RIDE THE STORM OF DIGITAL CHANGE: ACCELERATE BUSINESS EXCELLENCE THROUGH PEOPLE, PROCESS AND TECHNOLOGY

"Digital transformation, operational innovations, culture and customer excellence: OPEX Week 2019 covers all of them, and I can't wait to celebrate success and network with 800 transformation leaders in January"

Rafal Olejniczak, General Manager, 3M GSC Poland

OPEX WEEK:
BUSINESS TRANSFORMATION
WORLD SUMMIT 2019

JANUARY 21 – 25, 2019
OMNI ORLANDO CHAMPIONSGATE, FL

POWERED BY: **PEX** PROCESS EXCELLENCE NETWORK

Welcome to the 20th Annual OPEX Week: Business Transformation World Summit 2019

Dear colleague,

It's been 20 years of disruptive innovation… From the birth of the smart phone to the rise of the shared economy, virtual currency and AI, the business world has faced an era of unprecedented change. Yet we're in the vice-like grip of the Vortex of Change. A new era is dawning: size is no longer a guarantee for success, business models are being turned upside down, and relationships with customers and workforce are being redefined. What has proven successful in the past will no longer be sufficient. To stay ahead, it's imperative for organizations to innovate, "fail fast", reinvent and transform.

Over this exciting time, OPEX Week has deeply rooted itself in the world of process excellence and business transformation, leading the way in showcasing practical and innovative approaches business are using to transform their process and customer experience, in the context of all this change.

And what a journey that has been! From lean six sigma to design thinking, from BPM to Robotics, from process improvement to disruptive 10x performance, from internal process mapping to customer facing journey development, the scope and depth covered by our annual flagship events has been deep and wide.

In our **20th anniversary year, the 2019 OPEX Week: Business Transformation World Summit** captures the key theme of riding this incredible pace of change by leveraging the elements of Process, People and Technology to drive impactful business transformation.

Topical issues being addressed in 2019:

- Rethinking value creation through business transformation to stay ahead of the speed of change
- Combining lean methodologies with design thinking, robotics and analytics to maximize business impact
- Developing a human based leadership for long term growth and performance
- Driving digital transformation through cutting-edge advancements in BPM, Analytics, Robotics and AI
- Revolutionizing customer experience through process re-design, co-creation and digital transformation

OPEX Week houses the most comprehensive and progressive OPEX strategies, best practices and tools. In 2019, you will hear from 150+ inspirational speakers from the world's leading brands.

You don't want to miss this unparalleled opportunity to learn everything you need to accelerate your business transformation through process, people, technology and customer excellence!

Cathy Gu
Event Director

2019 TOP 5 THEMES

PROCESS EXCELLENCE

Develop a **holistic OPEX approach** to drive **end to end** business transformation

Combining lean methodologies with **design thinking, robotics and analytics** for maximized business impact

PEOPLE & CULTURE EXCELLENCE

Manage **deep change and cultural transformation** to drive sustainable continuous improvement

Develop **a human based leadership** for long term growth and performance

STRATEGY TRANSFORMATION

Rethink value creation through business transformation to unlock 10x performance

Strategy planning and deployment to lead organizational transformation

Implement **design thinking** and inspire **human centered innovation**

TECHNOLOGY EXCELLENCE

The evolution of **next generation BPM** to support today's digital transformation

Drive maximum business impact and ROI through **end to end intelligent automation**

Drive digital transformation through cutting-edge advancements in **analytics, robotics and AI**

CUSTOMER EXCELLENCE

An integrated approach **to align strategy and processes around the customers needs**

Revolutionize customer experience through **customer process re-design, co-creation and digital transformation**

WHO ATTENDS OPEX WEEK?

- SVP, VP and Global Heads of: Operational Excellence/Process Excellence

- Process Innovation

- Continuous Improvement

- Business Excellence

- Business Excellence, Customer Excellence

- BPM/Business Process Management

- Process Automation

- Business Architecture

- Robotics, AI, Machine Learning

- Intelligent Analytics/Process Analytics

- Lean Transformation

2019 ADVISORY BOARD
FOR TRANSFORMATION LEADERS, BY TRANSFORMATION LEADERS

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Leslie Behnke, Former Senior Director Business Integrations, **Walgreens**

Parisa Naseralavi, Senior Director Finance Transformation Office, **Cisco Systems**

Vinay Mummigatti, Chief Automation Officer, **LexisNexis**

**Jon Theuerkauf,** Former Managing Director Performance Excellence, **BNY Mellon**

MEET YOUR 2019 GUEST KEYNOTE

Terry Jones
Founder, **Travelocity.com** & Founding Chairman, **Kayak.com**

Best known for founding Travelocity.com and serving as founding Chairman of Kayak.com, Terry Jones has become a powerful voice in the world of entrepreneurship, business disruption and innovation in our increasingly digital world. Jones began his career as a travel agent, spent 24 years at American Airlines in marketing and information technology, capping his career as Chief Information Officer of its SABRE division. While at SABRE he led a team of six working on a project that became Travelocity.com. Jones served as CEO of Travelocity for seven years transforming it to a public company with $3 billion in travel sales. He then became part of the founding team at Kayak.com, a company that yet again revolutionized how travel was purchased. He served as Chairman of the company from its founding until it was sold to Priceline for $1.8 billion in 2013. Today he is the Chairman of WayBlazer. He serves on the boards of Boingo, Smart Destinations and Camping and Education Foundation. He is a venture capitalist with General Catalyst and Sierra Angels.
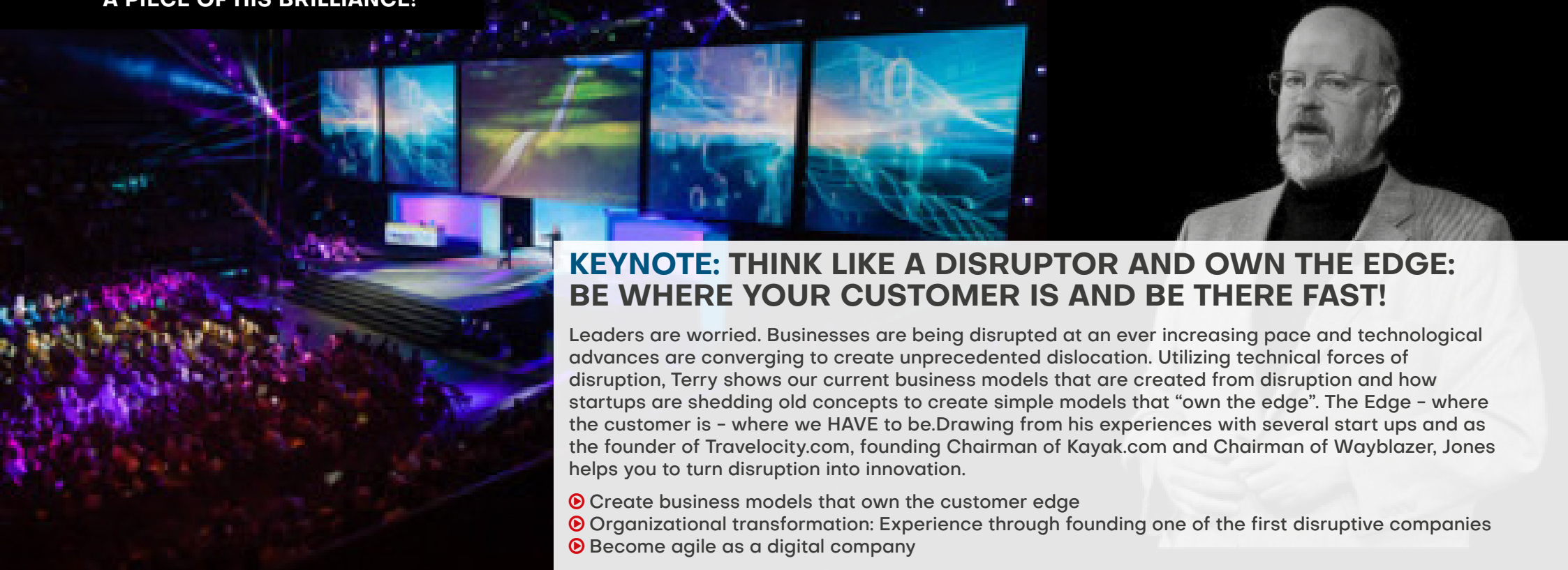
JOIN TERRY JONES ON JANUARY 21ST MONDAY AT 5:20PM TO GET A PIECE OF HIS BRILLIANCE!

KEYNOTE: THINK LIKE A DISRUPTOR AND OWN THE EDGE: BE WHERE YOUR CUSTOMER IS AND BE THERE FAST!

Leaders are worried. Businesses are being disrupted at an ever increasing pace and technological advances are converging to create unprecedented dislocation. Utilizing technical forces of disruption, Terry shows our current business models that are created from disruption and how startups are shedding old concepts to create simple models that "own the edge". The Edge – where the customer is – where we HAVE to be.Drawing from his experiences with several start ups and as the founder of Travelocity.com, founding Chairman of Kayak.com and Chairman of Wayblazer, Jones helps you to turn disruption into innovation.

- ◉ Create business models that own the customer edge
- ◉ Organizational transformation: Experience through founding one of the first disruptive companies
- ◉ Become agile as a digital company

150+ WORLD CLASS OPEX & TRANSFORMATION SPEAKERS INCLUDE:

COO & Chief Transformation Officer Summit

Eric Hammes,
SVP Business Transformation & Information Technology,
3M

Judith Garcia-Galiana,
Vice President, Global Service Centers,
3M

Jose Tolosa,
Chief Transformation Officer,
Viacom

Simen Munter,
Chief Operating Officer, Commercial & Business Banking,
Nordea

Liz Iversen,
Senior Vice President, Chief Quality & Regulatory Officer,
Phillips

Johannes Giloth,
Chief Procurement and Supply Chain Officer,
NOKIA

Guru Vasudeva,
Senior Vice President and CIO,
Nationwide

Paul Krebs,
Chief Transformation Officer,
Koch Industries

Tony Bender,
Chief Information Officer & Global Business Transformation Office,
Edgewell Personal Care

Sudeep Gautam,
Chief Digital Officer,
Pratt & Whitney

Andrew Moore,
Chief Digital Officer,
Intel

Claus Torp Jensen,
Chief Technology Officer & Head of Architecture,
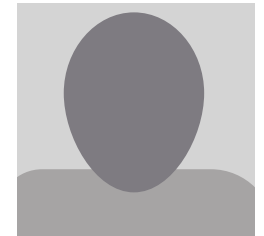**Aetna**

Michael Josephs,
Chief Information Officer & Chief Transformation Officer,
American Advisors Group

Frank Mendicino,
Executive Vice President and Chief Administrative Officer,
Delaware North

Brad Rutta,
Chief Digital Transformation Officer,
Generali Global Assistance North America

Susan Brown,
EVP, Head of Wholesale Operational Excellence,
SunTrust

"OPEX Week is the place where process excellence and business transformation leaders come together every year to learn new skills, meet like-minded peers and celebrate excellence! You see professionalism, passion and true excellence at the event! I'm glad to be part of the advisory board to shape up the 2019 agenda. Look forward to meet everyone again in January!"

Samantha Bureau-Johnson, Vice President, Business Process Solutions & Project Management Office

150+ WORLD CLASS OPEX & TRANSFORMATION SPEAKERS INCLUDE:

Financial Services & Insurance

James Forrest,
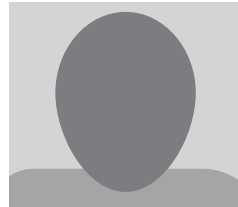Managing Director,
Consumer Banking
Operations,
JP Morgan Chase

J.P.Morgan

Mike Medeiros,
Business Operations and
Transformation Executive,
Assurant

ASSURANT

Teresa Logue,
Head of Lean Management,
Zurich North America

ZURICH

Sarah Snyder,
Head of Methodology,
Training and Continuous
Improvement,
Zurich

ZURICH

Nick Hoppenjans,
Assistant Vice President,
Intelligent Automation
Program Manager,
Fifth Third Bank

FIFTH THIRD BANK

Shafi Yusuf,
Head of Lean Transformation
and Intelligent Automation,
Bank of the West

BANK of the WEST
BNP PARIBAS

Bruce Lee,
Former Senior Vice President
and Head of Operations and
Technology,
Fannie Mae

FannieMae.

