

FULL-DAY WORKSHOPS: MONDAY, MARCH 18, 2019

7:00- 8:00	Ligurian Foyer Breakfast & Networking	
7:00- 17:00	Main Foyer Registration	
8:00- 17:00	Ligurian 2 Full Day Workshop Culture Transformation Summit	Ligurian 1 Full Day Workshop Innovation Execution Summit
	Mastering Change Management & Cultural Transformation Anu George COO Morningstar	Excellence & Innovation Acceleration José Pires Global Excellence & Innovation (E&I) Leader Andeavor

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

7:30- 8:00	Main Foyer Registration			
7:30- 19:30	Ligurian & Venetian Foyer Breakfast & Networking			
8:00- 8:30	Ligurian & Venetian Foyer Breakfast & Networking			
8:00- 17:00	Tuscan Ballroom BTOES Hub Main Exhibit Hall Set-Up			
8:30- 10:00	Ligurian 1 Workshop A Operational Excellence Summit	Ligurian 2 Workshop B Business Transformation Summit	Ligurian 3 Workshop C Healthcare Summit	Venetian 1&2 Workshop D TechXLive
	Operational Excellence in Your Office: How to Design Autonomous Value Stream Flow Kevin Duggan Shingo Award-Winning Author, Founder Institute for Operational Excellence	Say You Want a Revolution: Standing up an internal business transformation function in your organization. Jeff Holmquist Business Transformation Leader & Matthew Krathwohl Business Transformation Manager Crowe	How Lean Six Sigma brings science to the art of sales. Kyle Mielke Director, Strategic Planning / Project Execution – US Commercial Operations CardinalHealth	To be announced
10:00- 10:30	Ligurian & Venetian Foyer Workshop Morning Refreshments			
10:30- 12:00	Ligurian 1 Workshop E Culture Transformation Summit	Ligurian 2 Workshop F Business Transformation Summit	Ligurian 3 Workshop G Healthcare Summit	Venetian 1&2 Workshop H TechXLive
	Innovation in Cultural Transformation for Rapidly Changing Organizations Anu Pujji Associate Vice President of Enterprise Operational Excellence & Transformation Molina Healthcare	Targeting Value through Business Transformations Dr. Mathias Kirchmer Managing Director & Co CEO BPM-D	To be announced	To be announced

12:00- 13:30	Venetian 3 Foyer Workshop Luncheon & Networking			
13:30- 15:00	Ligurian 1 Workshop I Leadership Summit Lean In Agile for Women - Enabling diversity, inclusion and adaptability Padmini Nidumolu Co founder & Leila Rao Co founder Lean in Agile	Ligurian 2 Workshop J Business Transformation Summit Achievement of Enterprise Business Agility Transformation – People, Process and Technology (Cloud) Randy Bradley Vice Chairman, Trust Exchange, Former Head of Digital CoE Broadridge	Ligurian 3 Workshop K Healthcare Summit How to Develop Highly Effective Change Agents Raymond Brand Sr. Performance Improvement Engineer Barnes Jewish Hospital	Venetian 1&2 Workshop L TechXLive Automation is about the humans, not the bots Ben Chance Director, IBM Automation COE Offering Leader IBM Automation
15:00- 15:30	Ligurian & Venetian Foyer Afternoon Coffee Break & Networking			
15:30- 17:00	Ligurian 1 Workshop M To be announced	Ligurian 2 Workshop N Strategy Execution Summit Strategy to Execution - Blueprint for Competitive Advantage Robert Cartia Vice President, Operational Excellence Global Container Terminals Canada	Ligurian 3 Workshop O Healthcare Summit To be announced	Venetian 1&2 Workshop P TechXLive To be announced
17:15- 17:30	Venetian 1 & 2 Keynote Healthcare Summit Manufacturer Production Issues Are Rising, And So Is The Risk To Patient Care – The Mayo Clinic Story			
17:30- 17:45	Tuscan Ballroom BTOES19 Welcome Gala Reception	Erich Heneke Director of Business Integrity and Continuity Mayo Clinic		
17:45- 18:15	Mingle with Industry Friends	Venetian 1 & 2 Keynote Culture Transformation Summit Creating and sustaining great culture - key learnings Anu George COO Morningstar		
18:15- 19:30				

