

## Speaker Video Recording Permissions

## 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	<b>Ligurian 1</b> Full Day Workshop Innovation Execution Summit Excellence & Innovation Acceleration  <b>José Pires</b> Former Global Vice President of Enterprise Business Improvement & Productivity <b>Andeavor</b>	<b>Ligurian 2</b> Full Day Workshop Culture Transformation Summit <b>PRESENTATION VIDEOED</b> Mastering Change Management & Cultural Transformation  <b>Anu George</b> Chief Quality & Transformation Officer <b>Morningstar</b>	<b>Ligurian 3</b> Full Day Workshop Innovation Execution Summit <b>PRESENTATION VIDEOED</b> Design Thinking Creates Work Class Leaders!  <b>Kyle Koszuta</b> Innovation Experience Designer <b>Florida Hospital Innovation Lab (FHIL)</b>  <b>Karen Tilstra</b> Co- Founder <b>Florida Hospital Innovation Lab (FHIL)</b>

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

7:00- 8:30	Ligurian & Venetian Foyer Breakfast & Networking			
7:00- 19:30	Main Foyer Registration			
8:00- 15:00	Tuscan Ballroom BTOES Hub Main Exhibit Hall Set-Up & Poster Presentations Set-Up			
8:30- 10:00	<b>Ligurian 1</b> Workshop A Operational Excellence Summit  Operational Excellence in Your Office: How to Design Autonomous Value Stream Flow  <b>Kevin Duggan</b> Shingo Award-Winning Author, Founder <b>Institute for Operational Excellence</b>	<b>Ligurian 2</b> Workshop B Business Transformation Summit  Say You Want a Revolution: Standing up an internal business transformation function in your organization.  <b>Jeff Holmquist</b> Business Transformation Leader & <b>Matthew Krathwohl</b> Business Transformation Manager <b>Crowe</b>	<b>Ligurian 3</b> Workshop C Healthcare Summit <b>PRESENTATION VIDEOED</b> How Lean Six Sigma brings science to the art of sales.  <b>Kyle Mielke</b> Director, Strategic Planning / Project Execution – US Commercial Operations <b>CardinalHealth</b>	<b>Venetian 1 &amp; 2</b> Workshop D Leadership Summit <b>PRESENTATION VIDEOED</b> Lean In Agile for Women - Enabling diversity, inclusion and adaptability  <b>Padmini Nidumolu</b> Co founder & <b>Leila Rao</b> Co founder <b>Lean in Agile</b>
10:00- 10:30	Ligurian & Venetian Foyer Workshop Morning Refreshments			
10:30- 12:00	<b>Ligurian 1</b> Workshop E Agility Summit <b>PRESENTATION VIDEOED</b> Achievement of Enterprise Business Agility Transformation – People, Process and Technology (Cloud)  <b>Randy Bradley</b> Vice Chairman, Trust Exchange, Former Head of Digital CoE <b>Broadridge</b>	<b>Ligurian 2</b> Workshop F Business Transformation Summit <b>PRESENTATION VIDEOED</b> Targeting Value through Business Transformations  <b>Dr. Mathias Kirchmer</b> Managing Director & Co CEO <b>BPM-D</b>	<b>Ligurian 3</b> Workshop G Healthcare Summit <b>PRESENTATION VIDEOED</b> How to Develop Highly Effective Change Agents  <b>Raymond Brand</b> Sr. Performance Improvement Engineer <b>Barnes Jewish Hospital</b>	<b>Venetian 1&amp;2</b> Workshop H TechXLive <b>PRESENTATION VIDEOED</b> Learn how Robotic Process Automation (RPA) Can Dramatically Improve Order to Cash (OTC) and Procure to Pay (P2P)  <b>Jon Gilman</b> Founder & CEO <b>Clear Software</b>
12:00- 13:30	Venetian 3 Foyer Workshop Luncheon & Networking			

