BTOES18

	Pre-Summit	Main Summit Day 1					Main Summit Day 2					Post-Summit
	March 13, 2018	**March 14, 2018**					**March 15, 2018**					**March 16, 2018**
AM	Workshops	Keynotes					Keynotes					Workshops
							Awards Winners Panel Showcase					
	Workshops	Technology test-drive					TRACK F Culture	TRACK I Lean	TRACK G Strategy	TRACK H Customer experience	TRACK E Operational Excellence	Workshops
		Keynotes										
PM	Workshops	TRACK A Innovation	TRACK B Digital Transformation	TRACK C Leadership	TRACK D Business Transformation	TRACK E Operational Excellence	Roundtables on Key Pressing Issues & Future Trends					Site-visit
							TRACK F Culture	TRACK I Lean	TRACK G Strategy	TRACK H Customer experience	TRACK F Operational Excellence	
	Workshops	Keynote					30 Minute Panel Session in each track					
		Keynote										
	Keynote	TRACK A Innovation	TRACK B Digital Transformation	TRACK C Leadership	TRACK D Business Transformation	TRACK E Operational Excellence	Keynote					
							Option to Join Organized Dinners					
		30 Minute Panel Session in each track										
Late	Gala reception	Business Transformation & Operational Excellence Awards Ceremony Gala Awards Reception										

Confirmed Speakers:

Jeff Hastie	**Mishu Rahman**	**Jeff Porada**	**Ricardo Estok**
Global Director - Lean Enterprise,	*OpEx and Digital Transformation*	*Global Director of Lean Six Sigma*	*Enterprise Principle Leader, Global*
Bose Corporation	*US Office of Management and*	**Jabil**	*Manufacturing Operations &*
	Budget		*Council*
	Executive Office of the President		**Johnson Controls**
Kevin Goldsmith	**Anu George**	**Sisir Padhy**	**Daniel Abrantes**
Chief Technology Officer	*Chief Quality Officer*	*SVP Business Excellence*	*Global Change & Communications*
Avvo	**Morningstar**	**Verizon**	*Management*
			IKEA
Al Faber	**Michael Wilson**	**Samantha Bureau-Johnson**	**Phil McIntyre**
President	*President, Managing Director, Head*	*VP Business Process Excellence &*	*Managing Director, Performance*
Malcolm Baldrige Award	*of Business Assurance &*	*PMO*	*Solutions*
	Improvement	**Blue Cross Blue Shield of North**	**Milliken**
	BAE Systems Australia		
Denis Gagne	**Loren Bishop**	**Jeff Robinson**	**Maria Thompson**
CEO & CTO	*Vice President - Director of the Lean*	*Regional Managing Consultant*	*Global Innovation Framework*
Trisotech	*Management Office*	**Kepner-Tregoe**	*Leader*
	State Street Corporation		**ITW**
Reed Deshler	**Tomos Peters**	**Morphis Tsalikidis**	**Lisa Norcross**
Principal	*Global Head of Continuous*	*Former Regional Operational*	*SVP Operational Excellence*
AlighOrg Solutions	*Improvement*	*Excellence and Business*	**E.ON**
	Smiths Detection	*Transformation Executive Director*	
		AXA (EMEA LATAM)	

Randy Shumway
Chairman & Partner
Cicero Group

Amish Sharma
Director PPI
CME Group

Dr Mathias Kirchmer
Managing Director, Co-CEO
BPM-D

Elaine Richardson
Director Corporate Strategy
Export Development Canada

Joseph Vacca
Head of Operational Excellence
CIGNA HealthSpring

Brett Warland
Director of Process Improvement
PolyOne

Cortilia Lin
Director Brand Insights – Global Brand Strategy
Phillips

Alyson Griffin
VP Global Marketing & Communications
Intel Corporation

Sherryl Schown
ePMO Governance & Process Lead
Envision Healthcare

Brett Addis
Global VP, HR Strategy & Transformation
SAP

Nuray Gurekin Sen
Corporate Technology
Siemens Corporation

Iassen Deenitchen
Head of Global Process
ING

Akin Akinola
Head of Global Innovation Networks
Nokia

Peter Evans
LCI Director Corporate Business Service
LEGO

Kaare Michelsen
Former-Director APQP
Bombardier

Jean-Claude Kihn
President
Goodyear EMEA

Lee Winters
Senior Director Strategy Optimisation
Optimize Consulting Inc.

Shirley Whitfield
Director, Global Market Planning & Launch Success
Astra Zeneca

Naveen Kandasami
Global IT Executive Director Business Partnerships & CRM Strategy
Sealed Air

Fabio Garaycochea
Head of BPE
Boehringer Ingelheim

John King
Continuous Improvement Chief Engineer
Northrop Grumman

John Abel
SVP & CIO
Ellia Mae

Dennis MacAleese
Director of Lean Capability
PG&E

Paul Docherty
Founder & Executive Director
i-Nexus

Confirmed Speakers continued..

Norbert Majerus *Lean Champion & Book Author*	**Dr Trent Kaufman** *CEO* **Cicero Group**	**Erik Wenke** *Corporate Vice President, Enterprise Corporation* **Baptist Health South Florida**	**Anish Sharan** *Director PPI* **CME Group**
Aaron Washburn *Senior Director, BPI Group* **CME Group**	**Rajeev Jain** *VP Finance Operations* **HP**	**Lawrence Cowan** *Partner* **Cicero Group**	**Kevin Duffy** *Regional Managing Director* **Kepner-Tregoe Inc.**
Tejas Vashi *Senior Director – Product, Strategy & Marketing* **Learning@Cisco**	**Leslie Smith** *RMS Strategic Stakeholder Engagement* **Lockheed Martin**	**Kevin Duggan** *Founder* **Institute of Operational Excellence**	**Elli Hurst** *VP GBS Global Automation* **IBM**
Harold Peters *System Director Performance Improvement* **Peace Health**	**Robert Blanchette** *Partner* **Blueline Associates**	**Cindy Young** *Program Manager, Fleet and TYCOM Enterprise* **McKean Defense**	**Derek Mylarz** *Medical Director, Office of the Chief Medical Officer* **Humana Inc.cer**
Tray Cockerell *Director & CEO Project Leaders, Office of CEO* **Humana Inc**	**Jose Pires** *Global Excellence & Innovation Leader* **Andeavour**	**Tim Plankey** *AVP, Head of MMUS CI* **Mass Mutual**	**Namita Azad** *Transformation Manager* **Montifiore Medical Grp**
Ryan Thornton *Senior Consultant* **Kepner-Tregoe Inc.**	**Damon Werner** *VP Business Optimization* **McKesson**	**Matthew Shrout** *Product Owner* **Allegis Group Inc.**	**Michael Curran-Hays** *Practice Leader* **Kepner-Tregoe Inc.**

Confirmed Speakers continued..

Kelly Moore *Opex Lead* **Syngenta**	**Zachary Surak** *Partner* **McKinsey**	**Stephen Engel** *Senior Vice President, Strategic Solutions Leader Americas* **Hitachi Consulting**	**Fernando Venturiera** *Chief Executive Officer* **Statence Partners**
Bridgette Chambers *Managing Partner* **Solomon Edwards**	**Marcus Nicolls** *Senior Partner & Author* **Partners in Leadership**	**Joel Ehle** *CSO* **Opus Works**	**Rocky Silvestri** *President & CEO* **Blueline Associates**
Daniel M. Christinsen *Principal Project Manager, Lean-Agile Transformation Program Manager/Sensei* **Western Digital**	**Joseph Paris Jnr** *Chairman* **Xonitek Group of Companies**	**Rob Stewart** *CEO* **Opus Works**	**Maximiliano Just** *Global Director Business Integration in Associate Services* **Coca Cola**
Tim McCracken *Director of Business Development* **KapIT**	**Michael Hardie** *Director of Operational Excellence* **General Motors**	**Dwight Harris Jnr.** *VP Lean Transformation* **Dun and Bradstreet**	**Robert Hutcherson** *CEO/Founder* **Optimize Consulting Inc**
Ted Iverson *Lean Expert* **McKinsey & Company**	**Brendan Madden** *CEO* **Tom Sawyer Software**	**Tim McCracken** *Director of Business Development* **KapIT**	**Randy Clark** *Director of Six Sigma* **Powersteering**
Ryan Cowell *Senior Sales Director* **Dynatrace**	**Steve Tack** *SVP Products* **Dynatrace**	**Klaus Enzenhofer** *Director Technology Strategy* **Dynatrace**	**Don Drury** *CEO* **Six Sigma Mngt Institute**

Full Day Workshop – Mastering Change Management - Monday, March 12th, 2018

7:30am	**Registration, Breakfast & Networking. Time to view the carefully selected Poster Presentations**
8:00am to 5.00pm	**Mastering Change Management** **Learn and assimilate the theory and practice of change management. Practicing learnings with case studies and real-life examples** **Topic Intro:** A one day course that will teach participants to learn and assimilate the theory and practice of change management Participants will learn how to facilitate/ drive change & transformation successfully in their organizations. They will learn key principles and actions they need to take, and the pitfalls they must avoid, to drive change. **Hands-On Experience Includes:** Practicing learnings with case studies and real-life examples. **Why is this course unique?** There are very few courses on transformation and change management. This course will be a good mix of a theoretical overview with some practical tips. **Course Structure / Detailed Agenda:** • Introduction to the theory of change management – 1.0 hours • Sharing the vision – 0.5 hour • Establishing the guiding principles – 0.5 hour • Shaping the change – Exploration & Learning – 1 hour • Implementing the change - Systems and structure – 1 hour • Winning the non-believers – 1 hour • Enjoying the journey – 1 hour • Wrap up – 30 minutes **Who Should Attend:**

Operational Excellence leaders; LEAN transformation practitioners; Agile Coaches/ Agile Transformation leaders/ Anyone trying to drive change.

Prerequisites:

None

Course Leader

Anu George, Chief Quality Officer, Morningstar, Inc.

