

DRAFT AGENDA

FULL-DAY WORKSHOPS: MONDAY, MARCH 18, 2019

7:00- 8:00	Ligurian Foyer Breakfast & Networking			
7:00- 17:00	Main Foyer Registration			
8:00- 17:00	Ligurian 1 Full Day Workshop Innovation Execution Summit	Ligurian 2 Full Day Workshop Culture Transformation Summit	Ligurian 3 Full Day Workshop Innovation Execution Summit	
	Excellence & Innovation Acceleration José Pires Global Excellence & Innovation (E&I) Leader Andeavor	PRESENTATION VIDEOED Mastering Change Management & Cultural Transformation Anu George Chief Quality & Transformation Officer Morningstar	PRESENTATION VIDEOED Design Thinking Creates Work Class Leaders! <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 50%;"> Kyle Koszuta Innovation Experience Designer Florida Hospital Innovation Lab (FHIL) </td> <td style="text-align: center; width: 50%;"> Karen Tilstra Co- Founder Florida Hospital Innovation Lab (FHIL) </td> </tr> </table>	Kyle Koszuta Innovation Experience Designer Florida Hospital Innovation Lab (FHIL)
Kyle Koszuta Innovation Experience Designer Florida Hospital Innovation Lab (FHIL)	Karen Tilstra Co- Founder Florida Hospital Innovation Lab (FHIL)			

Pre-Summit Workshops & Keynotes: TUESDAY, MARCH 19, 2019

7:30- 8:30	Ligurian & Venetian Foyer Breakfast & Networking			
7:30- 19:30	Main Foyer Registration			
8:00- 17:00	Tuscan Ballroom BTOES Hub Main Exhibit Hall Set-Up			
8:30- 10:00	Ligurian 1 Workshop A Operational Excellence Summit	Ligurian 2 Workshop B Business Transformation Summit	Ligurian 3 Workshop C Healthcare Summit	Venetian 1&2 Workshop D TechXLive
	Operational Excellence in Your Office: How to Design Autonomous Value Stream Flow Kevin Duggan Shingo Award-Winning Author, Founder Institute for Operational Excellence	PRESENTATION VIDEOED Say You Want a Revolution: Standing up an internal business transformation function in your organization. Jeff Holmquist Business Transformation Leader & Matthew Krathwohl Business Transformation Manager Crowe	PRESENTATION VIDEOED How Lean Six Sigma brings science to the art of sales. Kyle Mielke Director, Strategic Planning / Project Execution – US Commercial Operations CardinalHealth	PRESENTATION VIDEOED Achieving Performance Excellence Through a Systems Perspective... Lessons Learned on Driving Change Using Deming and Baldrige. Randy Clark Director of Six Sigma Upland Software
10:00- 10:30	Ligurian & Venetian Foyer Workshop Morning Refreshments			
10:30- 12:00	Ligurian 1 Workshop E Agility Summit	Ligurian 2 Workshop F Business Transformation Summit	Ligurian 3 Workshop G Healthcare Summit	Venetian 1&2 Workshop H TechXLive
	PRESENTATION VIDEOED Achievement of Enterprise Business Agility Transformation – People, Process and Technology (Cloud) Randy Bradley Vice Chairman, Trust Exchange, Former Head of Digital CoE Broadridge	Targeting Value through Business Transformations Dr. Mathias Kirchner Managing Director & Co CEO BPM-D	PRESENTATION VIDEOED How to Develop Highly Effective Change Agents Raymond Brand Sr. Performance Improvement Engineer Barnes Jewish Hospital	PRESENTATION VIDEOED Learn how Robotic Process Automation (RPA) Can Dramatically Improve Order to Cash (OTC) and Procure to Pay (P2P) Jon Gilman Founder & CEO Clear Software
12:00- 13:30	Venetian 3 Foyer Workshop Luncheon & Networking			