13:30- 15:00	<p>Ligurian 1 Workshop I Culture Transformation Summit</p> <p><b>PRESENTATION VIDEOED</b> Innovation in Cultural Transformation for Rapidly Changing Organizations</p> <p><b>Anu Puiji</b> Associate Vice President of Enterprise Operational Excellence &amp; Transformation <b>Molina Healthcare</b></p>	<p>Ligurian 2 Workshop J Business Transformation Summit</p> <p><b>PRESENTATION VIDEOED</b> Change Management Practice. How do we improve Business Transformation Outcomes?</p> <p><b>Roger Watson</b> Principal <b>jTask, Inc.</b></p>	<p>Ligurian 3 Workshop K Strategy Execution Summit</p> <p><b>PRESENTATION VIDEOED</b> Process Based Leadership® - Tactical Processes for Sustainable Strategy Execution</p> <p><b>Shane Yount</b> President <b>Competitive Solutions Inc.</b></p>	<p>Venetian 1&amp;2 Workshop L TechXLive</p> <p><b>PRESENTATION VIDEOED</b> People, Process, Technology: Leveraging Design Thinking and Agile Methodologies to Deliver Technical Solutions</p> <p><b>Matt Retterer</b> Senior Strategy Consultant &amp; <b>Anaysha Parker</b> Senior Business Transformation Consultant <b>IBM</b></p>
15:00- 15:30	<p>Ligurian &amp; Venetian Foyer</p> <p>Afternoon Coffee Break &amp; Networking</p>			
15:30- 17:00	<p>Ligurian 1 Workshop M Customer Experience Excellence Summit</p> <p><b>PRESENTATION VIDEOED</b> Leveraging Customer Journeys to Supercharge your Transformation and Excellence Initiatives.</p> <p><b>Till Reiter</b> Product Lead &amp; <b>Mark McGregor</b> Head of Strategy <b>Signavio</b></p>	<p>Ligurian 2 Workshop N Business Transformation Summit</p> <p><b>PRESENTATION VIDEOED</b> Transforming Toward Impact: How the Social Sector is Evolving</p> <p><b>Catherine Jaynes</b> Principal <b>Cicero group</b></p>	<p>Ligurian 3 Workshop O Strategy Execution Summit</p> <p><b>PRESENTATION VIDEOED</b> Strategy execution: It's time to care...</p> <p><b>Carolyn Gibson</b> Strategy Execution Expert/Professional <b>i-nexus</b></p>	<p>Venetian 1&amp;2 Workshop P TechXLive</p> <p><b>PRESENTATION VIDEOED</b> Accelerate Value Realization With Tips From an Opex Professional</p> <p><b>Randy Clark</b> Director of Six Sigma <b>Upland Software</b></p>
17:15- 17:45	<p><b>Venetian 1 &amp; 2</b> Keynote Healthcare Summit</p> <p><b>PRESENTATION VIDEOED</b> Manufacturer Production Issues Are Rising, And So Is The Risk To Patient Care – The Mayo Clinic Story</p> <p><b>Erich Heneke</b> Director of Business Integrity and Continuity <b>Mayo Clinic</b></p>			
17:45- 18:15	<p><b>Venetian 1 &amp; 2</b> Keynote Culture Transformation Summit</p> <p><b>PRESENTATION VIDEOED</b> A Digital Transformation story - Up close &amp; personal</p> <p><b>Anu George</b> Chief Quality &amp; Transformation Officer <b>Morningstar</b></p>			
18:15- 20:15	<p>Main Summit Starts for Full Access Pass Ticket Holders</p>			
18:15- 20:15	<p>Tuscan Ballroom</p> <p>BTOES19 Welcome Gala Reception - Open To All Passes (Except Community Pass)</p>			