MAIN SUMMIT DAY: WEDNESDAY, MARCH 20, 2019

7:00- 19:30	Main Foyer Registration
7:00- 19:30	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								
	The Forgotten Basics of Lean								
	Jeffery A. Davis , Executive Director of Operational Excellence, JP Morgan Chase & Co								
9:15- 10:00	Venetian Ballroom 3 to 5 - Main Stage								
	Keynote								
	Transforming your workforce through Strategic Workforce Planning								
	Ross M. Sparkman , Head of Strategic Workforce Planning, Facebook								
10:00- 10:30	Tuscan Ballroom								
	Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.								
10:30- 11:15	Venetian Ballroom 3 to 5 - Main Stage								
	Keynote								
	Culture Transformation Summit								
	How is the Weather in your Kingdom? Key Learnings from 26 Years at Walt Disney World® Resort								
	Dan Cockerell Magic Kingdom Vice-President (Retired & Inspired) Walt Disney World® Resort								
11:15- 11:45	Tuscan Ballroom								
	Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.								
11:45- 12:15	Tuscan Ballroom BTOES Hub	Venetian 1 TRACK A: Culture Transformation Summit	Venetian 2 TRACK E: Business Transformation Summit	Ligurian 2 TRACK C: Leadership Summit	Ligurian 1 TRACK B: Agility Summit	Ligurian 3 TRACK D: Operational Excellence Summit	Davinci TRACK F: Healthcare Summit	Bernini TRACK H: TechXLive	Michelangelo TRACK G: Manufacturing Summit
	Meet the Speaker During Lunch	Moderator: Dr. Keith Clinkscales, Director Strategic Planning & Performance Management, Palm Beach County Board of County Commissioners	Moderator: Alina Aronova, Chief of Staff for the Global Product Technology, Cengage	Moderator: Randy Shumway Chairman, Partner, Cicero	Moderator: Brent Williams, Director/MBB Lean Six Sigma, Corporate Functions, McKesson	Moderator: Rob Stewart, CEO, Opusworks	Moderator: Dr. Christopher Boone Vice President, Head of Real World Data & Analytics Center of Excellence, Patient & Health Impact	Moderator: Kristof Kovacs Program Director, Transformational Leadership Development Program, IBM	Moderator: Raymond Brand, Sr. Performance Improvement Engineer, Barnes Jewish Hospital

		To be announced	To be announced	Transformational Leadership: The Practice of Human Connection Minette Norman Vice President, Engineering Practice, Autodesk	The Impact of Agile Transformation on CBRE Business Rose Manjarres Senior Vice President, Digital & Technology, CBRE	Case Study - Building OPEX into Our Company's DNA Mario Leduc, VP Operational Excellence, Diageo	Leading Organizational Change with Real World Data: The Pharmaco Perspective Dr. Christopher Boone Vice President, Head of Real World Data & Analytics Center of Excellence, Patient & Health Impact, Pfizer	Life After Six Sigma, Lean, and Agile: Announcing Master's in Business Transformation (MBT) Kristof Kovacs Program Director, Transformational Leadership Development Program, & Caroline Whalen, Senior Business Transformation consultant, IBM	Overcoming Workforce Challenges to Deliver the Desired Results Peter Fritsche, VP Global Operations, DSI	
12:15- 12:30		Tuscan Ballroom								
12:30- 13:30	Book Signing	Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.								
13:30- 14:00	with Kevin Duggan, Shingo Award-Winning Author, Founder, Institute for Operational Excellence									
14:00-14:30	Tuscan Ballroom BTOES Hub	Venetian 1 TRACK A: Culture Transformation Summit	Venetian 2 TRACK E: Business Transformation Summit	Ligurian 2 TRACK C: Leadership Summit	Ligurian 1 TRACK B: Agility Summit	Ligurian 3 TRACK D: Operational Excellence Summit	Davinci TRACK F: Healthcare Summit	Bernini TRACK H: TechXLive	Michelangelo TRACK G: Manufacturing Summit	
	30 Minute Topic Specific Roundtable Sessions AND Topic Theme Meetups, Industry Meet Ups & Ideas Exchange	Think Like A County, Operate Like A Top Fortune 500 Company! Dr. Keith Clinkscales, Director Strategic Planning & Performance Management, Palm Beach County Board of County Commissioners	Enabling Business Transformation amidst Conflicting Organizational Mindsets Matt Aguilar, Operational Excellence Guru, BD	Deploying Lean Management for Top Executive Teams Agustin Stengel, VP, Way of Working, Fannie Mae	How can agile software delivery and the associated organisational transformation it brings best be aligned with traditional lean and sigma continuous improvement efforts? Richard Bowden, Head of Processes & Change Management, Santander	Operational Excellence in a Digital World that focuses on Service Griselda Abousleman, Vice President, Operational Excellence, Transport Solutions NA/EMEA, Ingersoll Rand	Supporting "DID" in Leadership: Diversity, Innovation, and Disruption Helen Figge, Chief Strategy Officer, Medicasoft	To be announced	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	
14:30- 15:00	Donatello Boardroom Private Forums	Tuscan Ballroom Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.								
15:00- 15:30	Global Leaders of Operational Excellence Private Forum	Venetian 1 TRACK A: Culture Transformation Summit	Venetian 2 TRACK E: Business Transformation Summit	Ligurian 2 TRACK C: Leadership Summit	Ligurian 1 TRACK B: Agility Summit	Ligurian 3 TRACK D: Operational Excellence Summit	Davinci TRACK F: Healthcare Summit	Bernini TRACK H: TechXLive	Michelangelo TRACK G: Manufacturing Summit	