13:30- 15:00	<p>Ligurian 1 Workshop I Culture Transformation Summit</p> <p>PRESENTATION VIDEOED Innovation in Cultural Transformation for Rapidly Changing Organizations</p> <p>Anu Puji Associate Vice President of Enterprise Operational Excellence & Transformation Molina Healthcare</p>	<p>Ligurian 2 Workshop J Business Transformation Summit</p> <p>PRESENTATION VIDEOED Change Management Practice. What needs to be done better to improve Business Transformation Outcomes?</p> <p>Roger Watson Principal jTask, Inc.</p>	<p>Ligurian 3 Workshop K Strategy Execution Summit</p> <p>PRESENTATION VIDEOED Process Based Leadership® - Tactical Processes for Sustainable Strategy Execution</p> <p>Shane Yount President Competitive Solutions Inc.</p>	<p>Venetian 1&2 Workshop L TechXLive</p> <p>PRESENTATION VIDEOED IBM TLDP - Creating the Next Generation of Change Agents</p> <p>Matt Retterer Senior Strategy Consultant IBM</p>
15:00- 15:30	Ligurian & Venetian Foyer			
	Afternoon Coffee Break & Networking			
15:30- 17:00	<p>Ligurian 1 Workshop M Leadership Summit</p> <p>PRESENTATION VIDEOED Lean In Agile for Women - Enabling diversity, inclusion and adaptability</p> <p>Padmini Nidumolu Co founder & Leila Rao Co founder Lean In Agile</p>	<p>Ligurian 2 Workshop N Business Transformation Summit</p> <p>PRESENTATION VIDEOED Transforming Toward Impact: How the Social Sector is Evolving</p> <p>Catherine Jaynes Principal Cicero group</p>	<p>Ligurian 3 Workshop O Strategy Execution Summit</p>	<p>Venetian 1&2 Workshop P Customer Experience Excellence Summit</p> <p>PRESENTATION VIDEOED Leveraging Customer Journeys to Supercharge your Transformation and Excellence Initiatives.</p> <p>Till Reiter Product Lead & Mark McGregor Head of Strategy Signavio</p>
17:15- 17:45	<p>Venetian 1 & 2 Keynote Healthcare Summit</p> <p>PRESENTATION VIDEOED Manufacturer Production Issues Are Rising, And So Is The Risk To Patient Care – The Mayo Clinic Story</p> <p>Erich Heneke Director of Business Integrity and Continuity Mayo Clinic</p>			
17:45- 18:15	<p>Venetian 1 & 2 Keynote Culture Transformation Summit</p> <p>PRESENTATION VIDEOED A Digital Transformation story - Up close & personal</p> <p>Anu George Chief Quality & Transformation Officer Morningstar</p>			
18:15- 20:15	Main Summit Starts for Full Access Pass Ticket Holders			
18:15- 20:15	Tuscan Ballroom			
	BTOES19 Welcome Gala Reception - Open To All Passes (Except Community Pass)			

MAIN SUMMIT DAY: WEDNESDAY, MARCH 20, 2019

7:00- 19:30	Main Foyer Registration
7:00- 9:00	Tuscan Ballroom Breakfast & Networking
7:00- 17:30	Tuscan Ballroom BTOES Hub BTOES MEETINGS HUB & EXPO OPEN
8:00- 8:15	Venetian Ballroom BTOES Opening Remarks
8:15- 8:30	Venetian Ballroom Chairperson's Welcome & Introduction to Keynote
8:30- 9:15	Venetian Ballroom 3 to 5 - Main Stage Keynote PRESENTATION VIDEOED The Forgotten Basics of Lean Jeffery A. Davis, Executive Director of Operational Excellence, JP Morgan Chase & Co
9:15- 10:00	Venetian Ballroom 3 to 5 - Main Stage Keynote PRESENTATION VIDEOED A Balance of Intelligence, machine and human, for the future workplace Yuval Dvir, Head of Intl. Online Scaled Partnerships, Google Cloud, Google
10:00- 10:30	Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.
10:30- 11:15	Venetian Ballroom 3 to 5 - Main Stage Keynote Culture Transformation Summit PRESENTATION VIDEOED How is the Weather in your Kingdom? Key Learnings from 26 Years at Walt Disney World® Resort Dan Cockerell Magic Kingdom Vice-President (Retired & Inspired) Walt Disney World® Resort
11:15- 11:45	Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.
11:15- 11:45	Tuscan Ballroom Book Signing with Kevin Duggan