**MAIN SUMMIT DAY: WEDNESDAY, MARCH 20, 2019**

7:00- 19:30	Main Foyer Registration
7:00- 9:00	Tuscan Ballroom Breakfast & Networking   Meet our Sponsors & Exhibitors   View Poster Presentations
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 Culture Transformation Summit <b>PRESENTATION VIDEOED</b> How is the Weather in your Kingdom? Key Learnings from 26 Years at Walt Disney World® Resort  <b>Dan Cockerell</b> Magic Kingdom Vice-President (Retired & Inspired) <b>Walt Disney World® Resort</b>
9:15- 10:00	Venetian Ballroom 3 to 5 - Main Stage Keynote  <b>PRESENTATION VIDEOED</b> A Balance of Intelligence, machine and human, for the future workplace  <b>Yuval Dvir,</b> Head of Intl. Online Scaled Partnerships, Google Cloud, <b>Google</b>
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  <b>PRESENTATION VIDEOED</b> The Forgotten Basics of Lean  <b>Jeffery A. Davis,</b> Executive Director of Operational Excellence, <b>JP Morgan Chase &amp; Co</b>
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		<div>Venetian 1 TRACK A: Culture Transformation Summit</div> <div>Moderator: Dr. Keith Clinkscales, Director Strategic Planning &amp; Performance Management, Palm Beach County Board of County Commissioners</div> <div>PRESENTATION VIDEOED Process Based Leadership® - Business vs Culture   How to Win at Both</div> <div>Shane Yount President Competitive Solutions Inc.</div>	<div>Ligurian 1 TRACK B: Agility Summit</div> <div>Moderator: Brent Williams, Director/MBB Lean Six Sigma, Corporate Functions, McKesson</div> <div>PRESENTATION VIDEOED Great Big Agile: Leading Agile at Scale</div> <div>Jeff Dalton Chief Evangelist AgileCXO</div>	<div>Ligurian 2 TRACK C: Leadership Summit</div> <div>Moderator: Jim DeVries Founder, Managing Director</div> <div>PRESENTATION VIDEOED Transformational Leadership: The Practice of Human Connection</div> <div>Minette Norman Vice President, Engineering Practice, Autodesk</div>	<div>Ligurian 3 TRACK D: Operational Excellence Summit</div> <div>Moderator: Rob Stewart, CEO, Opusworks</div> <div>PRESENTATION VIDEOED Optimizing your Value in Operational Excellence</div> <div>Steve Willoughby President &amp; Principal Consultant, LSSBB, MBOE Lean-BPM</div>	<div>Venetian 2 TRACK E: Business Transformation Summit</div> <div>Moderator: James Shirey, Partner, Cicero</div> <div>PRESENTATION VIDEOED Driving Business Transformation with Lean/ Six Sigma</div> <div>James Shirey Partner Cicero</div>	<div>Davinci TRACK F: Healthcare Summit</div> <div>Moderator: Helen Figge Chief Strategy Officer, MedicaSoft</div> <div>PRESENTATION VIDEOED Is Design Thinking Healthcare's New Super Power?</div> <div>Karen Tilstra Co- Founder Florida Hospital Innovation Lab</div>	<div>Michelangelo TRACK G: Manufacturing Summit</div> <div>Moderator: Raymond Brand, Sr. Performance Improvement Engineer, Barnes Jewish Hospital</div> <div>PRESENTATION VIDEOED PM@Siemens - Project Management Excellence</div> <div>Nuray Gurtekin Sen, Head of Global Process and Quality Siemens Corporate Technology Research in Digitalization and Automation, Siemens</div>	<div>Bernini TRACK H: TechXLive</div> <div>Moderator: Caroline Whalen Senior Business Transformation Consultant, IBM</div> <div>PRESENTATION VIDEOED Life After Six Sigma, Lean, and Agile: Announcing Master's in Business Transformation (MBT)</div> <div>Kristof Kovacs Program Director, Transformational Leadership Development Program, &amp; Caroline Whalen, Senior Business Transformation consultant, IBM</div>
12:15- 14:00	Tuscan Ballroom BTOES Hub								
Meet the Speaker During Lunch									
14:00-14:30	<div>Venetian Ballroom 3 to 5 Main Stage Keynote</div> <div>PRESENTATION VIDEOED Make it Stick! Proven Best Practices to Create Lasting Improvement in Your Organization</div> <div>Randy Shumway Chairman, Partner Cicero</div>	<div>Venetian 1 TRACK A: Culture Transformation Summit</div> <div>PRESENTATION VIDEOED Think Like A County, Operate Like A Top Fortune 500 Company!</div> <div>Dr. Keith Clinkscales, Director Strategic Planning &amp; Performance Management, Palm Beach County Board of County Commissioners</div>		<div>Ligurian 2 TRACK C: Leadership Summit</div> <div>Deploying Lean Management for Top Executive Teams</div> <div>Agustin Stengel, VP, Way of Working, Fannie Mae</div>	<div>Ligurian 3 TRACK D: Operational Excellence Summit</div> <div>Operational Excellence in a Digital World that focuses on Service</div> <div>Griselda Aboustleman, Vice President, Operational Excellence, Transport Solutions NA/EMEA, Ingersoll Rand</div>	<div>Venetian 2 TRACK E: Business Transformation Summit</div> <div>Enabling Business Transformation amidst Conflicting Organizational Mindsets</div> <div>Matt Aguilar, Operational Excellence Guru, BD</div>		<div>Bernini TRACK H: TechXLive</div> <div>PRESENTATION VIDEOED Achieving Performance Excellence Through a Systems Perspective... Lessons Learned on Driving Change Using Deming and Baldrige.</div> <div>Randy Clark Director of Six Sigma Upland Software</div>	