		Building a Continuous Improvement Culture Organically Daniel Fahey , Global Director, Operational Excellence, Martin Brower	Transforming Organizational Capability and Performance Using CMMI V2.0 Ronald Lear , Director of IP Development, CMMI Products & Services Chief Architect, CMMI Institute	Recognizing the "Heart of a Company"™ Jim De Vries , Founder, Managing Director, EIG	To be announced	Improving Business Outcomes through the Application of Enterprise-wide Operational Excellence Brian Gallagher , SVP, Operational Excellence, CACI	To be announced	Processing Mining: Process Mapping for a Digitally Transformed World Steven Remsen , Lean Six Sigma Black Belt Enterprise Process Excellence (PEX), Intel	Culture Transformation in a Manufacturing Enterprise - Goodyear David Coleman , Finance Business Partner and Continuous Improvement Manager, Goodyear	
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	Venetian 1 TRACK A: Culture Transformation Summit	Venetian 2 TRACK E: Business Transformation Summit	Ligurian 2 TRACK C: Leadership Summit	Ligurian 1 TRACK B: Agility Summit	Ligurian 3 TRACK D: Operational Excellence Summit	Davinci TRACK F: Healthcare Summit	Bernini TRACK H: TechXLive	Michelangelo TRACK G: Manufacturing Summit	
	Developing Executive Problem Solving Behaviors Edward J. Blackman , Global Leader of CI, Whirlpool	To be announced	Shaping the energy industry with operational excellence – about our successful transformation from a traditional, fully integrated utility to a multidisciplinary innovative company. Stefan Schmidt , Associate Partner, Global Head of Operations & Lean Practice, innogy Consulting	Leadership in Business Transformation and Operational Excellence Gerald A. Faunt , Vice President of Quality, CVG	To be announced	Deploying blended learning for Operational Excellence Rob Stewart , CEO, Opusworks	Age of Agile Brent Williams , Director/WBB Lean Six Sigma, Corporate Functions McKesson	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	To be announced	
16:30- 17:00	Tuscan Ballroom									
	Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.									
17:00- 17:30		Venetian 1 TRACK A: Culture Transformation Summit	Venetian 2 TRACK E: Business Transformation Summit	Ligurian 2 TRACK C: Leadership Summit	Ligurian 1 TRACK B: Agility Summit	Ligurian 3 TRACK D: Operational Excellence Summit	Davinci TRACK F: Healthcare Summit	Bernini TRACK H: TechXLive	Michelangelo TRACK G: Manufacturing Summit	
		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	Business transformation across industries, organization size, and maturity levels. Alina Aranova , Chief of Staff for the Global Product Technology, Cengage	To be announced	To be announced	Buying Companies in Bankruptcy and Distress Ira J. Perlmutter Founder/Managing Director and Chairman, Triple Five	Scaling a Business Transformation Across a \$1.5B Healthcare Construction Portfolio Robert Crotty , AVP - HCA Building Capital Productivity and Strategy, HCA	Progressing Your Competitive Advantage Through IBP & Advanced Analytics Steven Hainey , Director of Supply Chain, Shakespeare Company, Newell Brands	PM@Siemens - Project Management Excellence Nuray Gurtekin Sen , Head of Global Process and Quality Siemens Corporate Technology Research in Digitalization and Automation, Siemens	
17:30- 18:00	Tuscan Ballroom									
	Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.									

