venetian Ballroom 3 to 5</p> <p>Main Stage Presentation Innovation Excellence Summit</p> <p>Innovating culture! - Is it possible to unlock the intrapreneurial spirit within a big traditional multinational corporation?</p> <p>Louise Kyhl-Triolo VP, Intrapreneurial Culture Airbus Global & Talent Development Airbus</p> | | | |

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| 10:30 - 11:00 | Venetian Ballroom 3 to 5 Main Stage Presentation Culture Transformation Summit | | | | | | | | | |
| | Developing an Action-oriented Mindset and Positive Culture to Drive Transformation Rias Attar , Vice President Caeser's Entertainment CM | | | | | | | | | |
| 11:00 - 11:30 | Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall. | | | | | | | | | |
| 11:30 - 12:00 | Venetian Ballroom 3 to 5 Main Stage Presentation Culture Transformation Summit | TRACK A: Operational Excellence Summit Ligurian 1 | TRACK B: Business Transformation Summit Ligurian 2 | TRACK C: Culture Transformation Summit | TRACK D: Innovation Excellence Summit Venetian 1 | TRACK E: Technology Excellence Summit Venetian 2 | TRACK F: Customer Excellence Summit DaVinci | TRACK G: Leadership Excellence Summit Bernini | TRACK H: Scaling Excellence and Agility Summit Ligurian 3 | TRACK I: Strategy Execution Excellence Summit Michelangelo |
| | | OPEX through Intelligent Automation - it may not mean what you think Bryan Corazza , Regional Offering Lead - Modern Workplace, Avanade , Brad Orluk , Strategic Alliances Manager, Nintex | | Coming Soon TBC tbc Celonis | NOT your Grandparent's Power Company – the Evolving Transformational Culture at Duke Energy Remi Raphael Director of Business Transformation Duke Energy | Coming soon TBC tbc Thoughtexchange | Bringing your Customer to the Center of Operational Transformation and Intelligent Automation Adoption Mia Leondakis Vice President Business Transformation and Automation VMware | | Case Study - The intersection of SAFE and Six Sigma Alka Behave Vice President Performance Excellence Scaled Agile | Delivering Exceptional Operations Results: Breaking Inertia Through the Combination of Processes, People, and Measurements (KPIs) Dr Eihanen Abramov Executive Advisor and Board Member Adama |
| 12:00 - 13:30 | Tuscan Ballroom BTOES Hub Networking Lunch Break & Meet the Speaker | | | | | | | | | |
| 13:30 - 14:00 | Donatello Boardroom Global Heads of Operational Excellence Private Forum | TRACK A: Operational Excellence Summit Ligurian 1 | TRACK B: Business Transformation Summit Ligurian 2 | TRACK C: Culture Transformation Summit Ligurian 3 | | TRACK E: Technology Excellence Summit Venetian 2 | TRACK F: Customer Excellence Summit | TRACK G: Leadership Excellence Summit Bernini | TRACK H: Scaling Excellence and Agility Summit Da Vinci | TRACK I: Strategy Execution Excellence Summit Michelangelo |
| | Strategic Boardroom Discussion Rias Attar Lisa Wardlaw Donald Kuk Atif Meraj Raj Kumar Anu George Vishal Gupta Brou Gautier Eli Abramov Anu Pujji Eoin O'Reilly Iassen Deenatchin | Business Transformation Through an Enterprise Management System Don Magnuson Vice President Business Transformation SoftwareAG | Scaling Business Operations - Role of process visibility & collaboration Pranav Shahi Head of Business Systems, IT Atlassian | Crossing Transformation's Chasm Anu McFreen Advisor, Global Sales Strategy & Operations Transformation Eli Lilly and Company | | CMMI V2.0 Promises Delivered: Tangible Business Performance Results, Speed to Innovation, Optimized Agile Delivery and More Ron Lear Director of IP Development, Chief Architect CMMI Institute | | The Impact of Leadership Choices During Times of Transformation Allyn Bailey , Talent Acquisition Transformation Manager Intel | The Lean Approach in GE Aviation Michael Gallagher Senior GE Aviation Performance System Leader GE Aviation | Value Creation in Merger & Acquisition Integration Tony Benedict Partner ABPMP |