Anu George is the Chief Quality Officer for Morningstar. She is responsible for providing strategic direction to Morningstar's operational excellence & continuous improvement initiatives. She works at the intersection of operational excellence, human behavior & technology.

She has successfully led the LEAN & Agile transformation at Morningstar & is now focused on mastering design thinking & driving a digital transformation in the organization. Anu has more than 20 years of experience in reputable organizations such as Unilever, GE, and Morningstar. She has global experience through her extensive work in Asia, North America, and Europe.

Anu is an avid reader and has an eclectic choice of the books she reads. She enjoys learning and experimenting with new thoughts in the world of change management, organizational behavior, operational excellence, LEAN & Agile.

She is a frequent speaker on topics including driving transformations, business process excellence, and leadership.

Anu holds a bachelor's degree in economics and accounting and a master's degree in business administration, with a specialization in marketing, from the University of Mumbai.

Full Day Workshop – Change Management / Innovation Monday, March 12th, 2018

7:30am	Registration, Breakfast & Networking. Time to view the carefully selected Poster Presentations

**8:00am
to
5.00pm**

Change Management & Innovation Acceleration via Design Thinking Leadership

Discover the disciplined approach to change management via the integrated approach of design, design thinking, innovation, and leadership development for value creation.

Topic Intro

Created in 2005, The iGNITE Convergence Program is the worlds 1st, and longest running fully integrated design, design thinking, engineering, new product development, innovation, entrepreneurship and leadership development system. It's internationally successful process delivers rapid and sustainable design & business improvements. It combines the disciplined approach of design, innovation, engineering, new product development and intrapreneurship methods for leadership development to deliver rapid and sustainable new product development, and business improvements processes. Its track record of innovation, leadership development and new product development value creation for over a decade has won accolades globally, and been delivered to 1000's worldwide.

You will learn

- How to build a culture and process for innovation anywhere in the world with disperse groups of individuals and leaders inside your organization
- How to identify or develop the design, engineering, innovation and entrepreneurial mindset inside your organization
- How to select, prioritize and accelerate innovation projects in 6mo windows for quick industry launch without the need for venture labs, or innovation hubs

Hands-On Experience Includes:

- Introduction to The iGNITE Convergence Program process

- *Interactive exercises demonstrating The iGNITE Convergence Program tools in action*
- *Historical case studies of successes and failures of new product development and change management / leadership issues arising from the use of the program and other similar toolsets*

What makes this course special?

The iGNITE Convergence Program, it's tools, track record of innovation, leadership development, value creation and products launched has for over a decade been delivered to 1000's of designers, engineers, venture capital, government, and military participants.

How will you benefit

Participants will gain an overview of the mechanisms and tools necessary to accelerate innovation, leadership development and change management in any organization globally as well as being exposed to case studies and exercises that can lead to further innovation acceleration efforts for their organizations and projects.

Course Structure / Detailed Agenda

The one-day Design, Design Thinking and Innovation Acceleration workshop on Monday, March 12 provides specific leadership development and change management toolsets to uncover and accelerate innovation, leadership development and new product development value creation inside multinational firms. Design, Engineering and Innovation leaders and practitioners with multi-industry experiences will demonstrate how to identify, prioritize and accelerate value creation and strategy execution initiatives in any business. Attendees will discover how to leverage elements of venture capitalism, intrapreneurship and collaborative leadership to build a global + local culture of innovation and new product development that lasts.

The exclusive, one day, iGNITE Convergence program workshop at BTOES includes:

- *A structured and disciplined approach to leadership development, business innovation, new product development and growth*
- *How to build a culture of design, design thinking and innovation anywhere in the world*
- *How to identify or develop designers, innovators, and intrapreneurs in your firm*
- *How to select, prioritize and accelerate innovation projects*

- Review of actual iGNITE Convergence Program innovation projects
- Interactive exercises demonstrating iGNITE Convergence Program toolsets in action

Breakfast, lunch and all materials provided.

Who Should Attend

- CEOs, COOs CSOs, CIOs, CAOs, CMOs, CFOs, CLOs, Chief Excellence Officers and board members
- Heads of / SVP & VP Global Operations, Global Operational Excellence Leader, Global Heads, Heads of, EVPs, SVPs, VPs, Directors of Business Excellence, Business Transformation, Innovation Excellence, Innovation Deployment
Value Creation, Productivity, Operational Excellence, Continuous Improvement, Process Excellence, OpEx, Process Engineering, Strategy Execution, Change Management, Customer Experience, Lean Enterprise, Capability Excellence, Process Optimization & Process Management.
- VPs of Global Operational Excellence, Global Continuous Improvement, Process Analysis, Enterprise Risk Management, Global Production & Logistics,
- Lean & Six Sigma, Operational Excellence & Productivity, Business Process Management. Business Process Management Champions, BPM Project Leaders. Lean Six Sigma Deployment Leaders / Champions / Lean Six Sigma Master Black Belts
- Directors of Operations, Process Re-Engineering, Productivity, BPM, Lean Six Sigma, Continuous Improvement, Business Reengineering, Performance Excellence, Operational Excellence, Process Analysis, Manufacturing

Course Leader

Gregory Polletta is the founder of iGNITIATE, (www.ignitiate.com) an international award-winning innovation, industrial design and strategy firm specializing in disruptive design – the art and science of creating new and innovative products and services to transform products categories to ensure international firms' continued success. He is also the co-founder of the international award-winning design brand gregorysung (www.gregorysung.com). In total, Polletta and his team have bridged the gap between design and profitability, digging into R&D labs to uncover ideas that can be developed into winning offerings for clients such as Fujitsu, Louis-Vuitton, Pfizer, The US Navy, Xerox PARC and many more. In 2006 he created TOPIADE for Louis Vuitton the worlds first 3D scanning, image overlay projection, and fully articulated moving pin facade design, a synergy between architecture and digital platforms that combines digital, sculptural and architectural innovation.

Polletta is the creator of The iGNITE Convergence Program in 2005, the worlds 1st and longest running fully integrated, design, design thinking, engineering for new product development, innovation, entrepreneurship and leadership program having been given to 1000's of individuals worldwide. In 2014 Gregory was named the Most Inspirational Professor (https://pontsbschool.com/faculty-research/faculty/core-faculty/polletta-gregory-n/) in the Doctoral Program for Elite PhD Engineering students at École Nationale des Ponts et Chaussées, Paris, the oldest engineering school in the world and one of France's most prestigious Grande Ecole universities.

Gregory has served as a board member, board of advisor member and investor to nonprofit and for-profit firms throughout Europe and the US. Polletta has been a past Designer in Residence at True Start & True Capital Venture Capital (http://www.truestart.co.uk/trueworld-truestart/) focusing on consumer products and retail and a keynote speaker and the designer of REUTPALA (http://www.core77.com/posts/52066/The-Making-of-Reutpala-Trophy-for-the-World-Retail-Congress) for the World Retail Congress. He has been the Chairman of the Global Leadership Summit (http://theinnovationenterprise.com/summits/global-leadership-summit-new-york/speakers/9070) as well as a 2015 judge of the $1M President Clinton HULT Prize (http://www.hultprize.org/en/about/2014-advisors-final-live/) and a 2017 Candidate for the US Presidential Innovation Fellows Program at the White House.

Polletta received a Master in Design with commendation from Domus Academy Milan, Italy; a BS in Information Systems as part of the Engineering for Manufacturing program, University of Connecticut, United States with a concentration in Medieval Society at Selwyn College, Cambridge University, UK. He lectures at universities, corporations, military & government offices worldwide on the topics of design, design thinking, innovation, R&D commercialization, entrepreneurialism, industrial design and new product development and has been profiled in
numerous international publications, TV and radio.

Attendees at this workshop will receive a 25% discount on registration for passes to the Business Transformation & Operational Excellence World Summit with the code: IGNITE

<u>**Testimonials**</u>

"An extremely attractive approach to design, new product development, innovation and leadership. While being very challenging, the iGNITE program was also amazingly innovative - I've learned to adapt, put a name to and utilize processes I was aware of on an

intuitive level. This program empowers and motivates future leaders!"
- Dr. Dorin Dusciac Deputy Minister of Environment - Republic of Moldova

"We needed this. Bold and revolutionary ideas & tools didn't follow a cookie cutter process. I believe the iGNITE program was very necessary for some while proving to us that we can execute design thinking efforts quickly."
– Senior Intelligence Officer CIA: United States Department of Defense

"Great background, charisma from the team and teaching method which bakes an incredible amount of knowledge into people in just no time. This definitely is about real life. I had so much fun !"
– Japanese International Designer

"I felt the iGNITE program delivered great value & facilitated feedback on our beliefs and encouraged collaborating with other members. The program has had a very positive attitude with a tough subject and a very tough group"
– US NAVY Pilot and Deputy Commander Joint Carrier Air Wing

"A VERY challenging atmosphere which makes it possible to do things that I would NEVER do under normal conditions. The iGNITE program was huge and the instructors very straight to the point which enables them to cover incredible amounts in a very short time while making me really think about design, creating a sustainable the enterprise, its goals and way to success. Kept the whole program very entertaining and knew exactly how to get us to work.
The instructors were very open and realistic about what was being taught, about their ideas and how to make things work in the real world."
– Chinese MBA Graduate in Innovation

"I have used design thinking approaches and also planned design thinking workshops before and still I learned a lot of new tools and applications. I enjoyed the iGNITE programs energy & the team's willingness to jump in with a dynamic, difficult & challenging group!"
– Commanding Officer & Captain U.S. Coast Guard

"Unorthodox approach to teaching the contents of the course. An extremely interactive approach involving every participant. Very dynamic and challenging. The iGNITE program was very challenging."
– French Experienced Executive & PhD

"This was bound to be a very hard group as this is 100% outside most of our comfort zones so thank you for making us try and pushing us to make it work!"
– US AIR FORCE Pilot Wing Commander – Patrol and Reconnaissance Wing