Mike Hyzy,
Process Design Executive –
Operations Management,
Bank of America

Bank of America

Shaun Mansingh,
AVP, Continuous
Improvement and
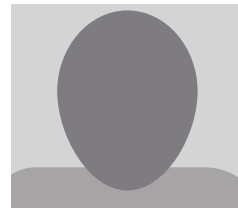Automation,
Manulife

Manulife

Anish Sharan,
Director Business
Improvement,
CME Group

CME Group

John Mansfield,
Senior Vice President,
Operations Practice Lead,
Fidelity Investments

Fidelity

Ricardo Badillo,
Director BPM and
Automation,
**Western Union**

WESTERN UNION WU
moving money for better

Nigel Leppitt,
Global Head of Organization
& Business Transformation,
**Allianz Global Corporate &
Specialty SE**

Allianz

Samantha Bureau-Johnson,
Vice President, Business
Process Solutions & PMO,
BlueCross BlueShield of NC

NC

Jon Beller,
Senior Vice President,
Operational Excellence,
First United Bank

FirstUnited

Diane Lopes,
Vice President, Achieving
Business eXcellence (ABX),
AETNA
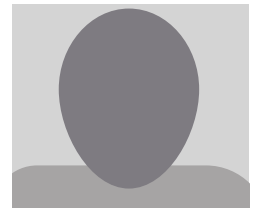
aetna

Natalie Juryta,
Head Innovation Delivery,
Yorkshire Building Society
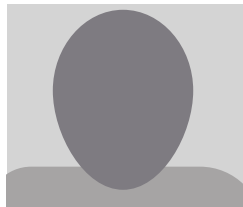
YORKSHIRE
BUILDING SOCIETY

Loren Bishop,
Vice President – Director
of the Lean Management
Office,
State Street

STATE STREET

David Friedman,
Director, Robotic Process
Automation,
American Express

AMERICAN EXPRESS

Jeff Miller,
SVP, Head of Wholesale
Process Engineering and
Robotics,
Wells Fargo

WELLS FARGO

Sameer Anand,
Director Business
Transformation,
Fannie Mae

FannieMae.

Michael Stober,
SVP Process Reengineering,
Citizens Bank

Citizens Bank

David Boggess,
Senior Vice President,
Head of Continuous Process
Improvement,
TD Bank

TD Bank

Rick Medina,
Director, Operational
Excellence,
Wawanesa

Wawanesa
Insurance

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Chief Automation Officer,
LexisNexis

Mesbah Haque,
Former Vice President,
Global Technology,
JP Morgan

Bill Raczyk,
Director, Process Innovation,
Options Clearing Corporation (OCC)

Darryl Bonadio,
Director, Office of Business Effectiveness,
TIAA

Beth Johnson,
Vice President, Digital Services,
Goldman Sachs

Jon Theuerkauf,
Former Managing Director Performance Excellence,
BNY Mellon & Advisor, The Improve and Innovate Company

Sehr Saghir,
Director, Robotics Process Automation,
BMO Financial Group

Jennifer Faria,
AVP, Intelligent Automation Program Lead,
FM Global

David Hadd,
SVP Director Corporate Continuous Improvement,
Wester Bank

Laxmikant Pukale,
Business Process Transformation and Robotics Process Automation (RPA),
USAA

Michael Stober,
SVP Process Reengineering,
Citizens Bank

David Marlow,
Director of Operations, Continuous Learning and Improvement,
Northwestern Mutual

Sunil Deshpande,
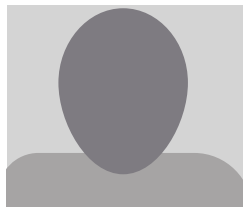Director, Analytic, Automation and Reengineering,
PNC

Madlyn Del Monte,
Director of Lean Practices,
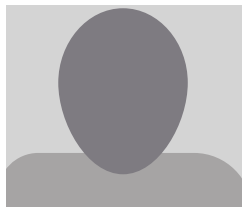**Dun & Bradstreet**

Dani Hollis,
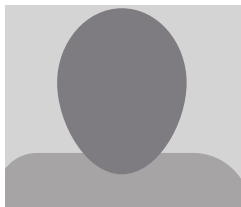Vice President, Project Implementations and Quality,
PSCU

Hauke Schupp,
Senior Vice President, Quality Control,
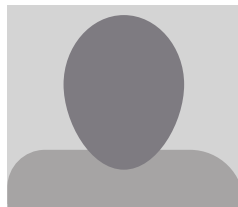**Rushmore Loan Management Services**

Aaron Washburn,
Senior Director Business Process Improvement,
CME

Sheila Montney,
Assistant Vice President,
State Farm

Christy Hartner,
Senior Vice President – Advisory Services,
CommerceBank

Bob MacDonald,
Managing Director, Corporate Strategy,
TD Ameritrade
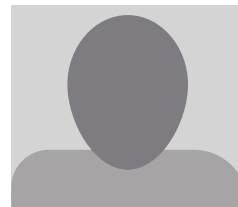
Jim Pallotta,
First Vice President, Robotic Process Automation (RPA) Lead,
SunTrust
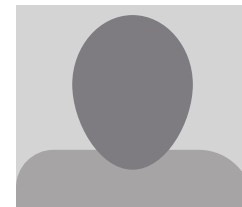
Cassandra Seibles,
Client Advocacy Lead,
SunTrust

> "I look forward every year to the conference. I like to measure my organization against what the rest of the industry is doing"
>
> **Director Organization Excellence, Kaiser Permanente**

150+ WORLD CLASS OPEX & TRANSFORMATION SPEAKERS INCLUDE:

Manufacturing, Pharma, Biotech & Healthcare

Rob Kenny,
Director Process Excellence, Global Procurement,
Bristol-Myers Squibb

Mohamed Saleh,
Director Operational Excellence and Senior Lean Sensei,
Hartford Healthcare

Connie Flores,
Lean Sensei,
Hartford Healthcare

Steve Carpenter,
Executive Director, Global Business Services Information, Data & Analytics,
Merck

Fred Blessinger,
Operational Excellence Leader,
General Motors

Leslie Monopoli,
Master Black Belt and Change Agent,
Merck

Garret J. Etgen, Ph.D.,
Senior Director and Six Sigma Champion, Lilly Research Laboratories Operations,
Eli Lilly and Company

Joe D'apollonio,
Operational Excellence Leader,
Ingersoll Rand

Deborah Hawkes,
Vice President, Process Excellence & Ops Analytics,
Change Healthcare

Mihai Savin,
Deputy General Manager and Business Process Re-engineering Project Director,
Apa Nova Bucuresti

Irina Munteanu,
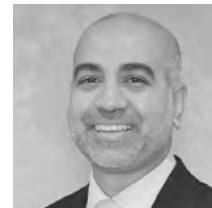CFO, SAP & Oracle Project Sponsor,
Veolia Romania

Cristian Matei,
Head of Business Transformation,
Veolia Group

Jorj Madalin Mihailovici,
CEO,
Veolia Romania

Daniel McCombe,
Head of Business Transformation,
Airbus Americas

Mustafa Abdulali,
Director of Lean Transformation,
NCH Healthcare System

Ryan Mayer,
Vice President OPEX,
BioReference Laboratories

Karen Tilstra,
Co-Founder,
Florida Hospital Innovation Lab
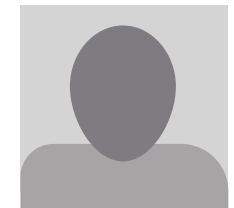
Elke Hollmann,
Head of Global Process Development,
Stratec Biomedical

Azman Shah Mohamed Noor,
Vice President, Head of Operational Excellence,
Sime Darby Plantation

Steven Khoo,
Assistant Vice President, Operational Excellence,
Sime Darby Plantation
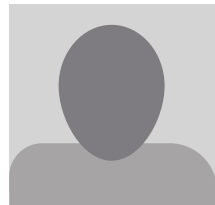
Mehul Mehta,
Director, Business Optimization & Agility,
GAF

Carl Wiberg,
Global Continuous Improvement Manager,
AkzoNobel

Camille Romero,
Director, Organizational Effectiveness,
Ball Corporation

Ray Poinsette,
Director of Process Improvement,
Beaver Street Fisheries
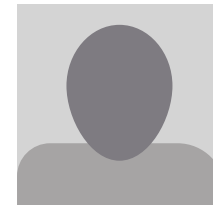
Dennis Narlock,
General Manager,
Catalent Pharma Solutions
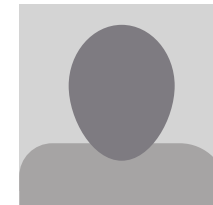
Gerald Lackey,
Vice President, Business Optimization & Agility,
GAF
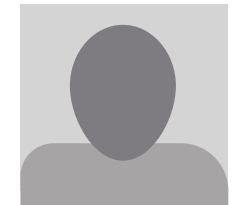
Tami Beheler,
Advisor Real World Evidence Capabilities,
Eli Lilly

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CPG, Retail, Travel & Hospitality

Tony Saldanha,
Vice President, Global Business Services, Next Generation Services,
P&G

Peter Evans,
Global Continuous Improvement Director,
LEGO

Ewerton Pavan,
Head of Nestle Continuous Excellence,
Nestlé Waters North America

Joel Smith,
Director, Rapid Continuous Improvement,
Dr Pepper Snapple Group

Dallas Clarksean,
Chief Operations Officer,
FUN.com

**John Cottongim,**
Automation Director,
Mars

Ivan Cespedes Astorga,
Organizational Excellence Manager,
Dos Pinos

Brad Gillette,
Director, Supply Chain Excellence,
Ryder System

Annie Roberts,
Senior Vice President Business Improvement & Quality,
Wyndham Vacation Ownership
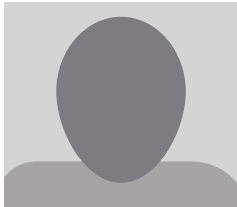
Liz Harada,
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HAVI

Monica Stitt,
Regional Director - Strategy, Planning and Program Operations,
Amway
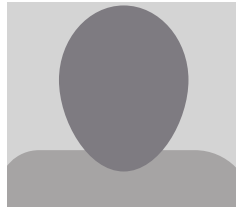
Laurie Brooks,
Senior Principal, IT Business Process Architecture,
Kellogg Company
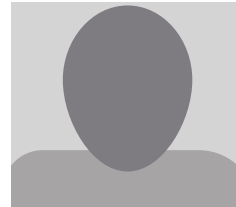
Jeff Stark,
Vice President, Transformation & PMO Excellence,
Firmenich Incorporated
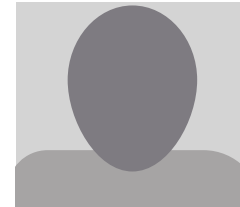
Sundar Chari,
Director Change Management, Revenue Management,
Hertz

Daniel Stein,
MBB, Engineering & Process Excellence Manager,
Tiffany & Co.

Anita Rajan,
Supply Chain Process Excellence Leader,
Lowe's Companies
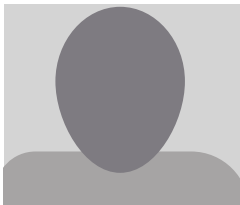
Ruben Del Toro,
Enterprise Continuous Improvement Leader,
Southwest Airlines
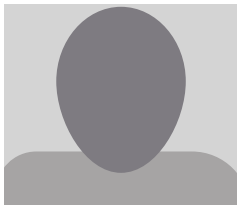
Angela Marano,
Senior Director, Business Performance Improvement,
Southwest Airlines

Robin Gomez,
Director Data & Analytics,
Radial

Mark Etwaru,
Digital Transformation,
The Estée Lauder Companies
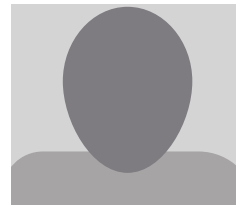
Shane Wentz,
Global Director Continuous Improvement,
Radial
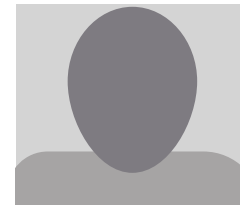
Andrew Mathieson,
Enterprise Business Architect,
Southwest Airlines

"This helped us learn what other companies are doing and gave us some great ideas as we re-strategize!"

**Black Belt ,
Hollister Incorporated**

150+ WORLD CLASS OPEX & TRANSFORMATION SPEAKERS INCLUDE:

Technology, Telco, Media & B2B Services

Steve Power,
Senior Director, Digitizing Global Operations,
Cisco

Parisa Naseralavi,
Senior Director Finance Transformation Office,
Cisco Systems

Brian Fortson,
Senior Director, Process and Method Innovation,
Comcast

Sarah Cohen,
Director, Business Process Excellence,
Comcast

Jennifer Hurst,
Global BPI Centre of Excellence Leader,
Nielsen

Susanna Watson,
Lead Process Improvement Partner,
Nielsen

Keith Linder,
Process Manager,
F5 Networks

Troy Eutsler,
Regional Manager, Centre of Leadership Excellence,
Fortune 10 Top Tier Company

Kat Payne,
Regional Manager, Centre of Leadership Excellence,
Fortune 10 Top Tier Company

Nathan Warner,
Vice President, Business Excellence,
Ryan

Carey Sealy,
Managing Director, Global Transformation,
JLL

Mia Leondakis,
Vice President, Business Transformation & Automation,
VM Ware
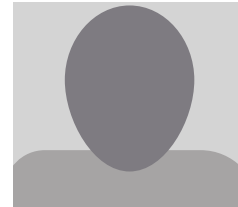
Partha Baral,
Senior Director, Business Architecture, Process Excellence,
VMWare
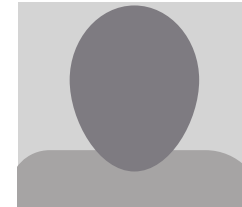
Peter Malek,
Director, Process Performance & Operational Excellence,
VMware

Heidi Hattendorf,
Director, Transformation Office,
Motorola Solutions

Jamila Conley,
Vice President, IT Business Solutions,
F5 Networks

Tom Petzke,
Head of Process Excellence & Continuous Improvement,
Amadeus

Therese Steiner,
Director, Operational Effectiveness,
LexisNexis
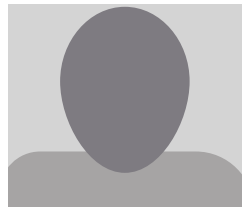
Paul Veenhof,
Vice President, Global Order Management & Fulfillment,
VMWare
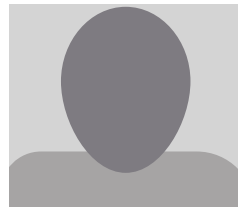
Daniel Lee,
Head of Process Engineering,
Google Express

"I value attending great events such as PEX Week. The aspect I appreciate the most is hearing others talk about their challenges. There are also a number of opinions that made me "think".