11:45- 12:15

Venetian 1 TRACK A: Culture Transformation Summit	Ligurian 1 TRACK B: Agility Summit	Ligurian 2 TRACK C: Leadership Summit	Ligurian 3 TRACK D: Operational Excellence Summit	Venetian 2 TRACK E: Business Transformation Summit	Davinci TRACK F: Healthcare Summit	Michelangelo TRACK G: Manufacturing Summit	Bernini TRACK H: TechXLive
Moderator: Dr. Keith Clinkscales, Director Strategic Planning & Performance Management, Palm Beach County Board of County Commissioners	Moderator: Brent Williams, Director/MBB Lean Six Sigma, Corporate Functions, McKesson	Moderator: Jim De Vries Founder, Managing Director	Moderator: Rob Stewart, CEO, Opusworks	Moderator: Alina Aronova, Chief of Staff for the Global Product Technology, Cengage	Moderator: Helen Figge Chief Strategy Officer, Medicasoft	Moderator: Raymond Brand, Sr. Performance Improvement Engineer, Barnes Jewish Hospital	Moderator: Jacques Hamel Chief Digital Transformation Officer, Trisotech
PRESENTATION VIDEOED Process Based Leadership® - Business vs Culture How to Win at Both Shane Yount President Competitive Solutions Inc.	The Impact of Agile Transformation on CBRE Business Rose Manjarres Senior Vice President, Digital & Technology, CBRE	PRESENTATION VIDEOED Transformational Leadership: The Practice of Human Connection Minette Norman Vice President, Engineering Practice, Autodesk	Case Study - Building OPEX into Our Company's DNA Mario Leduc , VP Operational Excellence, Diageo	PRESENTATION VIDEOED Driving Business Transformation with Lean/ Six Sigma James Shirey Partner Cicero	PRESENTATION VIDEOED Lean, Agile and Human Centered Design in Government- a Perspective from CMS Kevin Larsen Director, Continuous Improvement and Strategic Planning CMS	PRESENTATION VIDEOED PM@Siemens - Project Management Excellence Nuray Gurtekin Sen , Head of Global Process and Quality Siemens Corporate Technology Research in Digitalization and Automation, Siemens	PRESENTATION VIDEOED Life After Six Sigma, Lean, and Agile: Announcing Master's in Business Transformation (MBT) Kristof Kovacs Program Director, Transformational Leadership Development Program, & Caroline Whalen , Senior Business Transformation consultant, IBM

12:15- 13:30

Tuscan Ballroom
BTOES Hub
Meet the Speaker During Lunch

14:00-14:30

Venetian Ballroom 3 to 5 Main Stage Keynote	Venetian 1 TRACK A: Culture Transformation Summit	Ligurian 1 TRACK B: Agility Summit	Ligurian 2 TRACK C: Leadership Summit	Ligurian 3 TRACK D: Operational Excellence Summit	Venetian 2 TRACK E: Business Transformation Summit	Davinci TRACK F: Healthcare Summit	Michelangelo TRACK G: Manufacturing Summit	Bernini TRACK H: TechXLive
PRESENTATION VIDEOED Make it Stick! Proven Best Practices to Create Lasting Improvement in Your Organization Randy Shumway Chairman, Partner Cicero	Think Like A County, Operate Like A Top Fortune 500 Company! Dr. Keith Clinkscales , Director Strategic Planning & Performance Management, Palm Beach County Board of County Commissioners	To be announced	Deploying Lean Management for Top Executive Teams Agustin Stengel , VP, Way of Working, Fannie Mae	Operational Excellence in a Digital World that focuses on Service Griselda Abouseman , Vice President, Operational Excellence, Transport Solutions NA/EMEA, Ingersoll Rand	Enabling Business Transformation amidst Conflicting Organizational Mindsets Matt Aguilar , Operational Excellence Guru, BD	Accelerating A Global Deployment To The Next Level Of Performance Bill Owad Sr. Vice President, Operational Excellence CardinalHealth	PRESENTATION VIDEOED How Cummins Distribution is using Great Conversations to improve supervisor quality and drive employee engagement in frontline service operations roles. Sarbari Basu , Director - Global Talent Operations, Cummins	PRESENTATION VIDEOED Achieving Performance Excellence Through a Systems Perspective... Lessons Learned on Driving Change Using Deming and Baldrige. Randy Clark Director of Six Sigma Upland Software