"Very lively and pro-active. The whole iGNITE program was original and kept the interest of the class. It has really made me see the other side of the wall. Extremely interactive and instructors were well mastered in the subject and special style."
– American Masters Graduate in Software Engineering

"Well done with a "by nature" difficult group. Thanks for igniting our project. I think we will get our message across now."
– Deputy Director: U.S. Coast Guard

" Highly Interactive program with a goal which is to prepare us for presenting our product to investors and manufacturing partners."
– Sarah Norford Jones: Co-Founder of Jones & Bone Digital Design Agency

"The program challenged us and let us practice the activities and skills we will use in the future. Well done!"
– US AIR FORCE Pilot & Commanding Officer Strike Fighter Squadron

DAY 1, Pre-Summit Workshop Day & Keynotes: Tuesday, March 13th, 2018

1 ½ Hour Practical Hands-On Skill Development Workshops

7:30am	Registration, Breakfast & Networking			
	WORKSHOP A **DIGITAL TRANSFORMATION**	**WORKSHOP B** **CULTURAL TRANSFORMATION**	**WORKSHOP C** **OPERATIONAL EXCELLENCE**	**WORKSHOP D** **INNOVATION**
8:30am	**Conquer the Eight Imperatives to Digital Transformation: Assess your Digital Genome and Define your Roadmap for Digital Success** *We've all witnessed the dizzying speed at which digital enablers and technologies disrupt entire industries – and we're also aware of our need to transform digitally. While some companies start as pure digital entities and others are on the path of executing digital strategies, many more companies struggle to get going. To get off to a successful start, you must look deeply within your organization and evaluate what is required to make this happen. In this thought-provoking, interactive workshop, Hitachi Consulting introduces a framework designed to help you map your organization's Digital Genome.* *The Hitachi Digital Genome Assessment is a holistic framework designed to evaluate your company against eight strategic digital imperatives across vision, people, processes and enablers that are critical to a successful digital transformation.*	**Overcoming communication issues and generational gaps while working on increasingly complex project** - Navigating communication improvement tools, focusing on process mapping - Analysing benefits of following step by step mapping of tasks allocation, sharing and implementation - Tools and technics allowing to see through departments and teams - How to increase accountability? **Sherryl Schown**, ePMO Governance & Process Lead, **Envision Healthcare**	**Transforming Office Processes with Proven Operational Excellence Principles** During this session, Kevin Duggan will explain how companies can use the principles and guidelines of Operational Excellence to design an office where information flows from activity to activity along fixed pathways at preset, predefined times. That way, everyone will know where they get their work from, when to expect it, and where and when they should send their work when finished, establishing a guaranteed turnaround time. Kevin will also share how, by designing the way an office should flow information, or "normal" flow, any flow condition outside this design can be defined as abnormal flow. When companies achieve Operational Excellence, employees can see abnormal flow and fix it before it impacts the customer, without management intervention. Attendees will learn:	**How the Best Outperform the Rest - Strategy Execution Secrets of the World's Best Performing Organizations** - Why, and specifically how, do the best performing organizations outperform the rest? - What are the 7 best practices that are common to these high performing organizations? - What are the pitfalls to avoid in implementing a strategy execution system? - What resources are available to support your journey? - What are the next steps? **Paul Docherty**, Founder & Executive Director, **i-Nexus**

- STRATEGY | Lead the Digital Evolution - CUSTOMER ENGAGEMENT | Enhance the Customer Journey - ORGANIZATION EFFECTIVENESS | Raise Digital Competency - INNOVATION | Move Quickly from Idea to Impact - OPERATIONS | Increase Operational Excellence - ENTERPRISE | Improve Service Delivery - TECHNOLOGY | Leverage Disruptive Technologies - ANALYTICS | Fuel Transformation With Data-Driven Insight Within each digital imperative, Hitachi analyzes your company's digital DNA based on Hitachi's transformation perspectives and experience in operational and information technologies. Based on this analysis, we'll co-develop a Digital Transformation Roadmap that "sequences" how your company can solidify your digital strategy – and get moving **Confirmed: Stephen Engel,** *Senior Vice President, Strategic Solutions Leader Americas*, **Hitachi Consulting**		- nine design guidelines for office flow - the concept of self-healing flow - advanced principles such as workflow cycles, integration events, pitch, and other techniques - results offices can expect from Operational Excellence ***Kevin Duggan,*** Founder, **Institute for Operational Excellence**	

10:00am	**Morning Coffee Break & Networking**		
	WORKSHOP E BUSINESS TRANSFORMATION	**WORKSHOP F OPERATIONAL EXCELLENCE**	**WORKSHOP G LEAN**	**WORKSHOP H INNOVATION**

10:30am	**Designing Your Organization for Differentiation – An Agile Approach to Organization Transformation**	**Approaches to advancing along maturity model (for different levels of CI maturity)**	**Six sigma and lean basics - traditional holistic approach**	**Kepner-Tregoe Troubleshooting Simulation Workshop**
	Organizations win when they are differentiated from competitors and are designed to deliver in an aligned and productive way. Getting an organization optimally aligned is not a one-time activity, but a constant effort that is built into the business operating rhythm.	• How to measure organizational maturity and assess the level your company is on? • Understand how change can be brought in an organization • Practical steps and approaches to progressing to the next level (for each level)	• Six Sigma and lean competencies to improve productivity and efficiency • Lean daily management: the cost reduction or the growth opportunity? **Confirmed: Tomos Peters,** Global Head of Continuous Improvement, **Smiths Detection**	This 90 minute work session simulation will provide you with the opportunity to experience the challenges of problem solving in an Industry 4.0 context. You will experience the challenges of collaborative, complicated troubleshooting in our "KT Troubleshooting Simulation" – which features the technical challenges of today's operational environment in a realistic, safe-to-fail and digital environment using robotics
	• Learn a practical framework for aligning an organizations' strategy, work, structure, metrics, talent and culture • Apply Agile design principles to organization transformation efforts • Discuss cross-industry applications and take-aways **Confirmed:** *Reed Deshler*, Principal, **AlignOrg Solutions**	**Brett Addis,** Global VP HR Strategy & Transformation, **SAP**		**Confirmed: Ryan Thornton,** Senior Consultant, **Kepner-Tregoe Inc.**
12:00noon	**Lunch Break & Networking**			
	WORKSHOP I **BUSINESS TRANSFORMATION**	**WORKSHOP J** **CULTURE**	**WORKSHOP K** **LEAN**	**WORKSHOP L** **INNOVATION**
1:00pm	**The Vice & Virtue of Visual Management in the Digital Era** See together, act together, know together. Join us in an interactive workshop to discuss the rapid evolution of Visual Management (VM) and its changing role in the workplace. Using specific customer examples, we will address the following topics:	**OPEX education, training and development - recruiting and coaching leaders of the future** • A distinct need for training and leadership to run increasingly complex operations/processes/projects • E-learning and education: specifics of training for millennials	**LEAN and OPEX Progression State of Readiness** *For the 21st Century Company, time is the enemy. Whether its technology, competition, globalization, or geopolitical; we live in a world of disruption and uncertainty that is coming at us at an accelerated pace from just a few years ago. As such, it will not be the company*	**Innovation - board game of ideas: which ones will be relevant and to whom?** • Innovation: tools (technology, digital) and culture (people) • Innovation - capturing IDEAS within disruptive technologies Integrating all innovative opportunities into a seamless

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• The changing face of VM since the early days of Lean and key benefits driving its universal adoption. • Failures and successes of incorporating technology into VM. • The versatility of digital VM for a multitude of different applications for Lean and Agile. • Key considerations and recommendations when successfully implementing digital VM. • Establishing Digital Visual Management as a transformative technology for organizations. **Confirmed: Tim McCracken,** Director of Business Development, **KapIT**	• New workforce: bitesize micro training, keeping the flow going **Joel Ehle**, CSO & **Rob Stewart**, CEO, **OpusWorks**	*facing disruption or causing disruption that will prevail, but rather the company that is in the better state of readiness – the company that is able to see further beyond the horizon, recognize the opportunity or peril, and more quickly devise and deploy decisive responses to engage – that will prevail.* In this session, we will explore the need for building a high-performance organization that is collaborative, nimble, that understands its capacity and capabilities (and its limitations) in real-time and the strategic advantage of being expert at accelerating the decision-making process. **Joseph Paris Jr,** Chairman, **Xonitek Group of Companies**	project, project management and execution *Bridgette Chambers*, Managing Partner, **Solomon Edwards**

2:30pm	Afternoon Coffee & Networking			

	WORKSHOP M DIGITAL TRANFORMATION	WORKSHOP N CULTURE	WORKSHOP O INNOVATION	WORKSHOP P STRATEGY
3:00pm	**Cognitive, Artificial Intelligence based operational excellence** • Discuss the ways in which automation can enable and even drive business transformation • Analyze the automation maturity spectrum: where do most	**Make it Stick! Proven best practices to create lasting improvement in your organization** • Harness the best thinking of your teams • Build lasting, internal employee capacity to	**Living in innovation times - how to allow the whole company to be innovative?** • How to handle innovative ideas? • How to have time for them? • How to harness ideas from employees?	**Strategy Optimization, Commercial Effectiveness & Pricing Excellence** *How to move your Organization towards a pragmatic, effective and profitable Roadmap to outperform your Competition.*

organizations start? What does today's leading edge look like? • Explore challenges and risks - and how to mitigate them - associated with embedding robotic automation and AI in business operations Participants will come away with good understanding of the automation technologies available to optimize business transformation, and how they might take the first (or next) step on their automation journey.	proactively solve problems • Create a culture of continuous innovation and improvement • Maintain momentum through the right measurements and rewards *This will be a highly interactive workshop in which we compare lessons learned from the Bay of Pigs and Cuban Missile Crisis and apply those experiences in leading a well-functioning, highly innovative, and problem-solving organization* ***Randy Shumway**, Chairman & Partner,* **Cicero Group**	• How to pilot them and determine which ones to develop into products? • What procedures should be in place to facilitate innovation? ***Shirley Whitfield,** Director Global Market Planning & Launch Excellence,* **Astra Zeneca**	• Move your Organization towards a pragmatic & effective Roadmap to outperform your Competition • Measuring the Profitability and the Return on Investment of your initiatives • Defining a Change Management Approach for engaging across silos & slams • Understand how and what kind of Systems Solutions to consider • Review of real business cases across different industries ***Fernando Ventureira,** Chief Executive Officer,* **Stratence Partners**