Vice President, AIG

150+ WORLD CLASS OPEX & TRANSFORMATION SPEAKERS INCLUDE:

Energy, Utilities & Public Services

Dr. Charles Brandon,
Director Process Improvement Office,
US Army

Greg Bussing,
Director, Enterprise Business Improvement,
Andeavor

Tara Mulrooney,
Chief Technology Officer,
Alberta Energy Regulator

Martin Jahn,
Director Process Engineering,
National Grid

Alexander Breskvar,
VP Quality Offshore,
Siemens Gamesa Renewable Energy A/S
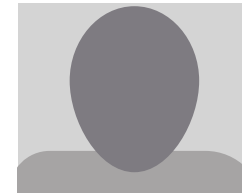
Krishnan Krishnaiyer,
Director, Enterprise Business Improvement,
Andeavor

Mark Watson,
Chief, Wing Transformation & Innovation Office,
U.S. Air Force

Joshua Karpinski,
Manager Strategic Planning & Support,
National Grid

World Class Solution Providers & Thought Leaders

Whynde Kuehn,
Principal,
S2E Consulting

Terry Roach,
Founder and CEO,
Capsifi

Robert Thacker,
Director, Global Product Marketing & Enablement,
iGrafx
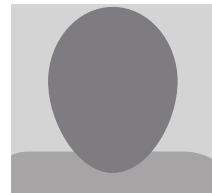
Dan Griffith,
Director,
Everteam
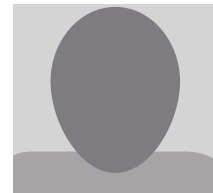
Guy Kirkwood,
Chief Evangelist,
UiPath

Will Thomas,
Vice President, Enterprise Sales,
Signavio

John Huettel,
EVP Sales,
Trackiva
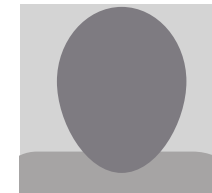
Paul Docherty,
Chief Executive Officer,
i-nexus
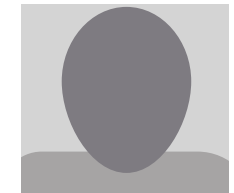
Massimiliano Delsante,
CEO,
Cognitive Technology

Rick Hepp,
President, Enterprise Excellence Services,
LLC
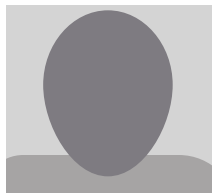
Rob Stewart,
CEO,
OpusWorks

Georgios Moschoglou,
Faculty Director and Associate Professor, Project, Program & Portfolio Management,
Georgetown University School

Steve Tower,
Founder and Chief Executive Officer,
BP Group

James Dodkins,
Principal Consultant,
BP Group

Jan Burnham,
CEO,
ROC Group

Emily Kehinde,
Managing Consultant,
ROC Group

Kirk Botula,
CEO,
CMMI Institute

20 REASONS TO ATTEND THE 20TH ANNIVERSARY OF OPEX WEEK

01 **SHEER SCALE:** Get together with your peers at the largest OPEX event globally

02 **SENIORITY:** featuring a full day COO & Chief Transformation Officer Summit

03 **COMPREHENSIVE:** Cover the full aspects in strategy transformation, process, people, technology and customer excellence

04 **PROGRESSIVE:** Combining classic methodology with new concepts, technologies and approach

08 **FUN:** Join our biggest celebration at the 20th anniversary PARTY

07 **TANGIBLE:** All sessions are focused on giving you practical and actionable takeaways!

06 **RECOGNITION:** PEX Awards recognize outstanding achievements from leading transformational companies!

05 **INSPIRATION:** Don't miss the opportunity to hear about disruptive performance from the very first disruptors, Terry Jones!

09 **BENCHMARK:** Benchmark your strategy with 150+ world class practitioners who will take our stage

10 **TAILORED:** Design your own agenda to tailor for your learning needs

11 **DIVERSITY:** Hear the glass ceiling crack in the Women in Leadership session

12 **BELONG:** If OPEX is your thing, Join 150,000 peers who share exactly the same challenges as you.

16 **A-LIST:** Each speaker is hand-picked for their unique transformation story.

15 **TEAM:** Dedicated to the entire transformation team. You don't need to come alone.

14 **NETWORKING:** Best place to meet old and new friends in the world of OPEX

13 **VALUE-PACKED:** 30 workshops, 6 vital tracks, 60+ case studies, 4 days, ONE value packed event for you!

17 **FORMAT:** Multiple discussion formats are created to suit your learning and networking needs

18 **INNOVATIVE:** A fantastic combination of mature OPEX leaders and disruptors!

19 **REVOLUTIONARY:** From LSS to Kaizen to agile to design thinking to Intelligent Automation and digital transformation. A truly revolutionary agenda for your transformation

20 **RE-UNION:** Hear from past PEX Network Keynote speakers on the past, the present and the future of the industry!

PRE-CONFERENCE WORKSHOPS: MONDAY, JANUARY 21, 2019

Workshops are 90min interactive sessions focusing on transformation methods, tools and key challenges. Workshops are careful arranged with 10 sessions running in parallel focusing on different transformation areas. Attendees can choose up to 3 workshops that fitting their learning needs to attend.

7am — Registration

Strategy Transformation	Process Excellence (Initiating & Maturing)	Process Excellence (Advancing)	Process Excellence (Sustaining)	Technology Excellence (Robotics)	Technology Excellence (Analytics)	Technology Excellence (Digital Transformation)	People & Culture Excellence (Change)	People & Culture Excellence (Leadership)	Customer Excellence
A1	**A2**	**A3**	**A4**	**A5**	**A6**	**A7**	**A8**	**A9**	**A10**
Planning your transformation initiative from strategy to execution: A practical approach **Terry Roach,** Founder and CEO, **Capsifi**	Setting up an effective program and adopting a maturity framework to advance your OPEX program quickly **Ryan Mayer,** Vice President OPEX, **BioReference Laboratories**	How do you successfully implement Hoshin Planning…what I wish I'd known before I started! **Paul Docherty,** Chief Executive Officer, **i-nexus**	Develop Continuous Improvement capabilities across the entire enterprise **David Marlow,** Director of Operations, Continuous Learning and Improvement, **Northwestern Mutual**	Strategizing and Initiating RPA	Leverage Intelligent analytics for better decision making and process optimization	The changing face of next generation BPM: Deliver value through digital process automation	Strategies and tactics for managing organizational change **Jennifer Hurst,** Global BPI Centre of Excellence Leader, **Nielsen**	Uncovering core values to drive transformation **James Dodkins,** Principal Consultant, **BP Group**	Leverage Objectives and Key Results (OKR) to improve customer experience and results **Madlyn Del Monte, Director of Lean Practices, Dun & Bradstreet**

9.30am — Morning Break

B1	**B2**	**B3**	**B4**	**B5**	**B6**	**B7**	**B8**	**B9**	**B10**
Best practices in Strategic alignment and benefits realization management of the transformation project portfolio **Georgios Moschoglou,** Faculty Director and Associate Professor, Project, Program & Portfolio Management, **Georgetown University School**	Lean Transformation framework: Best practices, obstacles and lessons learned **Joe D'Apollonio,** Operational Excellence Leader, **Ingersoll Rand**	Visualize change and move your transformation forward: Leverage the error management system to drive continuous improvement **Tom Petzke,** Head of Process Excellence & Continuous Improvement, **Amadeus**	Developing leadership behaviours and capabilities to drive a continuous improvement culture **Sarah Snyder,** Head of Methodology, Training and Continuous Improvement, **Zurich** **Teresa Logue,** Head of Lean Management, **Zurich**	Develop an effective governance model to successfully scale up RPA **Ricardo Badillo,** Director BPM & Automation, **Western Union**	Applying process mining to discover in-depth process and business insights	Reinventing business process through automation, AI and machine learning	A practitioner's guide for creating significant change **John Mansfield,** Senior Vice President, Operations Practice Lead, **Fidelity Investments**	Delivering Strategic, Tactical, and Cultural Operational Excellence Deployment **Azman Shah Mohamed Noor,** Vice President, Head of Operational Excellence, **Sime Darby Plantation** **Steven Khoo,** Assistant Vice President, Operational Excellence, **Sime Darby Plantation**	OPEX driving customer value: When value stream mapping (VSM) meets customer journey mapping (CSM) **Therese Steiner,** Director, Operational Effectiveness, **LexisNexis**

11.30am — Early Networking Lunch

> "Best conference I have been to. Learned a lot and enjoyed the format and presentations"
> **Senior Manager, Business Process Improvement Paychex**

> "Great interactions and great sessions!"
> **V.P. Global Affairs , SAVE International**

PRE-CONFERENCE WORKSHOPS: MONDAY, JANUARY 21, 2019

	C1	C2	C3	C4	C5	C6	C7	C8	C9	C10
12.30pm	Drive enterprise wide deep change: Aligning transformation strategy, OPEX and process architecture for business impact **Partha Baral,** Senior Director, Business Architecture, **Process Excellence, VMWare** **Peter Malek,** Director, Process Performance & Operational Excellence, **VMware**	Achieving end to end process excellence with an adaptive approach: Combining Lean Six Sigma, Design Thinking and Robotics to tap your potentials Reengineering and integrating RPA, BPM and BPO: Challenges and successes **Michael Stober,** SVP Process Reengineering, **Citizens Bank**	Become a Design Thinker - Think Like the World's Best Innovators! **Karen Tilstra,** Co-Founder, **Florida Hospital Innovation Lab**	10 mistakes you could avoid during your business and process transformation **Mohamed Saleh,** Director of Operational Excellence and Senior Lean Sensei, **Hartford HealthCare** **Connie Flores,** Lean Sensei, **Hartford Healthcare**	Stay ahead in the era of digital transformation: Empower your processes through process mining and RPA **Massimiliano Delsante,** CEO, **Cognitive Technology**	Supply chain digitalization and Failure Mode Effects Analysis (FMEA) for inventory excellence **Ray Poinsette,** Director of Process Improvement, **Beaver Street Fisheries**	Bridging the gap between strategy and execution through Business Architecture **Whynde Kuehn,** Principal, **S2E Consulting**	Supporting workforce transformation with a science-based communication framework **Jan Burnham,** CEO, **ROC Group** **Emily Kehinde,** Managing Consultant, **ROC Group**	What is required of people, change and leadership to drive successful business transformation? **Troy Eutsler,** Manager, Leadership Development, **Fortune 10 Top Tier Company** **Kathryn Payne, S**enior Manager, Employee Experience, **Fortune 10 Top Tier Company**	Transforming customer experience through strategy innovation, analytics and process automation
2pm	Networking Break and Registration for Non-Workshop Attendees									

Workshop Full Details:

A1: Planning your transformation initiative from strategy to execution: A practical approach

• Implement business structure modelling to align strategy with execution
• Define your strategy and transformation with crystal clarity and communicate to different levels across the organization
• Effective ways to drive change through an integrated business architecture

Terry Roach, Founder and CEO, **Capsifi**

A2: Setting up an effective program and adopting a maturity framework to advance your OPEX program quickly

Ryan was tasked to start the OPEX program from scratch at BioReference Laboratories and get it up to speed quickly. With his extensive experience in setting up large scale OPEX programs, he has quickly led the team to a steady start. This session will provide a deep dive into what could be achieved in just a year's time.
• Setting up the OPEX program framework and change management required in terms of moving up the maturity level
• Setting up an organization in terms of people and asset relating to change management
• Develop a three year strategy and vision to outline the key capabilities to be developed
• Project prioritization and tracking to maximize business impact
• Leverage the tools that exist already: Lessons learned from how Christians spread in Rome
• Tackle the culture and change with a sustainable approach

Ryan Mayer, Vice President OPEX, **BioReference Laboratories**

A3: How do you successfully implement Hoshin Planning...what I wish I'd known before I started!