14:30- 15:00		Donatello Boardroom Private Forums	Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.								
15:00- 15:30	Tuscan Ballroom BTOES Hub	Global Leaders of Operational Excellence Private Forum		Venetian 1 TRACK A: Culture Transformation Summit	Ligurian 1 TRACK B: Agility Summit	Ligurian 2 TRACK C: Leadership Summit	Ligurian 3 TRACK D: Operational Excellence Summit	Venetian 2 TRACK E: Business Transformation Summit	Davinci TRACK F: Healthcare Summit	Michelangelo TRACK G: Manufacturing Summit	Bernini TRACK H: TechXLive
	Topic Theme Meetups, Industry Meet Ups & Ideas Exchange			PRESENTATION VIDEOED Transformation in Global Support Organizations Jason Richards Principal Cicero Group	To be announced	PRESENTATION VIDEOED Recognizing the "Heart of a Company"™ Jim De Vries, Founder, Managing Director, EIG	PRESENTATION VIDEOED Improving Business Outcomes through the Application of Enterprise-wide Operational Excellence Brian Gallagher, SVP, Operational Excellence, CACI	PRESENTATION VIDEOED Transforming Organizational Capability and Performance Using CMMI V2.0 Ronald Lear, Director of IP Development, CMMI Products & Services Chief Architect, CMMI Institute	PRESENTATION VIDEOED Supporting "DID" in Leadership: Diversity, Innovation, and Disruption Helen Figge, Chief Strategy Officer, Medicasoft	PRESENTATION VIDEOED Culture Transformation in a Manufacturing Enterprise - Goodyear David Coleman, Finance Business Partner and Continuous Improvement Manager, Goodyear	Processing Mining: Process Mapping for a Digitally Transformed World Steven Remsen, Lean Six Sigma Black Belt Enterprise Process Excellence (PEX), Intel
15:30- 16:00			Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.								
16:00- 16:30			Venetian Ballroom 3 to 5 - Main Stage Keynote Leadership Summit	Venetian 1 TRACK A: Culture Transformation Summit	Ligurian 1 TRACK B: Agility Summit	Ligurian 2 TRACK C: Leadership Summit	Ligurian 3 TRACK D: Operational Excellence Summit	Venetian 2 TRACK E: Business Transformation Summit	Davinci TRACK F: Healthcare Summit	Michelangelo TRACK G: Manufacturing Summit	Bernini TRACK H: TechXLive
			PRESENTATION VIDEOED Developing Executive Problem Solving Behaviors Edward J. Blackman, Global Leader of CI, Whirlpool	PRESENTATION VIDEOED Using operational excellence to change the culture in the United States Postal Service Phillip Murphy, Headquarters CI Team Lean Six Sigma Master Black Belt, USPS	To be announced	PRESENTATION VIDEOED Leadership in Business Transformation and Operational Excellence Gerald A. Faunt, Vice President of Quality, CVG	Buying Companies in Bankruptcy and Distress Ira J. Perlmutter Founder/Managing Director and Chairman, Triple Five	PRESENTATION VIDEOED Shaping the energy industry with operational excellence – about our successful transformation from a traditional, fully integrated utility to a multisided innovative company. Stefan Schmidt, Associate Partner, Global Head of Operations & Lean Practice, innogy Consulting	PRESENTATION VIDEOED Scaling a Business Transformation Across a \$1.5B Healthcare Construction Portfolio Robert Crotty, AVP - HCA Building Capital Productivity and Strategy, HCA	Manufacturing 4.0: Shiny digital objects Ricardo Estok Enterprise Principle Leader, Global Manufacturing Operations & Council Johnson Controls	PRESENTATION VIDEOED Digital Enterprise Transformation Strategy: Technology Enablement + Process Simplification + Integrated Data Architecture Michael Greenidge IT Director, Enterprise Applications & Sandra Lechiaro Business Transformation Manager, MIT Lincoln Laboratory
16:30- 17:00			Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.								