18:30- 19:30	Venetian Ballroom Gala Awards Gala Reception
19:30- 20:30	Venetian Ballroom Business Transformation & Operational Excellence Awards Ceremony
21:30- 23:00	Bar American Night Summit Meetings & Networking

MAIN SUMMIT DAY: THURSDAY, MARCH 21, 2019

8:00- 16:00	Main Foyer Registration
8:00- 17:00	Tuscan Ballroom BTOES Hub EXPO OPEN
8:00- 8:15	Venetian Ballroom Chairperson's Recap From Previous Day - The Key Takeaways From Each Session
8:15- 9:15	Venetian Ballroom Global Heads of Operational Excellence Panel Discussion
9:20- 10:00	Venetian Ballroom 3 to 5 - Main Stage Keynote A Balance of Intelligence, machine and human, for the future workplace Yuval Dvir , Head of Intl. Online Scaled Partnerships, Google Cloud, Google
10:00- 10:05	Venetian Ballroom Announcement of Poster Board Winners
10:30- 11:30	Venetian Ballroom Awards Winners Panel Showcase
11:30- 12:00	Tuscan Ballroom Technology Test Drive

12:00- 12:30	Venetian 1 TRACK A: Culture Transformation Summit	Venetian 2 TRACK L Strategy Execution Summit	Ligurian 2 TRACK J Innovation Execution Summit	Ligurian 1 TRACK I Customer Experience	Ligurian 3 TRACK K Insurance Summit	Davinci TRACK F: Healthcare Summit	Bernini TRACK H: TechXLive
	Moderator: Bilal J Muhammed, Vice President, ISRM, Wells Fargo	Moderator: Attila Dobai, Head of Strategy and Innovation, Avis Budget Group	Moderator: Alex Goryachev Managing Director, Innovation Strategy and Programs, Cisco	Moderator: Randy Bradley, Vice Chairman, Trust Exchange, Former Head of Digital CoE, Broadridge	Moderator: Kishore Kandru, Enterprise Business Architecture Leader, CSAA Insurance Group	Moderator: Helen Figge, Chief Strategy Officer, Medicasoft	Moderator: Kristof Kovacs Program Director, Transformational Leadership Development Program, IBM

Creating a Winning Culture by Leading with Fundamentals Steve Waszak VP Operational Excellence Greene Group Industries	Strategy Execution. Delivering The Innovative "Connected Truck" Program. Attila Dobai, Head of Strategy and Innovation, Avis Budget Group	Driving Cultural and Strategic Transformation with Disruptive Co-Innovation Alex Goryachev, Managing Director, Innovation Strategy and Programs, Cisco	Aligning Customer Experience with Operational Excellence Reagan Pannell Head Global Digitalisation Programme Hertz	The Farmers Insurance Operational Excellence Journey Holly Rogers Lean Six Sigma Black Belt Farmers Insurance	The experts have left the building, now what? A journey of transformation and continuous improvement Erin Pelletier Director of Operational Excellence Care New England	End-to-end process optimization and robotics process automation (RPA): creating value from design to execution Iassen Deenitchin Head of Global Process Management ING
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12:30 - 13:00