• What is Hoshin planning and why does it work?
• What are typically the different stages of maturity (Crawl, Walk, Run...) and how do you know what to aim for?
• What are the typical pitfalls and how do you avoid them?
• How do you scale and sustain Hoshin planning?

Paul Docherty, Chief Executive Officer**, i-nexus**

A4: Develop Continuous Improvement capabilities across the entire enterprise

• What get you here will not bring you to the next level: "The best must get better" mentality for continuous improvement
• Developing true value stream mapping for process reengineering: What does it look like?
• Incorporating Agile and Design thinking as part of the Continuous Learning and Improvement initiatives
• Driving the culture change to make long lasting business impact

David Marlow, Director of Operations, Continuous Learning and Improvement, **Northwestern Mutual**

PRE-CONFERENCE WORKSHOPS: MONDAY, JANUARY 21, 2019

A8: Choose your own change adventure

Our teams are pushed to be more agile, flexible, and fast-paced -- which means change and lots of it! There are many ways to get associates to the new destination and ways of working, but some routes are less painful for the individuals and less costly for the organization. Join us as we work through a 'choose your own adventure' themed example that you'll be able to take directly back to your team. This 90-minute session will cover:
• Framework for managing change
• Tools that can smooth the journey
• Tactics to control different aspects of change
• Guideposts and common pitfalls
Managed change can make the difference between a successful project or program and complete failure. Join us to make sure that you're ready to lead the adventure.

Jennifer Hurst, Global Performance Excellence Leader**, Nielsen**

Susanna Watson, Lead Process Improvement Partner, **Nielsen**

A9: Uncovering core values to drive transformation

Create a unique and memorable list of core values that demonstrate who you are and what you stand for as a company. This inspiring workshop will allow you to create employee engagement and unity on a whole new level as well as attractive talent that is a perfect fit for your culture. No matter if this is for the whole company, a division, a department or just your teams, values help drive empowered and confident autonomous decision making.
• Learn the mind opening questions that uncover real core values
• Learn the optimum number of core values for maximum traction
• Learn how to embed your core values into your culture
• Learn the values of some of the world's best performing companies and model their format
• Learn the simple 'Vale Hack' that turns values from words into memorable phrases
• Learn the simple and cost effective internal project that gets everyone immediately talking about, reading about and demonstrating your core values.
• Learn how value based awards can embed your values into your culture.
• Learn how 'Value Awards' can make your values your employees main focus,
• Learn the importance of employee led core value creation and why a list of values produced by a consultant will never positively effect culture

James Dodkins, Principal Consultant, **BP Group**

A10: Leverage Objectives and Key Results (OKR) to improve customer experience and results

Join this interactive and hands-on workshop to learn how Dun & Bradstreet is transforming their business by changing the way of thinking through lean and agile. Maddy will also take you through the steps and exercises of OKR to show you how can you bring your business forward with a specific focus on customer experience improvement.
• Change the way of thinking: Adopting a lean and agile mindset
• Success stories on leveraging agile, lean and RPA for fast business result
• Working with C-suites to determine business objectives
• Leverage OKR to set your strategic priorities and trickle down to the execution level
• Setting KPIs for specific purposes: Outlining 3-5 KPIs to move the business forward
• Putting your customer at front and centre of your transformation: Focusing on customer centricity and NPS

Madlyn Del Monte, Director of Lean Practices, **Dun & Bradstreet**

B1: Best practices in Strategic alignment and benefits realization management of the transformation project portfolio

• Strategic alignment : How to align your transformation initiatives to the organization's strategic goals and objectives
• Benefits realization and value management: How to translate business strategy drivers into expected benefits and evaluate the benefits achieved against original baselines
• Portfolio identification and prioritization: How to compose an optimal transformation portfolio to realize expected benefits under organizational constraints

Georgios Moschoglou, Faculty Director and Associate Professor, Project, Program & Portfolio Management, **Georgetown University School**

B2: Lean Transformation framework: Best practices, obstacles and lessons learned

• Identifying the value stream of the process and develop a target transformation plan
• Develop a framework on how to develop your transformation plan and execute the activities on the plan
• Continuously driving improvement year over year: What are the most effective ways?
• Challenges: How to getting support from the cross-functional business leaders?
• Dealing with complexity of differences in business unit priorities

Joe D'Apollonio, Operational Excellence Leader, **Ingersoll Rand**

PRE-CONFERENCE WORKSHOPS: MONDAY, JANUARY 21, 2019

B3: Visualize change and move your transformation forward: Leverage the error management system to drive continuous improvement

Tom will walk you through the journey of Amadeus' business transformation that started three years ago in the operations areas and has since expanded; focusing on culture change based on lean and agile principles. He will dive into the details of how they have visualized and measured their work to derive a unique error management system for process improvement.
• Switching from opinion based improvement to data and evidence based improvement concept
• How to integrate lean and agile to change the way we work
• Rolling out the error management system as the main tool to visualize and measure the progress for continuous improvement
• Exercise time: How you can help accelerate our journey

Tom Petzke, Head of Process Excellence & Continuous Improvement, **Amadeus**

B4: Developing leadership behaviors and capabilities to drive a continuous improvement culture

• What types of behaviors are we looking for to drive change forward?
• Identifying, recognizing and rewarding the right behaviors to encourage adoption
• Develop leadership capability through training, coaching and engagement programs
• Develop strategies to deepen accountability and sustain improvement results

Sarah Snyder, Head of Methodology, Training and Continuous Improvement, **Zurich**

B5: Develop an effective governance model to successfully scale up RPA

Often times it's a no brainer for businesses to pilot and implement RPA as it's a strong business case to build. Yet, what becomes more crucial in a scaled and sustainable RPA program is the governance model. However, it is not a one-size-fit-all scenario. In this workshop session, Ricardo will share with you different governance models for RPA and how they have worked and fallen short in some areas so you can take away from these valuable experiences to build the model that suits your organization.
• Understanding the pros and cons of different governance models
• Develop a governance model that suits your organizational structure and RPA scale up
• Managing your RPA program through your centre of excellence

Ricardo Badillo, Director BPM & Automation, **Western Union**

B7: Reinventing business processes through automation, AI and machine learning

• How to utilize AI, machine learning and analytics to create frictionless customer interactions and processes
• Leverage advanced automation to enable real time collaboration and breakdown organizational silos
• Creating the next generational operating model for business processes

B8: A Practitioner's Guide for Creating Significant Change

This interactive workshop will present several change management tools, techniques and frameworks used by Fidelity Investment Practitioners that have proven to create significant change. When these change management concepts are executed appropriately, it's not unusual for a business to realize at least a 40% performance improvement. The workshop will include examples of successes (and shortfalls) and will provide opportunities to practice some of the techniques. Some of the questions the workshop will address:
• What factors are important to create change; how can you assess those factors?
• How can you influence others that you cannot control? Is it worth it?
• What tactics can you use to build trust and to strengthen a relationship?
• What should you be aware of that may compete or weaken your abilities to influence?

John Mansfield, Senior Vice President, Operations Practice Lead, **Fidelity Investments**

B9: Delivering Strategic, Tactical, and Cultural Operational Excellence Deployment
• Tactical deployment alone is no longer sufficient for Operational Excellence. A holistic deployment builds the Strategic, Tactical, and Cultural together. What does this mean to the organisation?
• Strategic stewardship is having clear vision and committed action. How can you align your strategy to business goals?
• Tactical development is all about building people. What does sustainable tactical development look like?
• Cultural transformation is a change from within. Where do you start and what mechanisms are there to explore?

Azman Shah Mohamed Noor, Vice President, Head of Operational Excellence, **Sime Darby Plantation**

Steven Khoo, Assistant Vice President, Operational Excellence, **Sime Darby Plantation**

B10: OPEX driving customer value: When value stream mapping (VSM) meets customer journey mapping (CSM)

This workshop will demonstrate how process leaders can use their value stream mapping skillsets to transform their customer experience by mapping your customer journey effectively and improving your customer satisfaction.
• Identify the most impactful customer centric process improvements in your organization through Value Stream Mapping
• Map current vs. ideal value streams to identify improvements
• Develop a comprehensive plan to make your customer journey smoother

Therese Steiner, Director, Operational Effectiveness, **LexisNexis**

PRE-CONFERENCE WORKSHOPS: MONDAY, JANUARY 21, 2019

C1: Drive enterprise wide deep change: Aligning transformation strategy, OPEX and process architecture for business impact

• Setting a transformation strategy to directly connect with and support your business vision
• Setting a transformation framework: OPEX, Portfolio Management, Process Automation & Change Management
• Driving enterprise wide deep change: Lesson learned

Partha Baral, Senior Director, Business Architecture, Process Excellence, **VMWare**

Peter Malek, Director, Process Performance & Operational Excellence, **VMWare**

C2: Achieving end to end process excellence with an adaptive approach: Combining Lean Six Sigma, Design Thinking and Robotics to tap your potentials

• Getting the first steps rights: Evaluating and realizing improvement opportunities across the entire organization
• Creating your own methodology from proven methods such as lean six sigma, design thinking
• Best practices in delivering results through multiple levers
• Breaking down the silos to create end to end processes
• Reengineering and integrating RPA, BPM and BPO: Challenges and successes

Michael Stober, SVP Process Reengineering, **Citizens Bank**

C3: Become A Design Thinker – Think Like the World's Best Innovators!

Join this powerful engaging workshop to learn Design Thinking (DT), a proven method for spotting and creatively tackling hidden opportunities. You will gain fresh perspectives on problem solving, learn DT mindsets that lead to relevant and sustainable solutions. You will leave ready and committed to apply your new skills. Typical results include ways to discover new revenue streams, internal efficiencies, and greater customer and employee satisfaction. Ready to earn your innovation wings and break though?? Join the fun!
• Learn the 5 spaces of Design Thinking (DT), build a rapid-fire DT tool-kit & learn how the art of better problem finding and solving.
• Real-life case studies highlighting how DT has worked inside one of the nation's largest hospital systems.
• A brief overview of how to create a DT lab and key elements that keep it relevant and sustainable

Karen Tilstra, Co-Founder, **Florida Hospital Innovation Lab**

C4: 10 mistakes you could avoid during your business and process transformation

80% of transformation initiatives fail. This workshop provides a rare opportunity to hear top 10 reasons why initiatives fail so you can revert your transformation away from them.
• Finding a path to success with a thorough understanding of why they fail
• Providing countermeasures for different scenarios to turn around your transformation

Mohamed Saleh, Director of Operational Excellence and **Senior Lean Sensei, Hartford HealthCare**

Connie Flores, Lean Sensei, **Hartford Healthcare**

C5: Stay ahead in the era of digital transformation: Empower your processes through process mining and RPA

Join this workshop to redefine operations and learn how to use the most efficient Digital Transformation and Process Mining solution to drive continuous process improvements. Get the skills to gain the best returns from automatic process discovery, constant compliance and performance monitoring, identification of automation opportunities, RPA implementation, and simulation to drive continuous operational improvements.
• A clear understanding of how processes can be automatically discovered and how the levels of automation can be identified
• The fundamentals of ensuring compliance
• A deeper knowledge of how to analyze process performance, costs and crucial areas of improvement
• Implement RPA using simulated scenarios and What-If analyses for continuous monitoring and constant revelation of improvement opportunities

Massimiliano Delsante, CEO, **Cognitive Technology**

C6: Supply chain digitalization and Failure Mode Effects Analysis (FMEA) for inventory excellence

• Learn how Digitization of business process information can be used to reduce defects
• Learn how to identify the true data elements your customer's desire
• Learn how to track customer satisfaction and use this information to communicate areas for rocess improvements to leaders throughout the organization
• Takeaways: The effective use and adaptability of the Failure Mode and Effect Analysis (FMEA)

Ray Poinsette, Director of Process Improvement, **Beaver Street Fisheries**

C7: Bridging the gap between strategy and execution through Business Architecture

Takeaways for workshop attendees include:
• A new vision for strategy execution—a critical capability for competitive advantage
• A brief overview of business architecture and its benefits as a bridge between strategy and execution, business transformation and operational excellence
• Actionable ideas on how to introduce or leverage a business architecture mindset within your organization for increasing the effectiveness of strategy translation and operational excellence programs

Whynde Kuehn, Principal, **S2E Consulting**

C8: Supporting workforce transformation with a science-based communication framework

How do you make sure employees hear and understand your initiatives amid too much organizational noise? ROC Group's communication framework is built upon the latest neuroscience and storytelling research to help drive how people think and act. Attend this session to:
• Learn about the six critical elements of a successful communication strategy
• Gather tips to mitigate for barriers to getting heard
• Learn a tried-and-true storytelling formula

Jan Burnham, CEO, **ROC Group**

Emily Kehinde, Managing Consultant, **ROC Group**

C9: What is required of people, change and leadership to drive successful business transformation?