17:00- 17:30

Venetian 1 TRACK A: Culture Transformation Summit	Ligurian 1 TRACK B: Agility Summit	Ligurian 2 TRACK C: Leadership Summit	Ligurian 3 TRACK D: Operational Excellence Summit	Venetian 2 TRACK E: Business Transformation Summit	Davinci TRACK F: Healthcare Summit	Michelangelo TRACK G: Manufacturing Summit	Bernini TRACK H: TechXLive
<p>PRESENTATION VIDEOD</p> <p>"I Accept The Challenge": A Hybrid Engagement Model for Digital Transformation and Innovation in High Risk & Regulatory Environments (Shifting Culture and Mindset for the Next Industrial Revolution)</p> <p>Bilal J Muhammed Vice President, ISRM, Wells Fargo</p>	<p>PRESENTATION VIDEOD</p> <p>Age of Agile</p> <p>Brent Williams, Director, MBB Lean Six Sigma, Corporate Functions McKesson</p>	<p>Prepare your Organization for Business Growth in Three Steps</p> <p>Kevin Duggan Shingo Award-Winning Author, Institute for Operational Excellence</p>	<p>PRESENTATION VIDEOD</p> <p>Deploying blended learning for Operational Excellence</p> <p>Rob Stewart, CEO, Opusworks</p>	<p>PRESENTATION VIDEOD</p> <p>Business transformation across industries, organization size, and maturity levels.</p> <p>Alina Aranova, Chief of Staff for the Global Product Technology, Cengage</p>	<p>PRESENTATION VIDEOD</p> <p>Leading Organizational Change with Real World Data: The Pharmaco Perspective</p> <p>Dr. Christopher Boone Vice President, Head of Real World Data & Analytics Center of Excellence, Patient & Health Impact, Pfizer</p>	<p>Overcoming Workforce Challenges to Deliver the Desired Results</p> <p>Peter Fritsche, VP Global Operations, DSI</p>	<p>Mastercard's Journey to Value Creation with Automation</p> <p>Aruna Ranganathan Director of Analytics and Automation Mastercard</p>

17:30- 18:00

Tuscan Ballroom
30 Minute Topic Specific Roundtable Sessions

18:30- 19:30

Venetian Ballroom
Awards Gala Reception

19:30- 20:30

Venetian Ballroom
Business Transformation & Operational Excellence Awards Ceremony

21:30- 23:00

Thirsty Fish
Night Summit
Meetings & Networking

MAIN SUMMIT DAY: THURSDAY, MARCH 21, 2019

7:00- 16:00	Main Foyer Registration
7:00- 9:00	Tuscan Ballroom Breakfast & Networking
7:30- 16:00	Tuscan Ballroom BTOES Hub EXPO OPEN
8:00- 8:10	Venetian Ballroom Chairperson's Recap From Previous Day - The Key Takeaways From Each Session
8:15- 9:15	Venetian Ballroom 3 to 5 - Main Stage Keynote Transforming your workforce through Strategic Workforce Planning Ross M. Sparkman, Head of Strategic Workforce Planning, Facebook
9:15-9:30	Tuscan Ballroom Refreshment Break
9:30- 10:00	Tuscan Ballroom Technology Test Drive
10:00-10:15	Tuscan Ballroom Refreshment Break
10:15- 11:15	Venetian Ballroom Awards Winners Panel Showcase
11:15- 11:45	Tuscan Ballroom Refreshment Break