16:45

FEATURED KEYNOTE

Meaningful purpose: Develop organizational momentum that fosters continuous improvement

Are you concerned your organization's culture has stagnated or that your lean program is losing steam? One of the fundamental elements may be missing: meaningful purpose. In this workshop we will discuss methods and approaches to discover your organization's meaningful purpose, increase momentum for change and unlock available talent within your organization. Lastly, we will address how to assess the effectiveness of your organization's meaningful purpose

- Why attend: Organizations that outpace competition have a clear purpose that is understood and central to all that they do
- How do we approach: Connect, one of 4 core management systems, establishes the foundation for meaningful purpose, including the necessary mind-sets and behaviours. Leaders then reinforce these by both role modelling and coaching their team
- What will we do in the workshop: Focus on sharing approach to develop, communicate and measure meaningful purpose, including identifying ways to continuously improve

	Confirmed: Ted Iverson, Lean Expert, **McKinsey & Company**
5:30pm	**Chairman's Closing Remarks.**
7:30-9pm	**Welcome Reception**

DAY 2, Main Summit, Wednesday, March 14th, 2018

7:00am	**Registration, Breakfast & Networking. Time to view the carefully selected Poster Presentations**
7:45am	BTOES Opening Remarks
7:50am	**Chairperson's Welcome & Introduction to Keynote** *Peter Evans,* LCI Director Corporate Business Service, **LEGO**
8:00am	**FEATURED KEYNOTE** **Achieving Performance Excellence Through a Holistic Systems Perspective.** *Al will describe how organizations of all sizes, in all sectors of the economy, can use the Baldrige Framework to create and sustain a culture of continuous improvement. With 30 years of proven success, the Baldrige Framework has 5 Focus Areas that Al will discuss:* • A Focus on Core Values and Concepts • A Focus on Processes • A Focus on Results • A Focus on Linkages • A Focus on Improvement **Confirmed: Al Faber, President, Malcolm Baldridge Award**
8:15am	**Keynote** **Lean Driven Innovation** • Why do companies have to innovate to compete and grow? • How companies make innovation successful and generate sustained income from new products and services • How lean/OpEx can be leveraged in a successful innovation culture

- How to engage associates and leaders in a transformation and sustain lasting change
- How to lead a successful transformation in a major corporation

Confirmed: Jean-Claude Kihn, President, Goodyear EMEA & Norbert Majerus, Lean Champion & Book Author

8:45am

Keynote

Need for "Speed": Building a Global Culture of Innovation

In a fast changing world, how do you build a culture where extraordinary innovation becomes ordinary? A culture that lasts and consistently delivers exponential leaders, growth and value creation.

The key ingredients to innovation acceleration are not what you see portrayed most often in the media. Great, enduring organizations know what it really takes to create and, most importantly, scale innovation.

We will explore how to blend disciplined innovation methods with elements of venture capitalism, crowdsourcing and collaborative leadership to deliver rapid and sustainable business improvements and innovations in any industry.

Confirmed: Jose Pires, Global Excellence & Innovation Leader, Andeavor Corporation

9:15am | **Coffee Break and Networking in the Exhibit Hall**

9:45am

Technology Test Drive

Technology-based show cases in the leading technology domain like AI, Big data, IoT, Blockchain for operational excellence

Explore some of the latest tech from industry-leading solution providers in the Exhibit Hall. With 10 minutes to try out each demo, see what each product can do to help your organization along on your Operational Excellence journey.

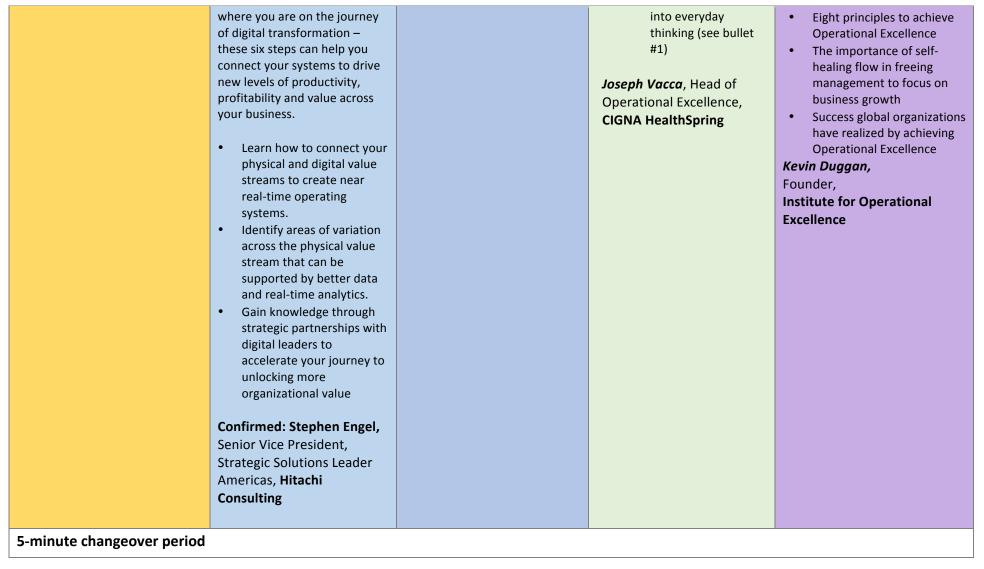|	
10:45am	**Keynote** **Business improvement - continuous improvement, never be complacent: how to stay ahead?** • Business transformation - assessing where to go and how to get there • The view on organizational transformation and change management in a context of continuous progression, progression beyond each leadership • Understanding how change can be brought in an organization • Assessing organizational CI maturity level • Approaches to advancing along maturity model **Confirmed:** *Lisa Norcross*, SVP Operational Excellence, **E.ON**
11.15am	**Keynote** **Current disruptive technologies: how can they be leveraged across and implemented within different businesses and industries?** • Boost effectiveness and productivity to invest for Growth • Drives to think "why we do things we do" • Instead of looking how to optimize, one looks for complete elimination or radical design/redesign • Looking at budgeting in a finer lens to identify waste • AI/Digital/RPA/Cognitive…driving a different Business approach Organizations have lots of waste over the years of practices, and often it is difficult to realize the waste. Waste is emotional and embedded in the day to day processes and activities. This presentation discusses how zero base thinking is transforming companies. **Confirmed:** *Sisir Padhy,* VP Process Excellence & Innovation, **Verizon**
11:45pm	**30 Minute Panel Session with Keynote Speakers**
12.15pm	**Sit Down Full Service Plated Lunch & Networking. Meet the Speaker at your Lunch Table.**
1:15pm	**Break into Summit Streams: 30 Minute How to - Straight to the Core Presentations** **Choose from 5 parallel tracks of powerful case study presentations and topical breakouts according to your interest**

TRACK A Innovation	TRACK B Digital transformation. New Technologies and	TRACK C Leadership	TRACK D Business Transformation	TRACK E Operational Excellence

	Automation			
Bringing innovation, improvement & ideas to life How do you create a culture of innovation that harnesses people ideas and fosters collaboration? BAE System's Australia has been doing just that through their: • "Innovation Hive" – a virtual ideas portal • Collaborative Continuous Improvement Network; • Sharing of success through story-telling; and • Crowdsourcing with "Innovation Challenges". This case-study shares what has worked well and what hasn't. Key takeaways: • How to engage Leadership and middle management • How to build momentum and nurture innovators and early adopters • How to shine a light on Innovation & Improvement • How to capturing ideas and act on them • How to overcome constraints and barriers *Michael Wilson,* Head of Business Assurance & Improvement,	**Digital Transformation and Operational Excellence** *Focus on what really matters, Improve the right way and Sustain the outcomes* *Dr Mathias Kirchmer,* Managing Director, Co-CEO, **BPM-D**	**Inspiration and leadership from within: the effective steps of securing management buy in** • How to make the board to hear and gain they support? • How to reach proper bottom up and top down engagement? • Leadership view: riding the change coming from within, creating clear, well communicated and sustainable performance plan • Real life examples of changes being developed from the middle up to the board *Phil McIntyre,* Managing Director Performance Solutions, **Milliken**	**Transforming Outcomes by Transforming Your Thinking** • Think like a change agent • Recognize and overcome barriers • Create unity through common purpose • Embrace principles over methodology • Measure the true impact • Create an ambitious but flexible project roadmap *Dr Trent Kaufman*, CEO, **Cicero Group**	**Synergies between BPM, OPEX and Management Systems** • Digital Process Management: traditional Operational excellence with new digital components • Integrity of tools and systems: meeting demands of diversified businesses adopting systems across different locations • Do traditional process improvement methods still work? • Individualization and cost: understanding Digital processes implementation and what they mean for you and your organisation **Confirmed**: Samantha Bureau-Johnson, VP BPE & PMO, **Blue Cross Blue Shield for North**

BAE Systems Australia				
5-minute changeover period				

1:50pm

Innovation at different levels of maturity. How to bring the innovation mentality into the company?	**Digital Transformation – Six Steps to Success**	**RESERVED FOR CORPORATER**	**Applying OE Principles To Personal Goals (and uncovering the secret to OE sustainment along the way)"**	**Fast-track Business Performance: The Step-by-Step Process and Real World Application of OpEx**
• How to teach the leadership about innovation? • How to open up and be people that are innovative? • How management can nurture innovation? • How to capture and nourish innovative ideas?	Digital transformation – driving operational improvements in your physical value stream using connected data from your digital value stream – is delivering unprecedented value across industries to those with a clear roadmap. In fact, a recent Harvard Business School report shows that companies that embrace digital transformation attain significantly better gross margins, earnings and net income than those that don't. What's more, those digital leaders are not spending much more on IT than laggards because the big investments have already been made. The challenge is knowing how to connect the data from the digital value stream to drive continuous improvement with real-time metrics and predictive analytics. No matter		Here are the key points that will be outlined and discussed (with examples): • OE principles can be applied to ANYTHING – even personal goals • Making it personal creates the incentive to try (WIIFM) • Practice & repetition improves OE competencies • Improved OE competencies drive successful outcomes • Successful outcomes create positive reinforcement • Positive reinforcement embeds OE principles	In this session, Kevin Duggan will introduce and define Operational Excellence, explain how it differs from traditional lean tools, and detail the eight principles companies apply – in order – to achieve it. He will discuss how, by following the step-by-step methodology, management will have opportunity to focus on offense activities to support the real goal of Operational Excellence: business growth. Kevin will also illustrate Operational Excellence in action by sharing real-world examples of companies who have experienced remarkable results by achieving it. Attendees will learn: • The difference between traditional lean tools and Operational Excellence

| | where you are on the journey of digital transformation – these six steps can help you connect your systems to drive new levels of productivity, profitability and value across your business.