| 14:00 - 14:15 | Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall. | | | | | | | | | |

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| 14:15 - 15:15 | Tuscan Ballroom Roundtable Interactive Discussion Groups | | | | | | | | | |
| 15:00 - 15:30 | Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall. | | | | | | | | | |
| 15:30 - 16:00 | Venetian Ballroom 3 to 5 Keynote Business Transformation Summit Session title to be confirmed Jesus Mantas Chief Strategy & Innovation Officer for IBM Global Business Services IBM | | | | | | | | | |
| 15:30 - 16:30 | Donatello Ballroom Private Forum Global Heads of Operational Excellence | | | | | | | | | |
| 16:00 - 16:30 | Venetian Ballroom 3 to 5 Main Stage Presentation Leadership Excellence Summit | TRACK A: Operational Excellence Summit Ligurian 1 | TRACK B: Business Transformation Summit Ligurian 2 | TRACK C: Culture Transformation Summit Ligurian 3 | TRACK D: Innovation Excellence Summit Venetian 1 | TRACK E: Technology Excellence Summit Venetian 2 | TRACK F: Customer Excellence Summit DaVinci 1 | TRACK G: Leadership Excellence Summit Bernini | TRACK H: Scaling Excellence and Agility Summit Da Vinci 2 | TRACK I: Strategy Execution Excellence Summit Michelangelo |
| | From Change Sponsors to Agents of Change - Leading a Re-imagined People-first Transformation Yosi Kossowsky Culture and Business Transformation Leader Cisco Systems | Olli Maeckel , Partner/VP Operations, Siemens | Agile Transformation in a regulated environment B-J Huff , VP, Product Management & Business Architecture Wells Fargo | | Performance through Process - Accelerators for the Digital World Dr. Mathias Kirchner Managing Director and Co-CEO, BPM-D Affiliated Faculty, Program for Organizational Dynamics, University of Pennsylvania | | Stop Ignoring your Customer's Journey Tony Johnson Customer Experience Officer and Director of Service Excellence Aramark | | Providing High Touch Customer Business Solutions for the modern, mobile era. Lisa Kaplan VP, Relationship Development Moxtra Inc. | "Process Management and Agile: A Joint Design and Implementation Approach" Iassen Deenatchin Head of Global Process Management ING |
| 16:30 - 16:40 | Venetian Ballroom 3-5 BTOES Closing Remarks Day 1 | | | | | | | | | |
| 16:30 - 17:00 | Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall. | | | | | | | | | |
| 17:00 - 17:30 | Venetian 1 Panel Women in Operational Excellence | TRACK A: Operational Excellence Summit Ligurian 1 | TRACK B: Business Transformation Summit Ligurian 2 | TRACK C: Culture Transformation Summit Ligurian 3 | TRACK D: Innovation Excellence Summit Venetian 1 | TRACK E: Technology Excellence Summit Venetian 2 | TRACK F: Customer Excellence Summit DaVinci 1 | TRACK G: Leadership Excellence Summit Bernini | TRACK H: Scaling Excellence and Agility Summit Da Vinci 2 | TRACK I: Strategy Execution Excellence Summit Michelangelo |