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 Ready, Set, Transform! Creating Lasting Transformation  Jason Richards Principal Cicero Group	PRESENTATION VIDEOED Age of Agile  Brent Williams, DirectorMBB Lean Six Sigma, Corporate Functions McKesson	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 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	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 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		PRESENTATION VIDEOED Leadership in Business Transformation and Operational Excellence  Jon McGraw, CEO, Vision Pursue	PRESENTATION VIDEOED Deploying blended learning for Operational Excellence  Rob Stewart, CEO, Opusworks & Jennifer Hurst Global Performance Excellence OpusWorks	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	PRESENTATION VIDEOED Culture Transformation in a Manufacturing Enterprise - Goodyear  David Coleman, Finance Business Partner and Continuous Improvement Manager, Goodyear	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- 16:45			Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.								

16:45- 17:15

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
<b>PRESENTATION VIDEOED</b> "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)  <b>Bilal J Muhammed</b> Vice President, ISRM, <b>Wells Fargo</b>	<b>PRESENTATION VIDEOED</b> Enterprise Business Agility Transformation  <b>Padmini Nidumolu</b> Co-Founder <b>Lean in Agile</b>	Prepare your Organization for Business Growth in Three Steps  <b>Kevin Duggan</b> Shingo Award- Winning Author, <b>Institute for Operational Excellence</b>	Buying Companies in Bankruptcy and Distress  <b>Ira J. Perlmutter</b> Founder/Managing Director and Chairman, <b>Triple Five</b>	<b>PRESENTATION VIDEOED</b> Business transformation across industries, organization size, and maturity levels.  <b>Alina Aranova</b> , Chief of Staff for the Global Product Technology, <b>Cengage</b>	<b>PRESENTATION VIDEOED</b> Leading Organizational Change with Real World Data: The Pharmaco Perspective  <b>Dr. Christopher Boone</b> Vice President, Head of Real World Data & Analytics Center of Excellence, Patient & Health Impact, <b>Pfizer</b>	Overcoming Workforce Challenges to Deliver the Desired Results  <b>Peter Fritsche</b> , VP Global Operations, <b>DSI</b>	Mastercard's Journey to Value Creation with Automation  <b>Aruna Ranganathan</b> Director of Analytics and Automation <b>Mastercard</b>

17:15- 17:30

Tuscan Ballroom
Make Your Way To The Roundtable Sessions

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

20:30- 21:30

Venetian Ballroom
Awards After Party Finalists & Winners - Get Your Photos Taken At The Awards Photo Wall - Shake Some Dance Floor Moves