• The importance of people during transformation
• Managing yourself through transformation
• Managing others through transformation
• A model for dealing with change and transformation in your organization
• Bringing it all together and making it work for you and your team.

Troy Eutsler, Manager, Leadership Development, **Fortune 10 Top Tier Company**

Kathryn Payne, Senior Manager, Employee Experience, **Fortune 10 Top Tier Company**

"Excellent networking event – great view on how other organizations are using continuous improvement"

VP of Global Pricing CDK Global

"Extremely valuable in understanding state of the industry"

Principal, ZS Associates

"I took away several specific ideas, actions, and concepts I will apply immediately. This is true value!"

Senior Director, Jabil

OPENING PLENARY SESSIONS: MONDAY PM, JANUARY 21, 2019

2.30pm

OPEX WEEK: Business Transformation World Summit 2019 – Opening

PEX Network

2.40pm   Chairs remarks

MONDAY PLENARY THEME: Driving end to end strategic transformation

2.50pm   **KEYNOTE: Drive bold business change**

3.10pm   **KEYNOTE CASE STUDY: Process, Customer, Growth: 3M's value driven global transformation**

• Develop transformation strategies that enable future growth
• Advancing business transformation through technology, people and process evolution
• Investing in a technology ecosystem to build a digitally enabled business
• The roles for GBS and global shared services in innovation and transformation

Eric Hammes, SVP Business Transformation & Information Technology, **3M**

Judith Garcia-Galiana, Vice President, Global Service Centers, **3M**

3.30pm   **SPONSORED PLENARY SESSION: The digital transformation trifecta: Intelligent Automation, Analytics, AI**

RPA and intelligent automation has taken the process management industry by storm. Yet, that's only the beginning of the intelligent automation transformation. Companies are exploring what's possible with leaders fully exploring the potential of Analytics and AI. This keynote session will walk you through the future state of digital transformation through RPA, Analytics and AI capabilities.
• Examining the state of RPA, Analytics and AI in process management and transformation
• Driving end to end transformation through Automation, data and machine learning capabilities
• Now that you have RPA, what's next?

Guy Kirkwood, Chief Evangelist, **UiPath**

3.50pm   Afternoon break

4.20pm   **KEYNOTE PANEL: A match made in heaven for your next performance breakthrough: Exploiting the combined power of intelligent technology solutions and process reengineering**

Process Leaders have been levering Lean six sigma and business improvement methodologies in pursuing cost and efficiency benefits for decades. The emergence of Intelligent Automation Solutions have completely changed the dynamic and make all wonder what is possible as business process management becoming smarter, more data/insights driven and mundane tasks being automated. This keynote panel will gather the thought leaders in the space to share real-life examples of how the combined power of Intelligent automation and process reengineering can deliver the full promise and drive that next performance breakthrough your business needs.
• Is Robotic Process Automation the 7th Sigma that we have been looking for?
• What have been achieved with the latest smart technology solutions: BPM, RPA, OCR, Analytics and AI?
• What can be achieved and how can we get there?
• Embedding Intelligent Automation with your process reengineering structure

Panel members include:

Shafi Yusuf, Head of Lean Transformation and Intelligent Automation, **Bank of the West**

James Forrest, Managing Director, Consumer Banking Operations, **JP Morgan Chase**

Vinay Mummigatti, Chief Automation Officer, **LexisNexis**

Tony Saldanha, Vice President, Global Business Services, Next Generation Services, **P&G**

4.50pm   **SPONSORED PLENARY SESSION: Becoming an Agile organization**

Microsoft

5.10pm

KEYNOTE: Think like a disruptor and own the edge: Be where your customer is and be there fast!

Leaders are worried. Businesses are being disrupted at an ever increasing pace and technological advances are converging to create unprecedented dislocation. Identify what these are and how you can turn them to your advantage. Utilizing technical forces of disruption, Terry shows our current business models that are created from disruption and how startups are shedding old concepts to create simple models that "own the edge". The Edge – where the customer is – where we HAVE to be. Drawing from his experiences with several start ups and as the founder of Travelocity.com, founding Chairman of Kayak.com and Chairman of Wayblazer, Jones helps you to turn disruption into innovation.

• Create business models that own the customer edge
• Organizational transformation: Experience through founding one of the first disruptive companies
• Become agile as a digital company

Terry Jones, Founder, Travelocity.com & Founding Chairman, **Kayak.com**

6.00pm

OPEX WEEK DRINKS RECEPTION: The Roaring '20s Prohibition Party

As OPEX Week celebrates its 20th anniversary, we are throwing a thrilling party that will transport you back in time to the dazzling era of glamour and exuberance in the 1920s. Lose yourself in a evening of jazz music and performance, find your favorite cocktail using secret passwords and enjoy an enchanting experience full of excitement, fun and perhaps a bit of nostalgia. Grab your feather boas and bow ties, let's get mingling.

"For the 2nd year in a row, I left with some outstanding ideas and great resources."

Gail Kopitske, Business Process Improvement Manager, Paychex, Inc

DAY TWO: TUESDAY, JANUARY 22, 2019

Time	Session
7:30am	Registration and Coffee
8.00am	**OPEX WEEK Day Two: Chair's Opening**
	Parallel event: COO & Chief Transformation Officer Summit (8am–6pm Full day Summit, Invite only)

Tuesday Plenary Theme: Technology Enabled Transformation

8.10am — **PLENARY KEYNOTE:** Developing digital and business capabilities through centre of excellence

Tony Saldanha, Vice President, Global Business Services, Next Generation Services, **P&G**

8.30am — **PLENARY PANEL:** Forging a strong Business IT Relationship for successful digital transformation
- Understand the pros and cons of IT driven vs. business driven transformation initiatives
- Where do communications break down and how to fix it?
- The changing roles of IT in business and digital transformation
- How can IT provide the digital business platform to support business transformation

Panel Members include:

Tara Mulrooney, Chief Technology Officer, **Alberta Energy Regulator**

Jamila Conley, Vice President, IT Business Solutions, **F5 Networks**

Mia Leondakis, Vice President, Business Transformation & Automation, **VM Ware**

Bruce Lee, Former Senior Vice President and Head of Operations and Technology, **Fannie Mae**

Meet up Group Chat 1 (Expo Floor) – the changing face of BPM and how it's evolving to support business transformation!

9.00am — **SPONSORED PLENARY SESSION:** RPA accelerating digital transformation

Blue Prism

9.20am — **PLENARY KEYNOTE:** Develop a process and business architecture to drive agile business transformation
- Driving transformation IT programs to deliver end to end business transformation
- Building efficiencies and agility through DevOps capabilities
- Develop a process architecture to improve collaboration and break down silos

Guru Vasudeva, Senior Vice President and CIO, **Nationwide**

Meet up Group Chat 2 (Expo Floor) – OPEX and Analytics: What are the tools available to drive process and business insights?

9.40am — **SPONSORED PLENARY SESSION:** Advancing your process maturity

Kirk Botula, CEO, **CMMI Institute**

10.00am — **SOLUTION PROVIDERS DEMO DRIVE SESSION**

10.30am — Morning break

11.00am — **Interactive Discussion Groups (IDG): The A–Z of OPEX**

Rotation 1: 11.00am - 11.35am

Rotation 2: 11.40am –12.15pm

Rotation 3:12.20pm –1.00pm

DAY TWO: TUESDAY, JANUARY 22, 2019

11.00am

Strategic Transformation

IDG A: Strategy planning: Getting the first steps right for your strategic transformation
- Develop a structured and effective process for strategy planning and deployment
- Drive alignment: Create a clear vision and be relentless in pursuing it from top to bottom
- Define the roles and accountability of top leadership, divisional heads and front line employees
- Communicating the strategy: Does your workforce understand your strategy?

Greg Bussing, Director, Enterprise Business Improvement, **Andeavor**

IDG B: Deliver business vision and change through a business transformation office
- Why to you need a business transformation office?
- Set up and run a transformation officer effectively
- What are the key initiatives should a transformation office focus on

Christy Hartner, Senior Vice President – Advisory Services, **CommerceBank**

IDG C: From process improvement to transformation BAU: Rethink strategy alignment, customer experience and value creation
- How to define your transformation: Focusing on strategic value creation
- From process improvement projects to business wide transformation: Capabilities and skillsets required to embark on your transformation journey
- Develop a strong relationship with business units and IT to see through the transformation execution
- Technology as an enabler: Focus on the areas where it creates the most customer and business impact

Mike Medeiros, Business Operations and Transformation Executive, **Assurant**

IDG D: Develop the strategic bridge between process and technology improvement to power the future growth
- Process improvement in the new digital reality: What does that mean for your business?
- How does process improvement and technology advancement work perfectly together to deliver exponential growth opportunities

Partha Baral, Senior Director, Business Architecture, Process Excellence, **VMWare**

Peter Malek, Director, Process Performance & Operational Excellence, **VMware**

IDG E: Adapt to and continuously improve in the new digital world
- The need to adapt: Why traditional OPEX professionals need to change now?
- What are the traditional improvement concepts and perceptions that need to be refreshed?
- How to upgrade your skillsets and toolkits to adapt to the digital world?

Mark Etwaru, Digital Transformation, **The Estée Lauder Companies**

Process Excellence

IDG F: Driving process ownership for an end to end process transformation
- Who should own the end the end process?
- Developing an end to end process mindset and culture to break down communication silos
- How to make sure you have the executive-level support and sponsorship

Dani Hollis, Vice President, Project Implementations and Quality, **PSCU**

IDG G: Combining lean, design thinking, agile and RPA for the next generation process transformation
- How different tools such as lean, design thinking, agile and RPA can be deployed to drive business results
- Develop an adaptive approach to drive business transformation

Mesbah Haque, Former Vice President, Global Technology, **JP Morgan**

IDG H: Explore different approaches to develop CI capabilities across the company
- Developing a roadmap from OPEX strategy to execution
- What are the capability plans for the OPEX roadmap
- Different ways to engage top leadership, mid management and front line/shop floor employees

Carl Wiberg, Global Continuous Improvement Manager, **AkzoNobel**

IDG I: Progressive OPEX: What happens after 10+ years of continuous improvement
- Changing the way you change to drive sustainable improvement
- Seizing improvement opportunities brought by the change of business landscape
- Driving stakeholder behaviors for long term continuous improvement sustainability
- Re-aligning with new business objectives and strategies

Elke Hollmann, Head of Global Process Development, **Stratec Biomedical**

IDG J: You can't manage it if you can't measure it. How to measure your transformation effectiveness?
- Developing KPIs and metrics to measure your OPEX effectiveness
- Telling a tale of growth instead of efficiency
- Building a business case by demonstrating quick ROIs

IDG K: Launching a successful Process Center of Excellence
- What are the key building blocks for a successful Centre of Excellence?
- Focusing on tactical success and tangible project savings
- Stakeholder management, getting the right role mix
- Developing and ensure adoption of governance and standards
- Continually growing value and process participation through out the enterprise

iGrafx

Technology Excellence

IDG L: Reducing the risks of business transformation failure

Mega

IDG M: Building analytics capabilities to drive OPEX and transformation
- How process experts can leverage Big Data capabilities to deliver quantifiable results and impact the bottom line
- Breaking down barriers and changing the mindset to think about using data in a way it has never been used before
- Creating the right framework for the team to work in
- How to capture and deliver measurable results through the use of big data and advanced analytics

IDG N: The rise of API: Leveraging user centric business and process applications to drive agility
- How to utilize API to achieve operational and customer agility
- Improving enterprise mobility through efficiency apps

IDG O: Deliver fast ROI on Intelligent Automation
- How to best prepare for implementing Intelligent Automation
- What have been the most effective models of implementing Intelligent Automation

IDG P: How can process mining deliver tangible business value?