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| | <p>Moving the Needle from Awareness to Action in your Organisation</p> <p>Anu Puji Principal of Operational Excellence and Transformation Amazon</p> <p>Lisa Wardlaw Former Global Chief Digital Transformation Officer, Munich Re</p> <p>Moderated by Padmini Nidumolu Co-Founder, Lean In Agile for Women Lean/ Agile Coach Fannie Mae</p> | <p>Leveraging Vendors to Drive Global Scale</p> <p>Kelli Pierce Senior Vice President, D&S Operational Excellence Mastercard</p> | <p>Systems Thinking & Approach: The Enterprise Operating System for the Concept to Cash Value Stream</p> <p>Thom Keehan, Vice President, Enterprise Quality & Operational Excellence Daikin Applied</p> | <p>Approaching Operational Excellence Culture – The Systematic Way</p> <p>Rami Shafiei Head of Operational Excellence Program Saudi Aramco</p> | | <p>How Innovation and Digital are the Cornerstones to Mayo Clinic's Supply Chain Future</p> <p>Joseph Dudas Vice-Chair, Supply Chain Management Mayo Clinic</p> | <p>Connecting Customer Service to the Business Transformation Value Stream</p> <p>Subhro Gupta VP and Head of Business Process Transformation Prudential</p> | <p>Assessment as an Accelerant to Operational Excellence</p> <p>Ed Brewer Vice-President of Operational Excellence Assessment and Oversight Duke Energy</p> | | | | |
| 18:30- 19:30 | <p>Venetian Ballroom</p> <p>Awards Gala Reception</p> | | | | | | | | | | | |
| 19:30- 20:30 | <p>Venetian Ballroom</p> <p>Business Transformation & Operational Excellence Awards Ceremony</p> | | | | | | | | | | | |
| 20:30- 21:30 | <p>Venetian Ballroom</p> <p>Awards After Party</p> <p><i>Finalists & Winners - Get Your Photos Taken At The Awards Photo Wall - Shake Some Dance Floor Moves</i></p> | | | | | | | | | | | |
| 21:30 - Late | <p>Thirsty Fish Night Summit</p> <p>Attendees are responsible for their own food and beverages</p> <p>Meetings & Networking</p> | | | | | | | | | | | |
| MAIN SUMMIT DAY: THURSDAY, MARCH 26, 2020 | | | | | | | | | | | | |
| 7:00- 16:00 | <p>Main Foyer</p> <p>Registration</p> | | | | | | | | | | | |
| 7:00- 9:00 | <p>Tuscan Ballroom</p> <p>Breakfast & Networking</p> | | | | | | | | | | | |
| 7:00- 16:00 | <p>Tuscan Ballroom</p> <p>BTOES Hub</p> <p>EXPO OPEN</p> | | | | | | | | | | | |
| 8:00- 8:15 | <p>Venetian Ballroom</p> <p>Chairperson's Recap From Previous Day - The Key Takeaways From Each Session</p> | | | | | | | | | | | |
| 8:15 - 8:45 | <p>Venetian Ballroom 3 to 5</p> <p>Keynote</p> <p>Strategy Execution Excellence Summit</p> <p>Transforming through analytics in a non technical world</p> <p>Rajeeve Kaul, Corporate VP, McDonalds</p> | | | | | | | | | | | |
| 8:45 - 8:50 | <p>Session Changeovers</p> | | | | | | | | | | | |
| 8:50 - 9:20 | | | | <p>TRACK A: Operational Excellence Summit</p> <p>Ligurian 1</p> | <p>TRACK B: Business Transformation Summit</p> <p>Venetian 2</p> | <p>TRACK C: Culture Transformation Summit</p> <p>Ligurian 3</p> | <p>TRACK D: Innovation Excellence Summit</p> <p>Bernini</p> | <p>TRACK E: Technology Excellence Summit</p> <p>DaVinci</p> | <p>TRACK F: Customer Excellence Summit</p> | <p>TRACK G: Leadership Excellence Summit</p> <p>Ligurian 2</p> | <p>TRACK H: Scaling Excellence and Agility Summit</p> <p>Venetian 1</p> | <p>TRACK I: Strategy Execution Excellence Summit</p> <p>Michelangelo</p> |