• Learn how to connect your physical and digital value streams to create near real-time operating systems.
• Identify areas of variation across the physical value stream that can be supported by better data and real-time analytics.
• Gain knowledge through strategic partnerships with digital leaders to accelerate your journey to unlocking more organizational value

Confirmed: Stephen Engel, Senior Vice President, Strategic Solutions Leader Americas, **Hitachi Consulting** | | into everyday thinking (see bullet #1)

Joseph Vacca, Head of Operational Excellence, **CIGNA HealthSpring** | • Eight principles to achieve Operational Excellence
• The importance of self-healing flow in freeing management to focus on business growth
• Success global organizations have realized by achieving Operational Excellence

Kevin Duggan, Founder, **Institute for Operational Excellence** |

5-minute changeover period

2:25pm

Innovation in traditional, mature industries: does being innovate within your parameters work?	Digital transformation and OPEX: business transformation merging with new technologies	Leadership and innovation: what does the leader of the future look like?	Examples of tailored applications of industry standard approaches to transform businesses for more effective organic growth	Innovation driven operational excellence: the pros and cons of transforming ongoing business operation
• Overcoming "innovation" barriers in traditional business: safety, cost etc. • Embracing new ideas and its reputational impact • Finding new ways of doing old things through innovation and employment of new technologies • Benefits of innovation to the overall organization: both internally and from a customer experience point of view *Akin Akintola,* Head of Global Innovation Networks, **Nokia**	• Understand why analysts and experts are highlighting automation as a key component of today's transformation agenda • Discuss the ways in which automation can enable and even drive business transformation • Analyze the automation maturity spectrum: where do most organizations start? What does today's leading edge look like? • Explore the implications of the new hybrid human/digital workforce. Attendees will leave with a better understanding of the ways in which automation can accelerate their business transformation agenda *Elli Hurst*, VP GBS Global Automation, **IBM**	• What is the skillset of the leaders of the future? What they must have/be? • How to choose the right stakeholders to lead the continuous change? • How top executive programmes prepare people to lead? • Types of leadership skills and competencies that companies look for? • Places and types of trainings: corporate academies vs. academic/university executive programmes • Executive transferable skills, mentoring, prominent CEOs of large enterprises *Kevin Goldsmith,* Chief Technology Officer, **AVVO**	• Finding ways to influence effective business transformation with few resources • Cost-cutting, keeping transformation on target especially on large, multi-layered, geographically complicated projects • How to recognize when the transformation is not working and what countermeasures to put into play? **Erik Wenke,** Corporate Vice President, Enterprise Transformation at **Baptist Health South Florida**	• Futuristic OPEX Programs • How to use old systems with new ideas and processes? • How OPEX is utilized to create top line growth with a holistic view from strategy to execution and implementation of RPA and CI • Integration of units and global operations *Anish Sharan,* Director PPI & *Aaron Washburn,* Senior Director, BPI Group, **CME Group**

2:55pm	**Coffee Break & Networking**

3:20-3:50pm	**Roundtables on Key Pressing Issues & Future Trends** *Choose 2 of the 25 Roundtable Discussions – Moderator raises in 5 minutes a key pressing issue, the discussion is turned over to table for 15 minutes of questions, after which all participants switch tables. Pick the table with the Pressing Issues or Future Trend most aligned to you!*

3:50pm	**Adopting and deploying start-up mentality**	**Transform the organization to a customer centric one with innovative data analytics**	**Best practices of merging business strategy and business transformation: how to move to the next level of evolution?**	**New way of doing business transformation and process improvements: moving away from Lean and Six Sigma and going towards new way of forward thinking**	**How to rebound an organization from a failed OPEX launch?**
	• Focus on "how" rather than "what": case studies of disruptive companies • Traditional companies – "what", start-ups – "how" and the result: best practices • Real-life case studies, including failures: what Not to do, learn about mistakes *Jeff Porada,* Global Director of Lean Six Sigma, **Jabil**	• Turning your organization from technology focused to customer centric one is a journey • Innovative data analytics is essential to create the common language for the organization • To sustain the competitive edge from data analytics, a sustainable culture shift is key • Both online and offline data together would paint a solid picture of customer experience journey **Cortilia Lin,** *Director Brand Insights – Global Brand Strategy,* **Phillips**	• Setting the strategy • Integrating technology into Continuous Improvement programs • Moving from enterprise excellence into strategy and business transformation and reaching innovation • Sustainable change management: timely identifying and designing valuable change initiatives for an organization through collaboration of all teams *Dr Cindy Young,* *Program Manager, Fleet and TYCOM Enterprise Support,* **McKean Defense**	• Change management for millennials. Process GPS • Linking technical knowledge to business transformation • Leveraging data for OPEX and Business Transformation • Using software to transform business and applying the same practices within whole company • Scaling transformation on a global basis to a new organizational structure and balancing efficiency with empowerment and distributed decision making	• Behavioural OPEX science. How can you succeed? • Failed OPEX story: analysing how and why? • OPEX top-down: current challenges, roadmap, fears **Kelly Moore,** *Opex Lead,* **Syngenta**

| | | | Daniel Abrantes, Global Change Management, IKEA | |

5-minute changeover period

4:30pm

TRACK F CULTURE	New technologies and best tools to use	People Analytics: A Game-Changer for Improving Organizational Performance?	Organizational Optimization: The Holistic Business Transformation Design	Improve Continuous Improvement Program Results with a Data-Driven Methodology
Creating a culture of quality and performance excellence: keeping the workforce engaged while promoting progressive change	• How to choose a technology that will bring real long term value to your organisation? • Latest software developments in automation, IoT and augmented reality • What are the latest trends in applications, where are they heading to? • The process of transforming a new technology and balancing it by simplifying and tailoring it to your own specifications • How to manage Technologies?	*Transform your organization to a future state of optimization*		

Creating a culture of quality and performance excellence: keeping the workforce engaged while promoting progressive change

- How business transformation is a driver of quality and performance
- Why business transformation requires a cultural shift
- How learning is essential in driving cultural cohesion
- How to maintain a culture of quality and performance excellence for the long-term

Tejas Vashi, Senior Director – Product Strategy & Marketing, **Learning@Cisco**

New technologies and best tools to use

- How to choose a technology that will bring real long term value to your organisation?
- Latest software developments in automation, IoT and augmented reality
- What are the latest trends in applications, where are they heading to?
- The process of transforming a new technology and balancing it by simplifying and tailoring it to your own specifications
- How to manage Technologies?

Maximiliano Just, Global Director Business Integration in Associate Services, **Coca Cola**

People Analytics: A Game-Changer for Improving Organizational Performance?

- Understand the impact of mega change trends on the 'human system' in your organization
- Explore why thinking in terms of 'propensities' is more useful than focusing on 'behaviours'
- See what 'predictive' people analytics can tell you about systemic performance challenges
- Learn how to increase job success, team performance, and strategy implementation
- Know what to look for when purchasing a people analytic to improve business

Organizational Optimization: The Holistic Business Transformation Design
Transform your organization to a future state of optimization

- Organizational Transformation Success Factors
- Organizational Optimization
- Organizational Change Leadership
- Transformation to Optimization

Confirmed: Robert Hutcherson, CEO, Founder **& Lee Winters, Sr.** Director of Strategy Optimization, **Optimize Consulting, Inc.**

Improve Continuous Improvement Program Results with a Data-Driven Methodology

How can you identify opportunities to improve your Continuous Improvement (CI) efforts?

Hear from Randy Clark, PowerSteering's Director of Six Sigma, a Black-belt trained member of the American Society of Quality, and a three-year examiner for the Malcolm Baldridge National Quality Award, he will demonstrate how to obtain and utilize your CI project and portfolio data to drive improved program ROI.