Donatello Boardroom
Private Forums

Tuscan Ballroom

13:00- 13:30
Tuscan Ballroom
BTOES Hub

VPs & Directors of Operational Excellence
Private Forum

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

13:30- 14:00
14:00- 14:30
Topic Theme Meetups, Industry Meet & Ideas Exchange

Venetian Ballroom 3 to 5 - Main Stage Keynote	Venetian 1 TRACK A: Culture Transformation Summit	Venetian 2 TRACK L Strategy Execution Summit	Ligurian 2 TRACK J Innovation Execution Summit	Ligurian 1 TRACK I Customer Experience Excellence Summit	Ligurian 3 TRACK K Insurance Summit	Davinci TRACK F: Healthcare Summit	Bernini TRACK H: TechXLive
Changing to Win! and Quickly Rias Attar, Vice President – Enterprise Project Management Office & Strategic Initiatives, Caesars Entertainment	To be announced	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	Creating a Culture of Quality and Innovation Kenneth Giles Quality and Continuous Improvement Principal FedEx	Improving Client Experience through a Cohesive Operational Excellence Strategy Loren Bishop Director of the Lean Management Office State Street	To Know Where You're Going, You Must See What You're Doing Ryan Leuty Operational Excellence Black Belt Country Financial	Quality Improvement in an NHS Organisation, in the United Kingdom, building on multidisciplinary working and continuous improvement Jo Murray Matron, Achieving Excellence NHS	Value-driven Digital Transformation – From Business Case to Operational Processes Dr. Mathias Kirchmer Managing Director & Co CEO BPM-D

14:30- 15:00

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

15:00-15:30

Venetian 1 TRACK A: Culture Transformation Summit	Venetian 2 TRACK L Strategy Execution Summit	Ligurian 2 TRACK J Innovation Execution Summit	Ligurian 1 TRACK I Customer Experience Excellence Summit	Ligurian 3 TRACK K Insurance Summit	Davinci TRACK F: Healthcare Summit	Bernini TRACK H: TechXLive
"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) Bilal J Muhammed Vice President, ISRM, Wells Fargo	To be announced	Transformation, Operational Excellence & The Law Department of the Future Farrah Pepper Chief Legal Innovation Counsel Marsh& McLennan	Building Customer-Centric Metrics Matt Hansen Lean Six Sigma Master Black Belt H&R Block	RPA with LeSS: An Insurers Insight Kishore Kandru Enterprise Business Architecture Leader CSAA Insurance Group	To be announced	The future of work with emerging technologies Marco Chmura Director of Quality & Transformation Morningstar

15:30- 16:00	Tuscan Ballroom							
	Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.							
16:00- 16:30		Venetian 1 TRACK A: Culture Transformation Summit	Venetian 2 TRACK L Strategy Execution Summit	Ligurian 2 TRACK J Innovation Execution Summit	Ligurian 1 TRACK I Customer Experience Excellence Summit	Ligurian 3 TRACK K Insurance Summit	Davinci TRACK F: Healthcare Summit	Bernini TRACK H: TechXLive
		To be announced	To be announced	Launching a Process Innovation program for a cloud company Byron Tatsumi Senior Director, Process Innovation Salesforce	Maintaining a Lean Start-up Culture while Scaling to \$150million in annual revenues César Bocanegra Chief Operating Officer DonorsChoose.org	To be announced	To be announced	To be announced
16:30- 17:00	Tuscan Ballroom							
	Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.							
17:00-17:20	Tuscan Ballroom							
	Refreshment & Networking Break in the BTOES Hub & Exhibit Hall.							
17:20- 17:40	Venetian Ballroom							
	Chairperson's Final Conclusion							

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

8:00- 9:00	Tuscan Level Foyer		
	BTOES Hub Morning Registration, Breakfast & Networking		
9:00- 10:30	Venetian 1 Workshop Q Business Transformation Summit	Venetian 2 Workshop R Process Optimization Summit	Venetian 3 Workshop S
	In-House Foundation (TLDP) Caroline Whalen, Senior Business Transformation consultant, IBM	To be announced	To be announced
10:35- 11:35	Venetian 3 Keynote Culture Transformation Summit		
	Creating and sustaining great culture - key learnings from a 26-year career at the Walt Disney Company		
10:45- 11:35	Dan Cockerell Magic Kingdom Vice-President (Retired & Inspired) Walt Disney World® Resort		
11:35- 11:45			
11:45- 15:00	Site Tour The Walt Disney World Resort		Site Tour Florida Hospital Innovation Execution Summit

15:00- 16:00	<p>Meet Loews Portofino Orlando Lobby Walt Disney World Resort: Business Behind The Magic Tour</p> <p>Dan Cockerell Magic Kingdom Vice-President (Retired & Inspired) Walt Disney World® Resort</p>	Florida Hospital Innovation Lab Site Tour
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16:30-17:30	<p>Venetian 3 Keynote Leadership Summit</p> <p>Post Tour Debrief / Q&A back at the Loews Portofino</p> <p>Dan Cockerell Magic Kingdom Vice-President (Retired & Inspired) Walt Disney World® Resort</p>	
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