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| | | | Driving Operational Excellence in a Global Footprint Greg Lipper COO and SVP Nasdaq | Coming soon TBC tbc AdaptOne | National Grid leverages Customer Value with E2E Process to Drive Culture Change Bryant Yee , Vice President of Advanced Analytics, Performance Excellence and Automation National Grid | A View from Operational Excellence (Stanley Black & Decker's Industry 4.0) Rodolfo Santamaria Vice President Global Supply Chain Management Stanley Black and Decker | Exploring the role of Organizational Competencies in Information Technology Outsourcing Dr Marlene Kolodziej , Ricoh USA | | From Defense to Offense – Practical Strategies for the New Reality of Leadership Shane Yount Partner Competitive Solutions Inc. | Scrum@Scale: The Organizational Operating System That Drives Operational Excellence Jeff Sutherland Inventor & co-Creator of Scrum Carol McEwan CEO & Chief Product Owner | | |
| 9:20 - 10:10 | Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall. | | | | | | | | | | | |
| 9:30 - 10:00 | Tuscan Ballroom Technology Test Drive Silent Disco | | | | | | | | | | | |
| 10:05 - 11:05 | Venetian Ballroom Awards Winners Panel Showcase | | | | | | | | | | | |
| 11:30 - 12:15 | Donatello Ballroom Private Forum VPs of Operational Excellence | | | | | | | | | | | |
| 11:30 - 12:00 | The Neuroscience of Change and How to Make it Stick Travis Hahler , Americas Change Management Lead, Google Cloud | | | | | | | | | | | |
| 12:00 - 12:30 | Venetian Ballroom 3 to 5 Leadership Excellence Summit | TRACK A: Operational Excellence Summit Ligurian 1 | TRACK B: Business Transformation Summit Ligurian 2 | TRACK C: Culture Transformation Summit Ligurian 3 | TRACK D: Innovation Excellence Summit Venetian 1 | TRACK E: Technology Excellence Summit DaVinci | TRACK F: Customer Excellence Summit | TRACK G: Leadership Excellence Summit Bernini | TRACK H: Scaling Excellence and Agility Summit DaVinci | TRACK I: Strategy Execution Excellence Summit Michelangelo | | |
| | The Leadership Talk Kelvin Manning , Associate Director John F. Kennedy Space Center, NASA | Managing a Large-scale, End-to-end Pharmaceutical and Medical Device Supply Chain Process Transformation Rodney Leonard Director Global E2E Product Supply Johnson & Johnson | Sustainable Business Transformation Theo Bell , CEO & President, Delane Consulting & Talent Management & Fady Zachary , Partner & VP Consulting Services, Delane Consulting & Talent Management | | Inspiring Innovation Enterprise Wide Dan McCoy , COO Northwestern Mutual - Harrison Financial | Digital Transformation of a 120 year old Global Trading Company Marcus Gropp Managing Director & Head of Digital Transformation Klockner & Co. | | | Coming soon ABBY | How Advanced Communications Skills Can Turbo Charge Management Jerry Storey , Managing Director Regulatory Affairs and Compliance-Transportation FedEx Trade Networks | | |
| 12:30 - 13:30 | Tuscan Ballroom BTOES Hub Networking Lunch Break | | | | | | | | | | | |

| 13:30 - 14:00 | | | | TRACK A: Operational Excellence Summit Venetian 2 | TRACK B: Business Transformation Summit Ligurian 2 | TRACK C: Culture Transformation Summit Ligurian 3 | TRACK D: Innovation Excellence Summit Venetian 1 | TRACK E: Technology Excellence Summit Venetian 3 to 5 | TRACK F: Customer Excellence Summit | TRACK G: Leadership Excellence Summit Bernini | TRACK H: Scaling Excellence and Agility Summit Da Vinci | TRACK I: Strategy Execution Excellence Summit Michelangelo | |