11:45- 12:00		Venetian 1 TRACK A: Culture Transformation	Davinci TRACK F: Healthcare Summit	Bernini TRACK H: TechXLive	Ligurian 1 TRACK I Customer Experience Excellence Summit	Ligurian 2 TRACK J Innovation Execution Summit	Ligurian 3 TRACK K Insurance Summit	Venetian 2 TRACK L Strategy Execution Summit
12:00- 12:15	Donatello Boardroom Private Forums	Moderator: Bilal J Muhammed, Vice President, ISRM, Wells Fargo	Moderator: Dr. Christopher Boone Vice President, Head of Real World Data & Analytics Center of Excellence, Patient & Health Impact, Pfizer	Moderator: Kristof Kovacs Program Director, Transformational Leadership Development Program, IBM	Moderator: Randy Shumway, Chairman, Partner, Cicero Group	Moderator: Alex Goryachev Managing Director, Innovation Strategy and Programs, Cisco	Moderator: Kishore Kandru, Enterprise Business Architecture Leader, CSAA Insurance Group	Moderator: Attila Dobai, Head of Strategy and Innovation, Avis Budget Group
	VPs Operational Excellence Private Forum	Interactive Discussion forum Jordan Preisler Head of Operational Excellence Facebook	PRESENTATION VIDEOED The experts have left the building, now what? A journey of transformation and continuous improvement Erin Pelletier Director of Operational Excellence Care New England	PRESENTATION VIDEOED Value-driven Digital Transformation – From Business Case to Operational Processes Dr. Mathias Kirchmer Managing Director & Co CEO BPM-D		PRESENTATION VIDEOED Driving Cultural and Strategic Transformation with Disruptive Co-Innovation Alex Goryachev, Managing Director, Innovation Strategy and Programs, Cisco	The Farmers Insurance Operational Excellence Journey Holly Rogers Lean Six Sigma Black Belt Farmers Insurance	PRESENTATION VIDEOED Strategy Execution and the case for Continuous Business Transformation Attila Dobai, Head of Strategy and Innovation, Avis Budget Group

12:15- 12:30 Tuscan Ballroom
 12:30 - 13:00 Lunch Break
 13:00- 13:10

13:10- 13:15 Venetian Ballroom
 Prizes & Awards Announcements

13:15- 13:45	Venetian Ballroom 3 to 5 - Main Stage Keynote	Venetian 1 TRACK A: Culture Transformation Summit	Davinci TRACK F: Healthcare Summit	Bernini TRACK H: TechXLive	Ligurian 1 TRACK I Customer Experience Excellence Summit	Ligurian 2 TRACK J Innovation Execution Summit	Ligurian 3 TRACK K Insurance Summit	Venetian 2 TRACK L Strategy Execution Summit
	PRESENTATION VIDEOED Changing to Win! and Quickly Rias Attar , Vice President – Enterprise Project Management Office & Strategic Initiatives, Caesars Entertainment	Creating a Winning Culture by Leading with Fundamentals Steve Waszak VP Operational Excellence Greene Group Industries	PRESENTATION VIDEOED Quality Improvement in an NHS Organisation, in the United Kingdom, building on multidisciplinary working and continuous improvement Jo Murray Matron, Achieving Excellence NHS	PRESENTATION VIDEOED End-to-end process optimization and robotics process automation (RPA): creating value from design to execution Iassen Deenitchin Head of Global Process Management ING		PRESENTATION VIDEOED Creating a Culture of Quality and Innovation Kenneth Giles Quality and Continuous Improvement Principal FedEx	PRESENTATION VIDEOED To Know Where You're Going, You Must See What You're Doing Ryan Leuty Operational Excellence Black Belt Country Financial	Strategy and Execution: There are only two cases when strategy is not important, you have no competition or you don't care if you lose. Brian McDonald Vice President Strategic Planning - Finance International Paper

13:45- 14:15 Tuscan Ballroom
 Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.

14:15- 14:45	Venetian 1 TRACK A: Culture Transformation Summit	Davinci TRACK F: Healthcare Summit	Bernini TRACK H: TechXLive	Ligurian 1 TRACK I Customer Experience Excellence Summit	Ligurian 2 TRACK J Innovation Execution Summit	Ligurian 3 TRACK K Insurance Summit	Venetian 2 TRACK L Strategy Execution Summit
	To be announced.	PRESENTATION VIDEOED Integrating Strategic Deployment and Daily Management Systems to drive both Process and Culture Improvement in Healthcare Corey Rathburn Regional Value Oriented Architecture and Clinical Excellence Providence Health & Services	PRESENTATION VIDEOED From Strategy to Operations: Building new business capabilities in record time Jacques Hamel Chief Digital Transformation Officer Trisotech	PRESENTATION VIDEOED Building Customer-Centric Metrics Matt Hansen Lean Six Sigma Master Black Belt H&R Block	Transformation, Operational Excellence & The Law Department of the Future Farrah Pepper Chief Legal Innovation Counsel Marsh & McLennan	PRESENTATION VIDEOED RPA with LeSS: An Insurers Insight Kishore Kandru Enterprise Business Architecture Leader CSAA Insurance Group	PRESENTATION VIDEOED Today's World and The Missing Elements Of Strategy, Optimization, and Innovation Amine Ayad Head of Workforce Management & Optimization Bed Bath & Beyond