IDG Q: Driving next level business performance through BPM and RPA

DAY TWO: TUESDAY, JANUARY 22, 2019

People & Culture Excellence

IDG R: How can process improvement professionals upgrade their skillsets quickly or the new reality of digital transformation	IDG S: What can we learn about change from an industry that has gone through four industrial revolutions?	IDG T: Let your people own the transformation!	IDT U: Develop a continuous improvement culture	IDG V: Change mindset and behaviors to make your transformation stick at each level
• How has digital advancements changing the process management world • What are the new skills required for digital process excellence? • Process redesign for digital processes **Leslie Monopoli,** Director Continuous Improvement, **Merck**	• A cross industry perspective on change: how changes have been shaping different industries? • What are the experiences we can learn from manufacturing industry that have gone through the 1st, 2nd, 3rd and now the 4th industrial revolution • Focusing on managing change effectively to stay ahead of the current digital change **Alexander Breskvar,** Vice President Quality, **Siemens Gamesa Renewable Energy A/S**	• Challenge the historical hierarchy to bring the next level of productivity: "How things really work" vs "This is how thing have always been done" • Empowerment of the employees: where does that authority start to shift where does it lie in the transformation? • Demonstrating examples: highlighting the type of behaviors desired to drive change **Garret J. Etgen, Ph.D., S**enior Director and Six Sigma Champion, Lilly Research Laboratories Operations, **Eli Lilly and Company**	• How to define what a continuous improvement culture is for you • How to develop and promote behaviors that creates the culture **Joel Smith,** Director, Rapid Continuous Improvement, **Dr Pepper Snapple Group**	• What does a successful change management structure look like? • Change sustainment: How to make it stick? **Hauke Schupp,** Senior Vice President, Quality Control, **Rushmore Loan Management Services**

Customer Excellence

IDG W: AI in customer service: NLP and Chatbot driving next generation customer experience	IDG X: Leverage continuous improvement to improve customer experience	IDG Y: Digital transformation accelerating customer experience	IDG Z: Using process excellence for customer feedback: Design and analyze transactional NPS
	Ruben Del Toro, Enterprise Continuous Improvement Leader, **Southwest Airlines** **Angela Marano,** Senior Director, Business Performance Improvement, **Southwest Airlines**	**Bob MacDonald,** Managing Director, Corporate Strategy, **TD Ameritrade**	• What is a TNPS (Transactional Net Promotor Score) vs. a customer satisfaction survey • Design and analyze the survey results to understand what the customer really wants • How to conduct proper voice of the customers, are you going at the right things? **Sarah Snyder,** Head of Methodology, Training and Continuous Improvement, **Zurich**

DAY TWO: TUESDAY, JANUARY 22, 2019

1:00pm — Networking lunch

TRACK A: Strategy Transformation	TRACK B: Process Excellence	TRACK C: Technology Excellence (Intelligent Automation)	TRACK D: Technology Excellence (Digital Transformation)	Track E: People & Culture Excellence	Track F: Customer Excellence	
						Meet up Group Chat 3 (Expo Floor) – What makes a great leader for business transformation

2pm

TRACK A	TRACK B	TRACK C	TRACK D	Track E	Track F	
CASE STUDY: Best practices on how to organize a central transformation office that links to company strategy and execution • What is enterprise business transformation and what is not? • Why do transformation offices fail in delivering their promises? • Examine the pros and cons of different structure for transformation office set up • What type of leadership is required to ensure the success of business transformation office? • Best practices on how a Business transformation officer manages PMO **Daniel McCombe,** Head of Business Transformation, **Airbus Americas**	**CASE STUDY: Scaling up CI capability and influence to support rapid growth** • Developing Hoshin planning in the service world to influence strategic improvement • Deploying strategy: determining key metrics for success • The LEGO approach in CI capability development • Translating your strategic deployment for your Business Services Organization • Turning strategy into reality for your staff **Peter Evans,** Global Continuous Improvement Director, **LEGO**	**CASE STUDY: Mitigate process risks through process automation and innovation: OCC's journey from workflow optimization to RPA implementation** • Creating a single process repository to reduce risks and improve efficiency • Capturing and analyzing data to provide continuous improvement avenues • Focusing on task efficiency: How can RPA adding the next level of value • Fostering a strong business IT relationship to bridge collaboration and seamless execution **Bill Raczyk,** Director, Process Innovation, **Options Clearing Corporation (OCC)**	**CASE STUDY: Business Intelligence accelerating process reengineering and business transformation** Data and Analytics hold the key in advancing to the next level of process and performance transformation. • Getting the basics right: What data are you after? Which information are you looking for? • Developing a Business Intelligence strategy for your transformation • Adopting a data first mindset for better decision making • How is intelligent analytics deliver business results **Mike Hyzy,** SVP, Process Design Executive, **Bank of America**	**CASE STUDY: Improving and redesigning your process from a customer perspective: breaking down the silos** • Integrating process improvement efforts across the company for improved customer experience: A three year journey bringing together CI, PMO and quality assurance • Breaking down the silos for standardization in process and customer experience • An evolving approach with mixed toolkits: Lean six sigma, industrial engineering and design thinking • Managing change and integration throughout the company spin off **Annie Roberts,** Senior Vice President Business Improvement & Quality, **Wyndham Vacation Ownership**	**CASE STUDY: Combining CI and Automation to dramatically transform customer experience** • A lean based Continuous Improvement program as the backbone of transformation • A fast track Robotic Process Automation program generating efficiency and cost saving • Digitizing the business and manual forms to improve customer experience • Reengineering legacy systems and processes for employee engagement and effectiveness • Improving first call resolution, Deploying IVR and self services to reduce call rates **Shaun Mansingh,** AVP, Continuous Improvement and Automation, **Manulife**	Meet up Group Chat 4 (Expo Floor) – What could be the biggest transformation mistakes? Peter Malek, Director, Process Performance & Operational Excellence, VMware

2.25pm — 5 minutes changeover

2.30pm

TRACK A	TRACK B	TRACK C	TRACK D	Track E	Track F	
Driving business stability and agility from digital re-invention • Digitizing content and process to create a stable digital backbone for your business transformation • Managing complex workflows in a seamless solutions for simplicity and agility • Developing an internal culture to embrace technology change **Dan Griffith,** Director, **Everteam**	**Developing a process architecture approach for visualisation improvement** **Sponsor**	**What are the key questions to answer before you start your RPA initiatives** **Agilify**	**Using low code to drive agility with a unified IT business approach** • Aligning business architecture and strategy to enhance business transformation • Developing an effective process ownership model to achieve the next level of efficiency • Deliver strategy linked projects through strategic PMO • Leveraging the role of technology as an enabler: Why low code? **John Huettel,** EVP Sales, **TrackVia, Inc**	**Develop problem solving capabilities to shift the culture** **Sponsor**	**Drive actionable customer and process insights** • Designing, mapping and recording customer journeys to identify customer pain points • Re-designing operational processes to meet the customers demands **Will Thomas,** Vice President, Enterprise Sales, **Signavio**	

DAY TWO: TUESDAY, JANUARY 22, 2019

2.55pm — 5 minutes changeover

3.00pm

PANEL DISCUSSION: How to measure the effectiveness of your transformation office?	CASE STUDY: Combining lean, design thinking, innovation and automation to achieve end to end global procurement excellence	CASE STUDY: Scaling up RPA and piloting AI to drive maximum business value	CASE STUDY: Implementing an Enterprise Data Analytics Strategy to drive operational excellence in the Army	CASE STUDY: Transforming a $5million mama papa shop: A Tiffany culture shift story	CASE STUDY: Transform customer engagement by digitizing end to end customer service	Meet up Group Chat 5 (Expo Floor) – AI, Machine Learning – What's possible why is it relevant for process excellence?
• What's the mission of the transformation office? • What are the effective metrics to leverage for measuring your transformation? • Developing an effective governance structure for your transformation office **Panellists include:** **Carey Sealy,** Managing Director, Global Transformation, **JLL**	• Defining and implementing end to end process and systems transformation to drive global procurement excellence • Embed process innovation and design thinking in lean transformation approach • Evaluate and implement RPA to enhance process capabilities **Rob Kenny,** Director Process Excellence, Global Procurement, **Bristol-Myers Squibb**	• Launching and operationalizing RPA to reap fast ROI • Navigate your way through developing g a center of excellence for RPA • Fine tune the business rules to drive revenue • Building an architecture to develop AI capabilities **Anish Sharan,** Director Business Improvement, **CME Group**	• A strategic approach: Develop an enterprise-level data analytics capability • Sharing real case studies: Enable analysis, extraction of meaningful information, and decision making based upon large, diverse, and real-time datasets • Where are we investing on: Moving from descriptive and diagnostic analytics to predictive and prescriptive analytics **Dr. Charles Brandon,** Director Process Improvement Office, **US Army**	• Reinventing manufacturing and creating flow whilst upholding quality and craftsmanship • Deploying process excellence: The Toyota 4P approach • Lessons learned: Why is training not enough to shift culture? • Develop a CI culture: Focusing on problem solving • The financial gains: how CI is making real business impact **Daniel Stein,** MBB, Engineering & Process Excellence Manager, **Tiffany & Co.**	• Drive fully digitalized customer service from quote to cash • Adding a human touch: Managing agent behaviours in digital environment • Embedding automation to ensure end to end transformation • Leveraging big data and analytics to better respond to customer requests **Steve Power,** Senior Director, Digitizing Global Operations, **Cisco**	

3.25pm — **Transformation Clinics**
Are you on a transformation journey? What has proven to be the biggest challenges? Do you have the right partners and solution providers? Don't you wish you could sit down with thought leaders, respected vendors, and peers that have been on the same journey to untangle some of the key challenges and show what could be done to find your way out? Transformation clinics are set up specifically for that reason. Come to the exhibition floor and speak to the experts about your challenges and they will be glad to help you!

4.00m — Afternoon Break

TRACK G: Strategy Transformation	TRACK H: Process Excellence	TRACK I: Technology Excellence (Intelligent Automation)	TRACK J: Technology Excellence	Track K: People & Culture Excellence	Track L: Customer Excellence	Meet up Group Chat 6 (Expo Floor) – Experience sharing in implementing "the way of working" lean tools across your organization

4.30pm

Constructing the self aware enterprise – Turning transformation into business as usual **Mega**	**Achieving step change through a holistic process excellence approach** **Sponsor**	**OPERATIONALIZE RPA: Overcoming challenges in scale up** **Sponsor**	**Building the right process infrastructure for your digital business transformation** **Sponsor**	**CASE STUDY: Deploying blended learning for Operational Excellence** • Assess your process improvement culture • Consider new strategies for accelerating your PI Culture • Learn new approaches for developing PI capability and delivering results • Learn, from a high-level, how to deploy Virtual Blended Learning, effectively • Assess if/how Virtual Blended Learning can apply to your PI Culture **Rob Stewart,** CEO, **OpusWorks by The Quality Group**	**Link customer journeys to internal processes to achieve end to end customer excellence** **Sponsor**	

4.55pm — 5 minutes changeover

DAY TWO: TUESDAY, JANUARY 22, 2019

5.00pm

Getting to the DNA of business transformation – the VEOLIA case study

- Reengineer the key Organizational elements: Where to start, what's next and how to continue?
- Deploy a world class Continuous Improvement initiative –types deployments based on the Reengineering results?
- How to exceed stakeholder's expectations when combining "copy with pride" and "integrated To Be design" concepts?

Jorj Madalin Mihailovici, CEO, **Veolia Romania**

Mihai Savin, Deputy General Manager, **Apa Nova Bucuresti**

Irina Munteanu, CFO, SAP & Oracle Project Sponsor, **Veolia Romania**

CASE STUDY: Don't just do lean, be lean: Achieving supply chain excellence

- A well defined approach with a clear focus on developing lean culture: Don't just do lean, be lean!
- Use Hoshin Planning to deliver improvement aligned with strategic goals
- Leverage Kaizen activities to build continuous improvement
- Develop internal capabilities through training to drive ownership in operations team
- Achieving operational excellence from the enterprise level with strong leadership support and engagement

Brad Gillette, Director, Supply Chain Excellence, **Ryder System**

CASE STUDY: Advancing into Intelligent Automation through RPA and Process Mining

- RPA Piloting: Where to start and what are the key processes included?
- Demonstrate the business case for a fast scale up: Focusing on the ROI
- Adding process mining capabilities for visualization and governance

Steve Carpenter, Executive Director, Global Business Services Information, Data, & Analytics, **Merck**

CASE STUDY: Deliver tangible business value with Data Analytics through three case studies

Known for their successful process automation programs in the industry, Western Union keeps the push boundaries in process innovation and analytics. This session will showcase how they have applied analytics tools and methods to deliver significant business value.

- Deliver millions top line revenue through analytics in global pricing organization
- How to get team involved in process innovation and analytics?
- Analytics becoming ever more important in strategic decision making

Ricardo Badillo, Director BPM & Automation, **Western Union**

CASE STUDY: End to End supply chain transformation through process excellence, BPM, RPA and Process Mining

Anita will share how she and the team have transformed the Lowe's supply chain from strategy to execution to business impact in the past 4 years.