21:30- 23:00

Thirsty Fish Night Summit
Meetings & Networking

MAIN SUMMIT DAY: THURSDAY, MARCH 21, 2019

8:00- 16:00	Main Foyer							
	Registration							
7:00- 9:00	Tuscan Ballroom							
	Breakfast & Networking							
7:00- 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	Tuscan Ballroom  Lunch Break	Moderator: Bilal J Muhammed, Vice President, ISRM, Wells Fargo  PRESENTATION VIDEOED End-to-End Business Transformation: Adopting a process and change mindset to support growth and a business model shift  David O'Toole Director, Strategic Program Operations World Wide Technology & Darren Rehner National Practice Lead Centric Consulting	Moderator: Dr. Christopher Boone Vice President, Head of Real World Data & Analytics Center of Excellence, Patient & Health Impact, Pfizer  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	Moderator: Kristof Kovacs Program Director, Transformational Leadership Development Program, IBM  PRESENTATION VIDEOED Value-driven Digital Transformation – From Business Case to Operational Processes  Dr. Mathias Kirchmer Managing Director & Co CEO BPM-D	Moderator: Randy Shumway, Chairman, Partner, Cicero Group  PRESENTATION VIDEOED The Role of Culture in Transformation  Angie Burris Director of Customer Experience GCI	Moderator: Alex Goryachev Managing Director, Innovation Strategy and Programs, Cisco  PRESENTATION VIDEOED Driving Cultural and Strategic Transformation with Disruptive Co-Innovation  Alex Goryachev, Managing Director, Innovation Strategy and Programs, Cisco	Moderator: Kishore Kandru, Enterprise Business Architecture Leader, CSAA Insurance Group  The Farmers Insurance® Operational Excellence Journey  Holly Rogers Lean Six Sigma Black Belt Farmers Insurance®	Moderator: Attila Dobal, Head of Strategy and Innovation, Avis Budget Group  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

12:15- 12:30	Tuscan Ballroom							
12:30 - 13:00	Lunch Break							
13:00- 13:10	Venetian Ballroom Prizes & Awards Announcements							
13:10- 13:15								
13:15- 13:45	<div>Venetian Ballroom 3 to 5 - Main Stage Keynote</div> <div>PRESENTATION VIDEOED Changing to Win! and Quickly</div> <div>Rias Attar, Vice President – Enterprise Project Management Office &amp; Strategic Initiatives, Caesars Entertainment</div>	<div>Davinci TRACK F: Healthcare Summit</div> <div>PRESENTATION VIDEOED Quality Improvement in an NHS Organisation, in the United Kingdom, building on multidisciplinary working and continuous improvement</div> <div>Jo Murray Matron, Achieving Excellence NHS</div>	<div>Bernini TRACK H: TechXLive</div> <div>PRESENTATION VIDEOED From Strategy to Operations: Building new business capabilities in record time</div> <div>Jacques Hamel Chief Digital Transformation Officer Trisotech</div>	<div>Ligurian 1 TRACK I Customer Experience Excellence Summit</div> <div>Listening to Our Clients Drives us to be Better</div> <div>Jennifer Ehresman Consumer Client Services Executive Bank of America</div>	<div>Ligurian 2 TRACK J Innovation Execution Summit</div> <div>Creating a Culture of Quality and Innovation</div> <div>Kenneth Giles Quality and Continuous Improvement Principal FedEx</div>	<div>Ligurian 3 TRACK K Insurance Summit</div> <div>PRESENTATION VIDEOED To Know Where You're Going, You Must See What You're Doing</div> <div>Ryan Leuty Operational Excellence   Black Belt Country Financial</div>	<div>Venetian 2 TRACK L Strategy Execution Summit</div> <div>PRESENTATION VIDEOED Use Hoshin to Execute Your Strategic Plan for World Class Results</div> <div>Cedro Toro Founder and CEO KPI Fire</div>	
13:45- 14:15	Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.							
14:15- 14:45	<div>Donatello Boardroom Private Forums</div> <div>VPs Operational Excellence Private Forum</div>	<div>Venetian 1 TRACK A: Culture Transformation Summit</div> <div>PRESENTATION VIDEOED Creating a Winning Culture by Leading with Fundamentals</div> <div>Steve Waszak VP Operational Excellence Greene Group Industries</div>	<div>Davinci TRACK F: Healthcare Summit</div> <div>PRESENTATION VIDEOED Integrating Strategic Deployment and Daily Management Systems to drive both Process and Culture Improvement in Healthcare</div> <div>Corey Rathburn Regional Value Oriented Architecture and Clinical Excellence Providence Health &amp; Services</div>	<div>Bernini TRACK H: TechXLive</div> <div>PRESENTATION VIDEOED End-to-end process optimization and robotics process automation (RPA): creating value from design to execution</div> <div>Iassen Deenitchin Head of Global Process Management ING</div>	<div>Ligurian 1 TRACK I Customer Experience Excellence Summit</div> <div>PRESENTATION VIDEOED</div> <div>Southard Jones Vice President of Product Marketing Celonis</div>	<div>Ligurian 2 TRACK J Innovation Execution Summit</div> <div>Transformation, Operational Excellence &amp; The Law Department of the Future</div> <div>Farrah Pepper Chief Legal Innovation Counsel Marsh&amp; McLennan</div>	<div>Ligurian 3 TRACK K Insurance Summit</div> <div>PRESENTATION VIDEOED Business Intelligence in the Digital Age</div> <div>Virgil Miller EVP and COO Aflac</div>	<div>Venetian 2 TRACK L Strategy Execution Summit</div> <div>PRESENTATION VIDEOED Strategy to Execution - Blueprint for Competitive Advantage</div> <div>Robert Cartia Vice President, Operational Excellence Global Container Terminals Canada</div>

Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.