14:45- 15:00 Tuscan Ballroom
Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.

15:00- 15:30	Venetian 1 TRACK A: Culture Transformation Summit PRESENTATION VIDEOS "Maintaining a Lean Start-up Culture while Scaling to \$150million in annual revenues" César Bocanegra Chief Operating Officer DonorsChoose.org"	Davinci TRACK F: Healthcare Summit To be announced	Bernini TRACK H: TechXLive PRESENTATION VIDEOS The future of work with emerging technologies Marco Chmura Director of Quality & Transformation Morningstar	Ligurian 1 TRACK I: Customer Experience Excellence Summit To be announced	Ligurian 2 TRACK J: Innovation Execution Summit PRESENTATION VIDEOS Launching a Process Innovation program for a cloud company Byron Tatsumi Senior Director, Process Innovation Salesforce	Ligurian 3 TRACK K: Insurance Summit To be announced	Venetian 2 TRACK L: Strategy Execution Summit To be announced
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15:35- 16:05 Tuscan Ballroom
FAST: 4 Principles Every Business Needs To Achieve Success and Drive Results.

16:05-16:15 Venetian Ballroom
Chairperson's Final Conclusion

Post-Summit Workshops & Site Tours: FRIDAY, MARCH 22, 2019

7:00- 9:00	Tuscan Level Foyer BTOES Hub Morning Registration, Breakfast & Networking		
9:00- 10:30	Venetian 1 Workshop Q Business Transformation Summit	Venetian 2 Workshop R Strategy Execution Summit	Venetian 3 Workshop S
	In-House Foundation (TLDP) Caroline Whalen, Senior Business Transformation consultant, IBM	PRESENTATION VIDEOED Strategy to Execution - Blueprint for Competitive Advantage Robert Cartia Vice President, Operational Excellence Global Container Terminals Canada	To be announced
11:00- 12:00	Venetian 3 Keynote Culture Transformation Summit PRESENTATION VIDEOED Creating and sustaining great culture - key learnings from a 26-year career at the Walt Disney Company Dan Cockerell Magic Kingdom Vice-President (Retired & Inspired) Walt Disney World® Resort		Venetian 2 Keynote Innovation Execution Summit PRESENTATION VIDEOED Florida Hospital Innovation Lab Site Tour Presentation Kyle Koszuta Innovation Experience Designer & Karen Tilstra Co-founder Florida Hospital Innovation Lab (FHIL)
	Site Tour The Walt Disney World Resort Meet Loews Portofino Orlando Lobby Walt Disney World Resort: Business Behind The Magic Tour Dan Cockerell Magic Kingdom Vice-President (Retired & Inspired) Walt Disney World® Resort		Site Tour Florida Hospital Innovation Execution Summit Meet Loews Portofino Orlando Lobby Florida Hospital Innovation Lab Site Tour Kyle Koszuta Innovation Experience Designer & Karen Tilstra Co-founder Florida Hospital Innovation Lab (FHIL)
12:00- 16:00	Site Tour The Walt Disney World Resort Meet Loews Portofino Orlando Lobby Walt Disney World Resort: Business Behind The Magic Tour Dan Cockerell Magic Kingdom Vice-President (Retired & Inspired) Walt Disney World® Resort		
16:30-17:30	Venetian 3 Leadership Summit		
	PRESENTATION VIDEOED Post Tour Debrief / Q&A back at the Loews Portofino Dan Cockerell Magic Kingdom Vice-President (Retired & Inspired) Walt Disney World® Resort		