- Put a transformation strategy together based on what really matters to the customers
- Visualize and create the product flow throughout end to end supply chain
- Standardization and process centralization: Creating an environment for each individual associates to be part of the
- transformation
- Leveraging analytics and metrics to drive process insights and identify improvement opportunities

Anita Rajan, Supply Chain Process Excellence Leader, **Lowe's Company**

MOTOROLA'S TRANSFORMATION: Completely change your business model and process to meet the new customer demand in the digital age

- Drivers for change: A complete shift from manufacturer/hardware focus to become a data powered software and services business
- Changing external and internal processes to simplify the customer journey and interfaces for better experience
- Sharing examples of successful transformations with significant business impact
- A multi-year digital transformation journey to modernize systems and capabilities
- Think like an ecommerce business with ease for customer experience
- A different way to approach data and business intelligence to drive transformation forward

Heidi Hattendorf, Director, Transformation Office, **Motorola Solutions**

5.25pm | 5 minutes changeover

5.30pm

CASE STUDY: Re-engineer business structure and processes for efficiency, speed to market and next level of service

- Getting the basics right and develop a target operating model for the multi year business transformation program
- A hands on approach: Develop a transformation blueprint to re-engineer fundamental business processes for efficiency and speed
- Identifying and prioritizing from 300+ project globally: A collaborative approach to drive project excellence
- Develop a bullet proof business process and architecture before automation
- Effective change management to ensure a smooth transformation

Jeff Stark, Vice President, Transformation & PMO Excellence, **Firmenich Incorporated**

CASE STUDY: F5's Five Year Journey in maturing process management from ground up

- A ground up approach to develop and mature your process management: Where to start and how?
- Proof of concept: Improving process efficiency, SLA fulfilment and customer satisfaction
- Expanding into key functions and departments to scale up the process maturity level
- Leveraging Process Practitioners Governance Board for project selection and change management

Keith Linder, Program Manager, **F5 Networks**

CASE STUDY: A practical approach to drive value in your Robotic Process Automation program

- What are the key challenges and lessons learnt from our RPA implementation journey?
- What to focus on when you pilot, roll out and scale up your RPA program?
- A practical guideline for RPA implementation

Nick Hoppenjans, Assistant Vice President, Intelligent Automation Program Manager, **Fifth Third Bank**

CASE STUDY: Conceptualize, Design and Implement an Enterprise Data Infrastructure for Operational Excellence

- Leverage data as the centre piece for process, people and technology excellence
- Replacing disparate data platforms with an enterprise wide data warehouse
- Design the data infrastructure to connect different data sources and key processes
- Improve data quality to pave the way for machine learning and AI initiatives

Jon Beller, Senior Vice President, Operational Excellence, **First United Bank**

CASE STUDY: A cultural shift towards business excellence for growth and sustainability

- Maturing your value streams into a holistic business excellence system
- Define the maturity model and link it directly with business impact and growth
- Building effective change program to make sure every one is involved
- Case studies on what have worked and what have not

Diane Lopes, Vice President, Achieving Business eXcellence (ABX), **AETNA**

Track closed for awards rehearsal

DAY TWO: TUESDAY, JANUARY 22, 2019

5.55pm   **5 minutes change over. All track attendees move back to the plenary room.**

6.00pm   **Keynote Presentation: The Vortex of Change – A New Compass For Business**
We're in the vice like grip of the Vortex of Change and it is gaining momentum at an exponential rate. The 3rd Industrial Revolution is still playing out, yet the 4th is breathing down its neck. A new era is being ushered in, characterized by a fusion of physical, digital and biological systems. Drones, robotics, cognitive computing, smart advisors, mixed reality, distributed ledgers are just some of the innovations that are completely redefining our relationship to life, work and the planet and YES – as a business you do need to care. New jobs are coming in, old jobs are going out. Business models are being turned upside down – from traditional, to digital, to autonomous as the Programmable Economy rises. Time is no longer linear and size is no longer a guarantee of success. To stay ahead, it's imperative for organizations to innovate, "fail fast", learn and iterate.
In this keynote session, Andrew will share HOW progressive organizations like Intel are approaching their transformation:
• Developing vision for the future: Tie it with company leadership priorities
• Setting business strategy: Develop business models for new customers
• Addressing the hardest part of transformation: Enable a transformational culture
• Understanding the criticality digital platform to support the velocity of transformation
• Develop a governance model to get things done

Andrew Moore, Chief Digital Officer, **Intel**

6.30pm   **Global PEX Network Awards**

7.00pm

**Platinum Global PEX Awards Reception & Pool Party:
Celebrating 20 years of Excellence**

For the past 20 years, PEX Network is proud to have witnessed and celebrated the most innovative, inspiring and the boldest OPEX best practices, teams, and transformation leaders. This year, we will celebrate this milestone of 20th anniversary with a grand platinum reception and pool party. Join our award winners, finalists and all of those who live and breathe transformation and excellence.

Raise your glass and toast to the 20 years of celebrating excellence and to another 20 years to come!

WHY ATTEND COO & CHIEF TRANSFORMATION OFFICER SUMMIT

With business transformation a constant business challenge and priority, more companies are setting up a new C-suite role: Chief Transformation Officer. Together with the COO, Chief Transformation Officers are tasked to make bold, fast and innovative decisions to spearhead the business through their strategic business and digital transformations.

Following last year's success, OPEX Week: Business Transformation World Summit expands the Chief Operating & Transformation Officer Summit to discuss exactly how the COO and Chief Transformation Officers can cut through operational complexity and discover their unique opportunities and capabilities to deliver exponential growth.

Core themes at the Chief Operating & Transformation Officer Summit:
• Transformation priorities: Balancing between long term value and short term improvement
• Strategizing your transformation governance framework
• Achieving step change through digital transformation initiatives
• Where are your customers in your transformation strategy?
• Future workforce and how to lead them through the change
• Digital leadership development: how to lead in constant digital change?

Who attends the COO & Chief Transformation Officer Summit:
• Transformational COOs
• Chief Transformation Officers
• SVP, Business Transformation
• Transformational CIO/CTOs

A detailed COO & Chief Transformation Summit agenda can be found on Tuesday, 22nd January, in parallel with the day's sessions of OPEX Week.

DAY THREE: WEDNESDAY, JANUARY 23, 2019

Time	
7.30am	Registration and Coffee
8am	**OPEX WEEK Day Three: Chair's Opening**
	Wednesday Plenary theme: A human centred transformation
8.10am	**KEYNOTE: Developing leadership behaviours to drive customer first mindset and culture**

There is a big difference between customer focused and revenue focused companies. As leading companies adopting customer first mindset, one of the critical questions they need to answer is what kind of leadership behaviors are needed to drive home the customer first transformation. Liz will share some great advice and experiences from Phillips in this keynote session:
• What are the key differences between revenue focused and customer focused strategies?
• Ask the next layer of questions: Are your Kaizen events creating end to end customer value?
• A spotlight on leadership behavior: What do we as leaders need to change to drive the customer first transformation?

Liz Iversen, Senior Vice President, Chief Quality & Regulatory Officer, **Phillips**

DAY THREE: WEDNESDAY, JANUARY 23, 2019

Time		
8.30am	**SPONSORED PLENARY SESSION:** The Radical Paradigm Change for your Business Excellence Platform	Meet up Group Chat 7 (Expo Floor): Meet the judges: Learn how to summit award–winning papers to get on the global PEX award stage!

8.50am

KEYNOTE PANEL: Process Excellence vs. Technology Excellence vs. People Excellence

People, Process and Technology are the three key dimensions in driving your transformation forward. However, when priorities competing with each other, which dimension would you invest first? This panel will provide a live debate on which should be your top priority and what's the outcome of each scenario.
• Where do you invest at different stages of transformation
• What would you fall short on if you don't or only invest in one of the dimensions?
• How to strive the optimal balance in your process, technology and people triangle?

Mustafa Abdulali, Director of Lean Transformation, **NCH Healthcare System**

Time		
9.20am	**SPONSORED PLENARY SESSION:** Leading the digital change with a customer edge: Robotics, Analytics and AI driving the future of customer service	Meet up Group Chat 8 (Expo Floor): Driving innovation: what has worked and what has not?
9.40am	**PEX NETWORK AWARD WINNERS PANEL SHOWCASE**	
10.10am	Morning break	

TRACK M: Strategy & Process Excellence	TRACK N: Technology Excellence	TRACK O: People & Culture Excellence	TRACK P: Customer Excellence
10.40am **Develop the strategic bridge between process and technology improvement to power the future growth** **Andrew Mathieson,** Enterprise Business Architect, **Southwest Airlines**	**Leverage AI/Machine Learning with traditional improvement methodologies to drive process transformation** • Agile business transformation focusing on problem solving • Capacity Management through Predictive Demand • How do we implement Robotics, Analytics and Artificial Intelligent to drive process transformation **Daniel Lee,** Head of Process Engineering, **Google Express**	**CASE STUDY: Measuring and shifting culture change: Lessons learned and best practices sharing from the U.S Air Force** U.S Air Force has a long history of deploying lean based methodologies as early as the 90s. This session will provide a hands-on perspective on how Mark and his wing have managed to shift the culture. • Measure culture through research processes to identify gaps • Using the Kotter change management model to transform culture • What has worked in developing a culture of innovation **Mark Watson,** Chief, Wing Transformation & Innovation Office, **U.S. Air Force**	**Data driven customer experience improvement** **Bob MacDonald,** Managing Director, **Corporate Strategy, TD Ameritrade**

Time	
11.05am	5 minutes changeover

DAY THREE: WEDNESDAY, JANUARY 23, 2019

11.10am	**A future of finance case study: How National Grid are transforming their finance processes**	**CASE STUDY: Achieving 6x performance improvement through Business Agility Framework**	**CASE STUDY: Driving large scale global transformation in a customized, low volume global business: An Allianz case study**	**Change in eCommerce: Adapting strategies to survive and grow online**
	• Process Simplification: Simply finance processes with a lean approach & streamline the finance organization • Hands Off: Identify opportunities for automation, build automation capability & automate finance processes • Technology: SAP S4 and Code Block redesign • Business Partner Evolution: Define the role of the business partner and link to the work of the future	In addition to Lean six sigma, PMO and Process Architecture approach, Samantha and her team continues to push into new boundaries for speed and efficiency. She will outline one of the new digital transformation frameworks they are initiating with BCBSNC to achieve 6x performance improvement. • Supporting digital transformation for customer experience through an agile approach • Moving from waterfall into Agile DevOps model: Outlining the Business Agility framework • Scaling up the initiative by developing the capabilities throughout planning and execution stages	Nigel will take you through how a traditional insurance company has sought to drive operational excellence and IT transformation in parallel and also explore the impact of culture on successful outcomes. • Running at full stretch – models for helping the business absorb culture, process and technology changes in parallel • The 3 Cs – Context, Capability and Control – Just how important is methodology and recognition of business context and maturity? • Agility v Governance – How can you be agile and still know what you are doing? How a traditional company is adopting agile and bi–modal delivery	• Growth story of a specialty eCommerce start up • The slow death of wholesale • The need for niche retail • Amazon as a channel and competitor • Reinventing yourself can be a core competency **Dallas Clarksean,** Chief Operations Officer, **FUN.com**
	Martin Jahn, Director Process Engineering, **National Grid**	**Samantha Bureau-Johnson,** Vice President, Business Process Solutions & PMO, **BlueCross BlueShield of NC**	**Nigel Leppitt,** Global Head of Organization & Business Transformation, **Allianz Global Corporate & Specialty SE**	

11.35pm	5 minutes changeover			

11.40pm	**COMMERCIAL EFFICIENCY: Drive high Growth and value**	**CASE STUDY: A data driven end to end digital and process transformation: Implementing journey mapping, continuous improvement with analytics**	**DELIVER CHANGE IN A DIFFERENT WAY: Leveraging LSS, Robotics, Analytics and Business Architecture**	**PANEL DISCUSSION: Rethink and transform customer experience in the digital age**
	Fitting more of what matters into our day can improve associate engagement and grow profits. We'll look at how Lean concepts were applied to client service teams across six countries to: • Measure opportunities to gauge the size of the prize • Leverage local and cross–country ideas to deliver the most impactful solutions • Generate excitement through communications and change management • Sustain changes with local governance and key metrics • Free up time to reinvest in revenue–generating activities	• The changing role of data and analytics in process reengineering • Sharing examples on analytics driving process optimization • Developing enterprise wide analytics capabilities **James Forrest,** Managing Director, Consumer Banking Operations, **JP Morgan Chase**	• Design the building blocks of your change delivery based on your transformation strategies • When does Robotic Process Automation make the biggest difference? • Turning the way you look at change from big projects into faster, more sustainable ways • Follow through change lifecycle to ensure engagement and sustainability **Natalie Juryta,** Head Innovation Delivery, **Yorkshire Building Society**	• Gain a deeper understanding on customer behaviors through advanced analytics • What is digital enabling us to do in the customer experience front? • Reengineer customer experience through with a process excellence mindset **Panellists include:** **Sunil Deshpande,** Director, Analytic, **Automation and Reengineering, PNC**
	Jennifer Hurst, Global Performance Excellence Leader, **Nielsen** **Susanna Watson,** Lead Process Improvement Partner, **Nielsen**			

12.05pm	Move back into the Plenary Room

12.10pm

PLENARY KEYNOTE: OPEX Week Hall of Fame Panel Discussion: The Past, the Present and the Future of Operational Excellence and Business Transformation

This special panel is organized as a reunion of some of our outstanding past keynote speakers and advisors to provide a unique and special perspective on what has changed in the past 20 years and what can we look forward to in the next 10 years.