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| | | | | Coming soon To be confirmed tbc Cognizant | Case Study: Uber's Procure to Pay Transformation Mark Arrigotti Global Head Procure to Pay Uber CM (Day) | Supercharge Your Culture Mark Whitten , Director of Operations USA Martin Rea | | Coming soon Lakshmi Shankar Senior Director, Starategy & Operations Twitter | | Introducing the Digital Workforce of the Future with an Automation Change Management Program Eoin O'Reilly , Head of Digital Automation Metlife | Driving Scale and Efficiency through Innovative Approaches to Operational excellence in Construction Robert Crotty AVP HCA | How are we preparing the workforce fo the future? Bruna Braga Head of Partnerships MIT Solve | |
| 14:00 - 14:30 | Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall. | | | | | | | | | | | | |
| 14:30 - 15:00 | Venetian Ballroom 3 to 5 Main Stage Presentation Business Transformation Summit | | | | | | | | | | | | |
| | Managing Disruptive Change in the Aviation Industry Supply Chain Atif Meraj , Global Head Supply Chain Operations Delta Airlines | | | | | | | | | | | | |
| 15:00 - 15:40 | Venetian 3 & 5 Keynote Technology Excellence Summit How to Maintain Momentum from the Tipping Point of Transformation Success Nicola Hodson Vice President - Field Transformation Office Microsoft | | | | | | | | | | | | |
| 15:40 - 16:20 | Venetian Ballroom 3 to 5 Keynote Panel - Quickfire Presentations and Discussion Business Transformation Summit | | | | | | | | | | | | |
| | The Secrets to Large-Scale Business Transformation Success Mark Arrigotti , Global Head Procure to Pay Uber Travis Hahler , Americas Change Management Lead Google Cloud Nicola Hodson Vice President Global Sales, Marketing & Ops - Field Transformation Microsoft | | | | | | | | | | | | |
| 16:20 - 16:30 | Venetian Ballroom 3 to 5 "Prize Announcements - Poster Presentations * 3, App Leaderboard * 4, Attendee Profile - Have to be present to collect your prize. | | | | | | | | | | | | |
| 16:30 - 16:40 | Venetian Ballroom 3 to 5 Chairperson's Final Conclusion | | | | | | | | | | | | |

Post-Summit Workshops, Keynotes and Site Tours: **FRIDAY, MARCH 27, 2020**

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| 7:00 - 8:45 | Venetian Foyer BTOES Hub Morning Registration, Breakfast & Networking | | |
| 8:45 - 9:25 | Venetian 1 & 2 Keynote Culture Transformation Summit Cultural Transformation to Build an Improvement and Innovation Ecosystem Brou Gautier, Chief, USAF Improvement and Innovation Division, US Airforce | | |
| 9:25 - 9:30 | Session Changeover Time | | |
| 9:30 - 10:30 | Ligurian 1 Workshop Customer Experience Excellence Leveraging Customer Journeys to Create end-to-end Value | Ligurian 2 Workshop Technology Excellence Summit Knowledge for leaders so learning can better deliver organization-wide excellence Rob Stewart, President & CEO, OpusWorks | Ligurian 3 Workshop Culture Transformation Summit "E2E Alignment from the Policy pen to Action in the Field" Tim Griffin, Chief, AF CPI Standards & Methods, US Airforce |
| 10:30 - 11:00 | Venetian Foyer Refreshment & Networking Break | | |
| 11:00 - 12:00 | Venetian 1 Workshop Innovation Execution Summit Unlock the Secrets of Creative Thinking Dr. Karen Tilstra Co- founder Florida Hospital Innovation Lab (FHIL) - Advent Health | Venetian 2 Workshop Strategy Execution Excellence Summit "Inspiring Personal Ownership Through Education and Innovation Programs" Joe Crady, Chief Improvement and Innovation Training US Air Force | |
| 12:00 - 16:00 | Site Tour Florida Hospital Innovation Execution Summit Meet Loews Portofino Orlando Lobby Florida Hospital Innovation Lab Site Tour Dr. Karen Tilstra Co- founder Florida Hospital Innovation Lab (FHIL) - Advent Health | Site Tour Disney Institute General Session Business Behind the Magic Disney Tour Disney Institute | |