Join this session to learn more about the approaches and tools to help you systemically remove waste and enhance the performance of your CI efforts:

- Apply CI techniques to

outcomes

Germaine Watts, Partner & CEO, IntelOrgSys

your CI efforts
- Gather and analyze project and program data
- Utilize best practices and replicate successes
- Measure cycle times and understand impact
- Eliminate redundant practices and approaches

Randy Clark, Director of Six Sigma, **PowerSteering**

Six

5:10pm

Digital Strategy Deployment Using Business Capabilities	The wealth of innovation in automation and the impact of automation on operational excellence	Leadership: Understanding, Buy-In, Support and Sponsorship from ALL Leaders	Can the Cloud Really Enable Transformation?	The Dynatrace Transformation Story - How we reinvented our business to maintain market leadership
Digital business strategies usually emerge from creative brainstorming sessions of executives using white boards and sticky notes. Conversely, very structured architectures of operations are created using standards such as BPMN, CMMN and DMN with the goal of increased automation. In this session we will demonstrate how using business capabilities as the hinge, enables creative ideation of strategies and structured execution architectures to not only co-exist but also be aligned for successful digital transformation. More specifically we will explore how the six primitives of Why, Who, When, Where, What and How can be effectively applied to ensure a complete tractability from digital vision of executives to the daily operations of the organization. Learning Objectives: • Combining creative and critical thinking • Using business capabilities as a hinge • Aligning strategy and	• The main trends in machine learning, IoT, robotics and process management? What manual work can be done faster? • How to automate processes and manage the cross over between technological-processes and organisational changes • How to identify disruptive and integrate leading process technologies to achieve consistent, global manufacturing excellence? • Automation as a basis of the future of continuous improvement • How to automate processes and manage the cross over between technological-processes and organizational changes • Managing increasing reliance on automatization. How to predict machine failures. How to replace	**Confirmed: Damon Werner,** Vice President, Business Optimization & Six Sigma, **McKesson**	*Ellie Mae isn't just a cloud platform provider working to transform the residential mortgage finance industry, they use the cloud to transform their own internal business operations for greater transparency, operational efficiency, cost savings and growth potential* *See how Ellie Mae transformed their Finance department using the Cloud (thanks to Workday Financials and Xactly)* *Ellie Mae grew its employee base to over 1500 and transformed HR using the cloud (Workday HR)* *Ellie Mae transforms internal IT practices* *Metrics to show how the company grew and achieved operational efficiencies with real life samples* *Audience Takeaways: Attendees will take away examples of how cloud technologies allow companies to increase growth, improve response times and create a more transparent workforce.*	*Despite being the market leader, we recognized the need to transform and reinvent our business at Dynatrace, before someone else disrupted the market. Over the course of three years, we changed everything - our technology, our culture and our brand image. In this session we'll discuss how we navigated through our own innovator's dilemma, and share takeaways from our experience that you can apply to your own organization.* • How we navigated through our own innovator's dilemma. • We changed everything in 3 years o Technology changes o Culture change o Brand image reinvented • Takeaways from our experience that you can apply to yours **Confirmed: Steve Tack,** SVP of Products, **Dynatrace**

operations **Confirmed: Denis Gagne,** CEO & CTO**, Trisotech**	components before they fail and streamline procedures? *Rajeev Jain*, V**P – Finance Controllership Operations, HP**		**Confirmed: John Abel,** SVP & CIO, **Ellie Mae**	

5:40pm	**30 Minute Panel Session in each track with Speakers & Industry Experts**
6:10pm	**Awards Rehearsal**
7.00pm	**VIP Reception – Advisory Board & Guests. (Invitation Only)**
7:30pm	**Gala Awards Reception**
8.00pm	**Business Transformation & Operational Excellence Awards Ceremony**
8:45pm	**Awards After Party**

DAY 2, Main Summit: Thursday, March 15th, 2018

7:00am	**Breakfast & Networking**
7:45am	**Chairperson's Recap from Previous Day and the Key Takeaways from each Session** *Peter Evans,* LCI Director Corporate Business Service, **LEGO**
8:00am	**FEATURED KEYNOTE** **Secret Sauce of Driving Excellence** *Anu will share her approach to driving Continuous Improvement and Operational Excellence programs internally and the lessons she learnt along the way* **Anu George,** Chief Quality Officer**, Morningstar**
8:30am	**Change management and culture of change: the journey. National and international case studies** • Culture: how critical is it? • How to lead significant culture change? • Implementing end-to-end cultural changes across regions, businesses and functions – strategic following the maturity curve • Real life case studies of success • How to limit the impact and the frequency of initial mistakes *Nuray Gurekin Sen,* Corporate Technology, **Siemens Corporation**
9:00am	**Merging traditional operational excellence with business innovation: a journey from OPEX to upstream business transformation to business innovation** • Impact of innovation from the operational excellence point of view • How to keep the dialogue between innovation and OPEX going? • Embracing innovative mindset. Think innovation! *Alyson Griffin,* VP Global Marketing & Communications, **Intel Corporation**
9:30am	**Awards Winners Panel Showcase – Each winner will deliver their top 3 "Golden How-tos", with the opportunity to ask questions to all winners**
10:15am	**Break & Meet the Panel**
10:45am	**Break into summit streams:**

TRACK F Culture Moderator: Rob Stewart, CEO, Opus Works	TRACK C Leadership	TRACK H Strategy Moderator: Fernando Ventiriero, CEO, Stratence Partners	TRACK I Customer Experience	TRACK E Operational Excellence
Case Study: State Street Corporation's operational excellence Story: Building a culture of innovation and continuous improvement • The transformational journey: from a Lean Six Sigma project based approach to a strategic business partner • Focusing on an increased impact on business outcomes and customers • Building critical skills in the workforce through Lean infrastructure • Driving engagement through recognition and socialization • Embedding the Lean culture in the Business Units ***Loren Bishop,***	**Changing leadership mind-set and adopting lean behaviour at senior level** • Understanding and incorporating improvement work methods and habits and leading the change throughout organisation • How to overcome the fear of failure? • How to balance urgency and importance? • Coaching leadership on change and organically spreading it to the company ***Elaine Richardson,*** Director Corporate Strategy, **Export Development Canada**	**Removing the Barriers to Better Health through a High Tech, High Touch Approach** Our current health care system is fragmented and inefficient, and therefore expensive and relatively ineffectual in terms of achieving desirable health outcomes. But value-unlocking changes have begun to take hold in the form of novel roles, responsibilities, and relationships of all parties in the healthcare ecosystem. The people you connect with and information you consume in the care of patients today probably won't be the same tomorrow. Foundationally, health care is built on trusting relationships, but that doesn't just mean between a physician and a patient. All the stakeholders, including the payers and even family caregivers, must be better connected, depending on one another and leveraging a high-tech, high-touch approach to deliver integrated, well-informed holistic patient care. This new paradigm promises to significantly improve health outcomes and lower costs - deliver more value and ensure long-term sustainability of our health care system – by emphasizing prevention, reducing unnecessary services, improving care at home, treating patients with unmanaged behavioural health conditions, and more. Today, Humana is working to fuse data and analytics with clinical and community relationships by	Prioritize Opportunities with "Customer-Back" Value Propositions Maria will demonstrate a method for working with customers to identify pain points and quantify customer's current total cost of ownership for the Jobs-To-Be-Done (JTBD). She will then review how to derive the future Value Proposition the customer will realize after deploying our new product. This "customer-back" Value Proposition can be used to establish Value-based Pricing and as a basis for Value Selling. Prioritize Opportunities with "Customer-Back" Value Propositions • How might we best identify customer pain points and problems that they are willing to pay to be addressed? • How might we understand and quantify customer value?	**How to manage operational excellence initiatives?** • Assessing and securing sufficient resources to implement operational excellence • OPEX organizational structure and alignment with operations within organizations • How to measure where-we-are and what-is-future using Operational Excellence • Available metrics, leading and lagging indicators: how and why to manage them • Process Improvement: challenges, prioritisation,

Vice President - Director of the Lean Management Office **State Street Corporation**		working inside and outside the clinical setting. This is helping the healthcare ecosystem – including primary care physicians, specialists, other clinicians, hospitals, payers, the patients and entire communities – maximize their efficiency, identify opportunities, act on insights, address social determinants of health, and make key health decisions in an effective manner. When patients get the right care and preventive services at the right time and place, and social and lifestyle aspects of their health are understood, considered and addressed - everyone wins. This high-tech, high-touch approach is helping to increase access to care, improve health outcomes for patients, and reduce medical expense. During this session, participants will: • Learn how payers and other health care stakeholders have begun to connect differently through a high-tech, high-touch approach. • Understand how value-based care arrangements are driving the changing roles, responsibilities, and relationships of all parties in the healthcare ecosystem. • Learn how physicians are increasingly relying on data and analytics for their clinical decision making. • Understand, through the use of case studies, how Humana is harnessing its vast data repository and analytics capabilities to support physicians and other clinicians as they care for patients both inside and outside the clinical setting. • Understand how Humana is helping to convene community resources to address social determinants of health.	• How might we leverage our understanding of the customer value proposition to justify premium or value-based pricing? *Maria Thompson* Global Innovation Framework Leader **ITW**	what impacts analysis *Kathy Bozimski,* IS Manager BPM & **Matthew Shrout,** Product Owner, **Allegis Group Inc.**

		Confirmed: Derek Mylarz, Medical Director, Office of the Chief Medical Officer, **Humana Inc**.		

5-minute changeover period

11:20am

Cultural transformations in large enterprises: Changing organizational culture & leading organizational transformation towards the culture of innovation
- How large companies can stand out and succeed employing a start-up mentality and culture internally?
- Organizational analysis for large corporations: is there a universal model?
- Understanding how to create an operational excellence culture from the Board to the front line

Confirmed: Tray Cockerell, Director & CEO Project Leaders, Office of CEO, **Humana Inc.**

TRACK G
Lean

Moderator: Zachary Surak, partner, McKinsey & Company

Lean, ROI on Lean
- Cost effectiveness and savings
- Financial focus: looking at P&L and building in the changes
- Accounting and lean accounting. The advantages of a lean solution vs. standard cost accounting methodology

Confirmed: Dennis MacAleese, Director of Lean Capability Center for Gas Operations, **PG&E**

Transforming Our Organization for Operational Excellence

Faced with rapidly changing needs, and ever-increasing amounts of data, how does an organization plan its way successfully to the next level? Join Brendan Madden, Chief Executive of Tom Sawyer Software, the leader in graph and data visualization and analysis applications, as he discusses the challenges of building a business process and data-oriented organization. Brendan will highlight how we apply innovative thinking and Tom Sawyer Software's advanced technology to drive our operational excellence strategy.
Attendees will also learn how an organization can model and build its infrastructure such that it can be more effective yet remain responsive to rapidly changing needs. They will understand Brendan's approach to getting key stakeholders in the organization behind the transformation to create a culture of continuous improvement.
In this session, Brendan will discuss internal initiatives that are helping to transform our business by:
- Determining our important business objectives
- Identifying, modeling, and executing our key internal business process

Customer and culture match as a guarantee of positive customer experience and a key to strong successful strategy
- Keeping customer in focus of any change, improvement or transformation
- Value proposition, customer centricity in the centre of importance
  How do you differentiate from the competition?