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
<b>PRESENTATION VIDEOED</b> Maintaining a Lean Start-up Culture while Scaling from start-up to \$100million+/year in revenue  <b>César Bocanegra</b> NYU Adjunct Professor and Former COO <b>DonorsChoose.org</b>	Continuous Improvement Through People, Process and Technology at Eskenazi Health  <b>Brian Barrick</b> Director, Operational Excellence and Strategy <b>Eskenazi Health</b>	<b>PRESENTATION VIDEOED</b> The future of work with emerging technologies  <b>Marco Chmura</b> Director of Quality & Transformation <b>Morningstar</b>	<b>PRESENTATION VIDEOED</b> Building Customer- Centric Metrics  <b>Matt Hansen</b> Lean Six Sigma Master Black Belt <b>H&amp;R Block</b>	<b>PRESENTATION VIDEOED</b> Launching a Process Innovation program for a cloud company  <b>Byron Tatsumi</b> Senior Director, Process Innovation <b>Salesforce</b>	<b>PRESENTATION VIDEOED</b> RPA with LeSS: An Insurers Insight  <b>Kishore Kandru</b> Enterprise Business Architecture Leader <b>CSAA Insurance Group</b>	<b>PRESENTATION VIDEOED</b> Strategy Execution and the case for Continuous Business Transformation  <b>Attila Dobai,</b> Head of Strategy and Innovation, <b>Avis Budget Group</b>

<p>Venetian Ballroom 3 to 5 - Main Stage Keynote</p>	
<p>How an evidence-based User Experience program helped transform the enterprise.</p>	
<p><b>Anirudha A Joshi</b> Director -Sys Engrg <b>Verizon</b></p>	<p><b>Nash Sivaganesh</b> Executive Director - Sys Engrg <b>Verizon</b></p>

Venetian Ballroom
Chairperson's Final Conclusion

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

7:00- 9:00	Venetian Foyer BTOES Hub Morning Registration, Breakfast & Networking		
9:00- 10:30	Venetian 1 Workshop Q TechXLive	Venetian 2 Workshop R Business Transformation Summit	Venetian 3 Workshop S Innovation Execution Summit
	<b>PRESENTATION VIDEOED</b> In-House Foundation (TLDP)  Caroline Whalen Senior Business Transformation Consultant & Matt Retterer Senior Strategy Consultant IBM	<b>PRESENTATION VIDEOED</b> Myth Busters: An interactive workshop designed to provide clarity to you end-to-end transformation journey  David O'Toole Director, Strategic Program Operations World Wide Technology & Darren Rehner National Practice Lead Centric Consulting	<b>PRESENTATION VIDEOED</b> 3DThinking™. Going 'inside the box' to manage innovation and transformation shifts.  James Feldman The Bright Idea Guy Shift Happens
10:30- 11:00	Venetian Foyer Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.		
11:00- 12:00	Venetian 3 Keynote Culture Transformation Summit	Venetian 2 Keynote Innovation Execution Summit	
	<b>PRESENTATION VIDEOED</b> Magic In Action - key learnings from a 26-year career at the Walt Disney Company  Dan Cockerell Magic Kingdom Vice-President (Retired & Inspired) Walt Disney World® Resort	<b>PRESENTATION VIDEOED</b> Florida Hospital Innovation Lab Site Tour Presentation  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	Site Tour Florida Hospital Innovation Execution Summit	
	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	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)	
16:00- 18:30			
18:30-19:30	Venetian 3 Leadership Summit  Post Tour Debrief / Q&A back at the Loews Portofino  Dan Cockerell Magic Kingdom Vice-President (Retired & Inspired) Walt Disney World® Resort		



