Leslie Smith, RMS Strategic Stakeholder Engagement, **Lockheed Martin**

Using local experiments to solve Enterprise level problems"
Large, multi-site enterprises are challenged when trying to resolve complex enterprise level issues. Whatever solutions that have been identified need to make sense for each facility but be standard just enough for ease of implementation and maintainability. Too often the solution looks great on paper but when implemented, fails to resolve the root cause issues for either of the facility. However, by using small, local level experiments to vet possible solutions you can reap the following

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es in compliance with BPMN standards.

- Developing and integrating new applications, systems, and data models
- Reinforcing a process-oriented company culture to support continuous improvement
- Creating an organizational design that supports operational excellence and adaptation
- Enabling oversight and accountability of our critical objectives and business functions
- Using our data to gain insights into our business operations and to make adjustments

Confirmed: Brendan Madden, Chief Executive**,**
Tom Sawyer Software

benefits:
- Identify flaws in the potential solutions prior to a large scale implementation
- Allow to for true continuous improvement
- Prepare training material and test it; plus early adopters can help train future sites
- Multiple implementation strategies become viable
- Spread any cost for the solution across multiple fiscal quarters or even years
- Create buy in at both the front line and C-suite levels
- Trying small experiments, to resolve root causes, can be an effective way to solve complex problems.

Mustafa Abdulali,
Director of Lean

	Transformation **NCH Healthcare System**

5-minute changeover period

11:50pm	**FEATURED KEYNOTE** **The Bose Lean Enterprise Maturity Model - A Blueprint for Organization Behaviour Change** *Bose Global Director - Lean Enterprise, Jeffrey Hastie, will share the story of their Lean Enterprise Maturity Model as an inflection point in the Lean Enterprise journey at Bose Corporation* • Where are we now? - understanding the current state • Setting a multi-year target condition - a clear vision for the future • The value is in the struggle - allow people to own it • Strive for true behaviour change - not just a number • Flexibility will accelerate the journey • Encourage Autonomy *Jeffrey Hastie,* Global Director - Lean Enterprise, **Bose Corporation**
12:20pm	**FEATURED KEYNOTE** **Lean and Six Sigma now. What are the tools of the future? The new ways to look at operational excellence. Evolution of the old Six Sigma and Lean mentality: the workforce is changing and professions change with them** *Ricardo Estok,* Principal Leader, Global Manufacturing, **Johnson Controls** *Winner of Global Manufacturing Excellence Award 2017*
12:50pm	**Lunch Break & Networking. Announcing of Poster Board Winners.**
1:50pm	**Break into summit streams:**

TRACK F Culture	TRACK G Lean	TRACK H Strategy	TRACK I Customer Experience	TRACK E Operational Excellence
Is Your Culture Working for You or Against You? Gaining a Competitive Advantage by Managing the 3 As in the Culture Lifecycle	**Lean and Six Sigma now and what the tools of the future are? The new ways to look at operational excellence**	**Virtualizing the Visual Workflow Enabling Self-Managed Teams in a Global Setting**	**Going Beyond CRM via Commercial Strategy & Framework**	**Case Study: Lessons learnt from the Deployment of Lean Management in Europe and Latin America (AXA EMEA LATAM)**
Culture always produces results. The good news is, the right culture produces the results you need. But how do leaders shape culture to get the right results?	• Lean driven innovation: what is going to happen and how? • Innovation impacting all departments within a company: how to handle it? • Lean in globalised world: streamlining procedures and making everything readily available to all • Rich Six sigma and lean from a multi-business, multiregional point of view • Lean and Six Sigma tools applied to innovative markets	• Visualization is a fundamental principle of Lean-Agile Development and a key factor to successful implementation of Lean-Agile methods. • Based on the ideal state of co-located team, the reality of globally distributed teams presents challenges to leveraging visual Lean-Agile methods. • A systematic approach and understanding of both team and business needs is important in development of a virtual system. • Software only approaches are limited in their effectiveness. • Understanding the "human engineering" aspects of Lean-Agile visual methods is key to developing a system level approach. • Leveraging of a "model cell" approach in development of virtual systems provides rapid feedback and learning in the development of a virtual visual system. • Virtual systems need to be scalable to adjust for changing team and business needs.	• Enable Business Strategy and Develop a Platform for Customer Engagement • Working with Key Stakeholders to develop a Business Case and Roadmap • Framework for Measuring Transformation/Outcomes • Key Learnings	This presentation draws on the experience of deploying Lean Management in Spain, Italy, Portugal and Mexico, aiming to showcase how to
Join Marcus Nicolls, author and Senior Partner at Partners In Leadership, in this revolutionary presentation where he walks you through the three stages of the culture lifecycle:	*Iassen Deenitchen*, Head of Global Process, **ING**		**Naveen Kandasami,** Global IT Executive Director Business Partnerships & CRM Strategy, **Sealed Air**	• **Engage senior stakeholders** – gaining and maintaining commitment throughout the program • **Achieve autonomy in project execution** – recruiting and developing local talents • **Retain Lean professionals** – reward and recognition
1. Leaders build Culture Alignment by aligning the company around the results necessary to move the organization		Simple and effective visual communication is a key principle of Lean-Agile Product Development. However, in today's world of global development teams, leveraging traditional visual		

forward.

2. They develop Culture Ability during the application and execution phase, improving skills to manage culture.

3. This prepares the way for creating a Culture Advantage for accelerating the execution and delivery of their results.

Our 30 years' experience applying these simple, powerful models and tools to manage culture have taught us that leaders who consciously manage their culture reap tremendous benefits. The markets are getting more and more efficient, and the edge that culture management brings to an organization can ultimately be the difference between success and failure.

Marcus Nicolls, Senior Partner & Author, **Partners in Leadership**

management methods become increasingly difficult. Attendees to the session will be given an overview understanding of the challenges in visualization in a global Lean-Agile Development organization, the importance of understanding the "human engineering" aspects that make visualization and visual management methods so powerful, be shown a systematic approach to addressing the challenge of visualization in a global team setting, and see an example of the establishment of a virtual visual management systems

Daniel M. Christinsen, Principal Project Manager, Lean-Agile Transformation Program Manager/Sensei, HDD R&D Project Office, **Western Digital**

mechanisms (what proved effective)

- **Leverage cultural change** – deliver Efficiency and Quality of Service improvements through better proximity management and higher employee engagement

- **Achieve lasting results** – approach employed to ensure sustainability of benefits

Morphis Tsalikidis, Former Regional Operational Excellence and BT Executive Director, **AXA**

5-minute changeover period

2:25pm

Training and mentoring: how to ensure employees engagement in the transformation and true culture change?	Six Sigma deployment strategy and success stories	The Boehringer Ingelheim Production System – Animal Health Case Study	Customer Experience Excellence: Creating operational value with a strategic customer experience program	CEO's and their Sausages
• Professional engagement, maintaining a vibrant relationship between departments and the business needs of the company • Employees engagement: daily management and processes • Recruitment: essential processes to recruit/train likeminded people • Establishing robust communication across all business lines eliminating stress and managing expectations • Ensuring long-term sustainability of each project: how to keep teams engaged, increase	*This presentation describes the experiences, since 2014, of implementing and sustaining a Lean Daily Management System in a healthcare organization across 3 states, 10 hospitals, and 70 clinics. Approximately 400 units and 14,000 caregivers are engaged in daily clinical and operations readiness and improvement, along with daily escalation of barriers to leadership for resolution.* In this session, Harold will describe: • The motivation behind shifting from a Lean projects focus to a Lean management focus • The elements of the Peace Health Lean Daily Management System • The phased	*In this presentation, you'll hear how Boehringer Ingelheim is piloting their new production system to prove its value at one of its large Animal Health Vaccine sites, introducing new ways of thinking into the workplace.* What will you learn? • Hear how to build a business case for a focus factory approach based on the results of programs from outside your organization • Discover how to gain buy-in from key stakeholders to give Lean programs the best chance of success • Understand the importance of restructuring manufacturing operations into value streams • Review key aspects for implementing communication boards at all levels of management Establish how to move from pilot to performance, and roll out successful a successful Lean Program **Fabio Garaycochea,** Head of BPE, **Boehringer Ingelheim**	• Designing and starting a customer experience transformation focused on operational touchpoints • Moving from touchpoints to journeys • Diagnosing and linking the customer experience to operational enhancements • The psychology of customer experience **Lawrence Cowan,** Partner, **Cicero Group**	*CEO's love their sausages. They love the taste of the spices, the zestiness of the mustard, and the crispiness of the rolls. But the CEO doesn't want to see their sausage being made, and they definitely do not want to know what goes into them. As business transformation and operational excellence professionals, we need to learn to love the CEO's sausage as they do, from their perspective, if we are ever to gain the support we need and to evolve from being cost-cutters to value-creators – to convert our standing and value from tactical to strategic. In this session, you will learn;*

understanding and belief in the project and in the leadership *John King,* Continuous Improvement Chief Engineer, **Northrop Grumman**	implementation, incorporating feedback and standards • Implementation and sustaining successes and failures • Incorporating quality initiatives like patient safety, clinical excellence • Incorporating operations initiatives like length of stay, clinic slot utilization Confirmed: *Harold Peters,* System Director Performance Improvement, **Peace Health**			• The Operational Excellence Maturity Model • The importance of knowing the corporate vision • How to effectively communicate with the C-Suite • How to properly align and prioritize your efforts • How to gain and retain the commitment necessary to succeed **Joseph Paris Jr,** Chairman, **Xonitek Group of Companies**

2:55pm	**Coffee Break & Networking**

3:20pm

| Transforming Culture to see Business Results | Learn how PolyOne puts customers on the road to Lean Six Sigma success | Sustaining Continuous Improvement at a Fortune 10 Company | Customer Engagement: Key Approaches to Securing and Quantifying the voice of the customer | Managing project risk and issue resolution |

Transforming Culture to see Business Results

Follow how a 166-year old Insurance Company transformed the way that we think about culture and leadership to see how our journey resulted in significant improvements for our customers, our employees, and our bottom line

- Why implementing a lean business system is doomed to failure
- Driving to the heart of the problem and understanding a potential fix
- How our journey was transformed by the Shingo Model and dimensions
- Examples of failure and success and what can be learned from each of them
- Connecting the

Learn how PolyOne puts customers on the road to Lean Six Sigma success

PolyOne Corporation is a global provider of specialized polymer materials and services and have developed an effective lean six sigma process for their own business. Due to its outstanding results, they have rolled out a program based on this process to their customers to provide training and best practices to reduce cost and waste, improve processes and to increase their ROI. They have helped customers achieve $5mm reduction in working capital, $2mm production cost savings, 300% increase in new product introductions and improve productivity by 130%.

Join Brett Warland, Director of Process Improvement from PolyOne, and PowerSteering to learn how PowerSteering is supporting this process and take a deeper dive into how

PolyOne is helping many organizations reach LSS success with:

Sustaining Continuous Improvement at a Fortune 10 Company

Continuous improvement initiatives are often launched with a lot of excitement & enthusiasm but they fizzle over time. How can a company build & sustain a culture of continuous improvement? At a large multinational, GM innovative methods & proven solutions to build on the culture of improvement to drive breakthrough sustained results. The team recognized the "antibodies" to change and developed strategies to overcome. The team integrated various continuous improvement techniques such as Lean, Six Sigma, Design for Six Sigma, Shainin Red X to accelerate and integrate continuous improvement in all functions globally - including finance, marketing, sales, engineering and manufacturing.

Michael Hardie, Director Operational Excellence, General Motors

Customer Engagement: Key Approaches to Securing and Quantifying the voice of the customer

THE REQUIREDT tool for capturing and incorporating the voice of the customer to successfully evolve a business forward amid an incessantly changing business landscape

Dwight Harris Jnr., VP Lean Transformation, **Dun and Bradstreet**

Managing project risk and issue resolution

Kevin Duffy, Regional Managing Director, **Kepner-Tregoe Inc.**

leadership and culture journey to business results *Tim Plankey,* AVP, Head of MMUS CI, **Mass Mutual**	• Improved flexibility, quality, efficiency and speed • Access to best in class process improvement resources and training • Sustained cost and revenue benefit • Ability to develop and retain internal talent **Confirmed: Brett Warland**, Director of Process Improvement, **PolyOne**

3:50pm	**Panel Session with Tracks Speakers**
4:20pm	**5-minute change over**
4:25pm	**KEYNOTE** **AGILE and its benefits for Business Operations and Data operations: what it achieves for both front and back offices** *Confirmed: Mishu Rahman,* Senior Portfolio Director, Innovation & Digital Programmes, **White House Office of Management & Budget, Office of the United States President**
4:55pm	**Chairperson's Conclusion** *Peter Evans,* LCI Director Corporate Business Service, **LEGO**
5:00pm	**End of the main conference**
8:00pm	**Option to Join Organized Dinners: Organized Dinners - Around Conference Themes & Topic**

Day 4, Post-Summit Workshop & Bespoke Business Keynote + Exclusive Top Exec Magic Kingdom Tour + Park Ticket: Friday March 16, 2018

9:00am	Morning Registration, Breakfast & Networking		
9:45am	**Workshop Q**	**Workshop R**	**Workshop S**
	Augmented reality: practical application • Where augmented reality is applied? • Which problem does it solve? • What are the benefits of using new tools for you and your company?	**Efficiency vs. Innovation. How the Modern Business Leader Can Balance Both** Today's CEO's are strategically focusing on increasing revenues and business growth through organic means. Although pure cost cutting through efficiency improvements is still on the radar, it has taken a back seat to growth. "Research suggests that the era of cost cutting is finally coming to an end and that companies are positioning themselves for growth," Chief Economist Bart van Ark. Other research is also redefining continuous improvement to be in line with innovation (and growth). As the Harvard Business Review wrote in 2017, continuous improvement doesn't have to be incompatible with disruptive innovation. But unless we think about it in more subtle, nuanced, and creative ways, companies may be forced to choose between growth from efficiency improvements or from innovation. In this backdrop, SSMI, founded by the late Dr. Mikel Harry, and Upland PowerSteering will discuss the top 20 core competencies that today's business leaders need to to balance efficiency and innovation, to drive continuous improvement initiatives within their organization. **Confirmed: Randy Clark, Director of Six Sigma, Upland Powersteering & Don Drury, CEO, Six**	**A simple way to avoid flying blind with your transformations and operations using A.I.** Description: As you transform and operate in the digital world, how do you know what's happening? What are your customers experiencing? Typically, companies are unaware and flying blind. In this interactive workshop, we will show a simple and eye-opening solution powered by A.I. • See how typical companies manage their digital business and customer experience and why this does not work. • Learn how to: o Achieve crystal clear visibility with a new, simple approach o Get your business, app-dev, and operations teams on the same page o Increase your speed of innovation o Improve your customer experience o Obtain operation excellence with automation **Confirmed: Klaus Enzenhofer, Director Technology Strategy & Ryan Covell, Senior Sales Director, Dynatrace**

	Sigma Management Institute	

11:15am	**Morning Coffee Break & Networking**		
11:30am	**Workshop T**	**Workshop U**	**Workshop V**
	Best practices of applying Robotic Process Automation (RPA): RPA implementation case study	**Technology selection: how to identify the must have technology not "any technology"?**	**Lean Accounting**
	• Guidelines to effective Robotic Process Automation • Utilising machine learning techniques and combining them with tools and processes already existing within process management **RESERVED FOR SIGNAVIO**	• How to implement it in a way that it gives you benefits? • How to make it work for you? Cognitive and augmentative technologies	• How to use it? • How to benefit from the ability to forecast demand and capacity? • Was the predicted received? • How to develop it? Investigating the true effect of lean accounting on traditional accounting
1:00pm	**Lunch & Networking**		

12 Great Leader Strategies & The Customer Rules

Lee Cockerell, former Executive Vice President Operations, Walt Disney World® Resort, is well known as Disney's top trainer at the world-renowned Disney Institute.

Lee developed the **12 Great Leader Strategies** while at Walt Disney World® that transformed Disney's leadership strategy and ensured that the 7000 leaders at Disney knew how to deliver employee excellence, which in turn delivered service excellence, exceptional customer loyalty, and strong business results.

Lee will be sharing the Great Leader Strategies and what is unique is this course is not taught by a facilitator, everyone one will be **taught by Lee himself**.

"In Creating Magic, Lee Cockerell delivers his ideas about leadership in a common sense way that can really reach people and help them improve their effectiveness at work, at home and in their communities. His valuable leadership strategies and remarkable Disney stories will ring true for everyone who reads his book."

(row label: 1:30-2:30pm)

Ken Blanchard, Co-author of The One Minute Manager® and Leading at a Higher Level

Elegant in its simplicity and practicality, Lee has distilled many powerful leadership strategies into the lessons many of us learned as children. They are no less relevant to our working lives. At its core, Creating Magic is a collection of stories that reminds us to demonstrate care and respect for every member of the team and to focus our efforts not on ourselves but on the people we lead.

George Bodenheimer, President, ESPN, Inc and ABC Sports

Lee Cockerell
Former EVP of Operations for Walt Disney World®. One of the public faces of the world-renowned Disney Institute,

Site-visit Presentation & Tour

Includes park ticket to enjoy the Magic Kingdom at your leisure after the tour)

Private & Bespoke Business Tour by Top Disney Executive of Walt Disney World Magic Kingdom

2:00pm

The Walt Disney World® Resort

The Walt Disney World® Resort Business Private & Bespoke Behind The Magic Tour (Includes park ticket to enjoy the Magic Kingdom at your leisure after the tour)

This is a special private & bespoke presentation & tour that is exclusive to BTOES18.

We are proud to announce you will receive a bespoke presentation from the **current GM of the Magic Kingdom**, focussed on the key themes of BTOES18, followed up Q&A. This will be followed by the tour. This is very different to the Disney Institute tour. This has been privately arranged by BTOES18 and is being led by current executives of Walt Disney

World, inc the current serving GM.

The tour is your opportunity to engage with experienced Disney executives taking you behind the scenes to explore firsthand how Disney business insights and time-tested methodologies are operationalized to deliver, innovative, employee engagement & great customer experience.

Experience the backstage areas, see how the Walt Disney World® Resort creates an engaging and supportive environment for the Cast Members, understanding it's great leadership strategies. (Featuring the core competency of Employee Engagement).

Take a stroll through this turn-of-the-century walkway inside the Magic Kingdom® Theme Park to better understand how we strive to exceed the expectations of our Guests (Featuring the delivery concepts of exceptional service).

Journey beneath the Magic Kingdom® Theme Park to visit support systems designed to improve the experiences of Cast Members and Guests alike. Discover how we use simple tools to engage and empower Cast Members to create lasting customer relationships that drive repeat business and customer loyalty (Featuring the core competencies of Employee Engagement and Service).

This is business focused tour price includes roundtrip transportation from the Wyndham Orlando International Drive and a park ticket to enjoy the Magic Kingdom at your leisure after the tour.

Core competencies of Cultural Transformation, Leadership, Innovation, Employee Engagement, and Customer Experience will be covered.