Garret J. Etgen, Ph.D., Senior Director and Six Sigma Champion, Lilly Research Laboratories Operations, Eli Lilly and Company

Rick Hepp, President, Enterprise Excellence Services, LLC, Former Executive Director, Operational Excellence, Bristol-Myers Squibb

12.50pm

End of OPEX Week: Business Transformation Summit 2019

DAY THREE: WEDNESDAY, JANUARY 23, 2019

Afternoon (2pm-5pm) – Spotlight Masterclasses

2pm – 5pm	**WOMEN IN LEADERSHIP: CRACKING THROUGH THE GLASS CEILING**	**MANUFACTURING & SUPPLY CHAIN EXCELLENCE**	**INNOVATION, DESIGN THINKING & Agility**	**ADVANCED ANALYTICS DELIVERING BPM SUCCESS**
	3rd year running, women in leadership masterclass has become an integral part of OPEX Week as we see more and more female leaders rise to the top and break the glass ceiling. Our prestigious female leader panellists will share their personal journeys and practical tips to inspire and help you accelerate your leadership skills. **Teresa Logue,** Head of Lean Management, **Zurich North America**	This masterclass is dedicated to exploring best practices and dynamic strategies of implementing lean in the digital manufacturing and supply chain era. Join this session and find out how leading manufacturers are bridging operational excellence with industrial 4.0. **Rick Hepp,** President, Enterprise Excellence Services, LLC, Former Executive Director, Operational Excellence, **Bristol-Myers Squibb**	If you have done enough improvement and would like to leap into the world of innovation and agility, join this masterclass to learn a hands-on approaches to rethink innovation, problem solving and business agility through design thinking and agile methodologies and mindsets. **Mehul Mehta,** Director, Business Optimization & Agility, **GAF** **Gerald Lackey,** Vice President, Business Optimization & Agility, **GAF**	The sheer amount of data available today presents a golden opportunity drive process and customer insights to fuel their business transformation. Combining advanced analytics with BPM approach is ever more important for driving process excellence. Join this masterclass to find out how this can be done.

End of of day 3

DAY FOUR: THURSDAY, JANUARY 24, 2019

Deep Dive Topic Focus Day

8.30am — Registration & Coffee

INTELLIGENT AUTOMATION	TRANSFORMATIONAL LEADERSHIP Chair: Dennis Narlock, General Manager, Catalent Pharma Solutions	CUSTOMER EXPERIENCE TRANSFORMATION	SITE TOUR to Florida Hospital Innovation Lab (25 PAX ONLY)
9.00am **CASE STUDY: An award-winning journey towards Order Management 2.0: Supporting business growth through process innovation, automation and advanced analytics** Paul is in charge of VMware's order and fulfillment operations and he will share some of the lessons learned throughout their 7-year transformation journey focusing on finance integrity, innovation, customer satisfaction and employee engagement. • Where did it all start: Demonstrating quick ROIs to ensure sustained investment and support for large scale transformation • Achieving 70% no-touch bill automation through process innovation & automation • Scaling up automation initiatives to support rapid business growth (without a huge increase of headcount) • Sharing the results of Robotic Process Automation and advanced analytics to achieve prescriptive process • Partner with transformation and analytics teams to build capabilities internally **Paul Veenhof,** Vice President, Global Order Management & Fulfillment, **VMWare**	**What does a transformational leader look like?** During this session, Camille will outline some of the key traits for transformational leaders who are: • Context driven – able to understand and respond to shifting dynamics in their organization and in the larger business context • Flexible – able to call on different leadership capabilities to best lead in the current context, and to inspire and connect with the people they lead to achieve results • Human – able to create an environment in which they and those they lead can bring their best, authentic selves to the workplace **Camille Romero,** Director Organizational Effectiveness, Ball Corporation	**Integrating CI, Data Science, Innovation and Strategy to achieve business and customer excellence** This case study will share the Southwest Airlines' CI Program Deployment Story. • The current state of CI deployment • Linking process excellence with customer journey • Sharing insights into the future plans to integrate CI, Data Science, Innovation and Strategy **Ruben Del Toro,** Enterprise Continuous Improvement Leader, **Southwest Airlines** **Angela Marano,** Senior Director, Business Performance Improvement, **Southwest Airlines**	**About Florida Hospital Innovation Lab:** The Florida Hospital Innovation Lab – FHIL, embedded inside one of America's largest healthcare providers, is fostering a culture of human centered innovation from within. FHIL is an award winning innovation lab committed to discovering human- centered solutions for today's healthcare challenges. FHIL launched the beginning of 2012 and today more than 506 projects, and more than 32 healthcare companies have come through FHIL. This means more than 5030 healthcare professionals, educators, business people, and students have participated in FHIL. What can you learn from the tour? • See innovation happening with your own eyes: feel the energy of innovation and see how people work together to create a true innovation culture • Understand how doctors, administrative staff and nurses come together to collaborate and redesign the patient experience • Understand how to use design model and process to solve complex healthcare problems **Site Tour schedule:** **8:30** Registration at Hotel Lobby **9:00** Bus departing hotel **10:00** Arrival & Welcome **10:15– 12:15** Introduction & Touring **12:30** Bus departing FHIL **1:30pm** Arrivals & End of Site Tour **Site tour Host:** **Karen Tilstra,** Co-Founder, **Florida Hospital Innovation Lab**
9.45am **Combining RPA and lean initiatives to deliver end to end process transformation and significant efficiency** Western Union started their global RPA and Process Excellence Journey at the same time, about 3 years ago. Not only millions of dollars have been saved through their robust automation program, they have been able double the business impact through process analytics and standardization. • When RPA meets lean: a double whammy approach on efficiency and process transformation • You don't automate a bad process: Fix it first! • Where is automation falling short and how is lean complementing that? • Change management in RPA and lean initiatives **Ricardo Badillo,** Director BPM & Automation, **Western Union**	**PANEL DISCUSSION: Inclusive leadership to inspire human-based innovation** • What is human based and inclusive leadership? • How does leadership make a difference in driving transformation **Panellist include:** **Camille Romero,** Director Organizational Effectiveness, **Ball Corporation** **Dani Hollis,** Vice President, Project Implementations and Quality, **PSCU** **Tami Beheler,** Advisor Real World Evidence Capabilities, **Eli Lilly**	**CASE STUDY: End to end process transformation with customers at the heart** This case study will demonstrate how National Grid has transformed their Revenue Cycle Management Order to Cash Process leveraging process excellence tools translating the voice of the customer into business efficiencies • Focusing on end to end process reengineering from the customers perspective • Developing a collaborative approach to drive end to end customer ease and satisfaction • Sharing key projects, initiatives and ROIs that have been contributing a positive business impact • Driving a cultural performance transformation: What have we done differently? **Joshua Karpinski,** Manager Strategic Planning & Support, **National Grid**	

10.30am — Morning Coffee

DAY FOUR: **THURSDAY, JANUARY 24, 2019**

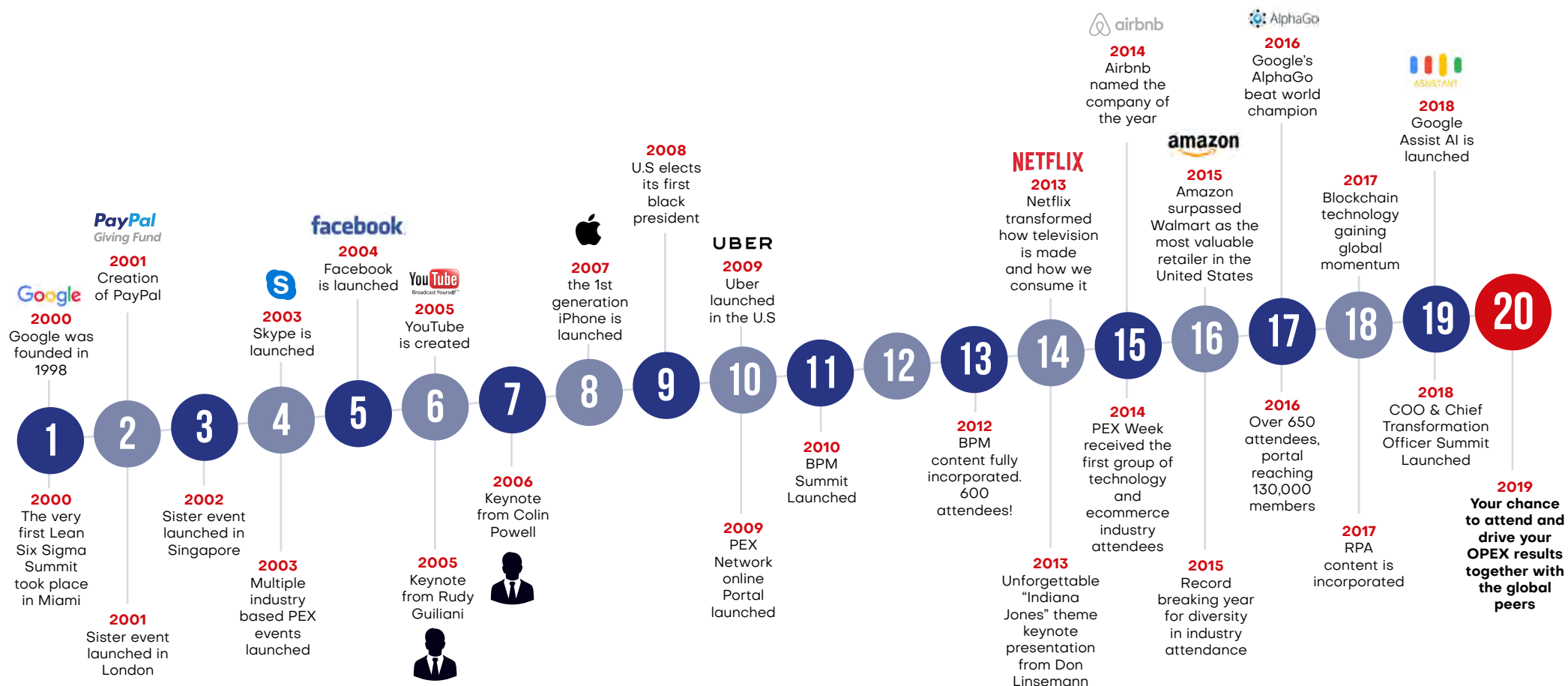| Time			
11am	**Case Study: RPA and Agile working together to deliver business results** • Developing an end to end process map to identify RPA deliverables • Collaborating with EIS effectively to ensure IA program success • Building RPA capabilities with the business and process owners • Combining RPA and Agile for scalability **Jim Pallotta,** First Vice President, Robotic Process Automation (RPA) Lead, **SunTrust**	**Lead in the age of transformation** Transformational leadership is all about igniting passion in others, providing visionary leadership, creating positive energy, and fostering a work environment that thrives on personal motivation, adaptability, collaboration, and ideation. In this session, we will probe and discuss the following: • What is your organization's predominant leadership style(s)? What is your own? • As a leader, do you insist on collaboration and empower your people to become leaders themselves? • Do you challenge the status quo and become a conduit for sustainable success? • How do you rise to the challenges of today's "do more with less" reality? • What can/will you personally do to become a transformational leader? **Deborah Hawkes,** Vice President, Process Excellence & Ops Analytics, **Change Healthcare**	**Developing executive problem solving capabilities across your organization and bring them to your customers** This session will discuss a practical approach from Whirlpool on how they are developing the problem solving capabilities internally and externally to create engagement and customer satisfaction. • Combining Behavioral Science with Lean leadership to develop CI capabilities • Bringing the internal service model to drive customer value	
11.45am	**How to successfully implement an effective machine learning program?** **Jennifer Faria,** AVP, Intelligent Automation Program Lead, **FM Global**	**Leading the change: merging a rigid CI methodology with constantly evolving business dynamics** The traditional approach to CI and Lean Six Sigma is centered on rigid structures and standards. The business requirements today are challenging this approach with a greater need for speed, flexibility and adaptability. • How can we incorporate new ideas and approaches while maintaining the benefits from standards and structures? • What can this transformation look like, how can it be accomplished? • How does it affect the way we run improvement projects and manage project scope? **Carl Wiberg,** Global Continuous Improvement Manager, **AkzoNobel**	**Case Study: Owning and delivering your brand promises by taking voice of customer to the next level** • Ensuring the crystal clear clarity on brand promises and communicate this effectively • Develop the way of working to ensure every team member is engaged and delivering the brand promise • Taking a proactive approach to manage voice of customers • Identifying patterns from customer feedback to pinpoint customer pain point as the focus of improvement efforts **Cassandra Seibles,** Client Advocacy Lead, **SunTrust**	
12.30pm	Lunch			
1.30pm	**PANEL DISCUSSION: How to select the most fitting technology vendors?** **Sehr Saghir,** Director, Robotic Process Automation, **BMO Financial Group** **David Friedman,** Director, Robotic Process Automation, **American Express** **Jeff Miller, SVP,** Head of Wholesale Process Engineering and Robotics, **Wells Fargo**	**Developing leadership behaviours for business transformation** **Dennis Narlock,** General Manager, **Catalent Pharma Solutions**	**Transforming customer experience through an elevated employee experience**	
2.15pm	**Utilize AI and cognitive technologies to enhance customer delivery into your contact centre**	**Becoming a transformational leader** **Tami Beheler,** Advisor Real World Evidence Capabilities, **Eli Lilly**	**Tying the customer journey map to the digital future**	
3pm		**End of Focus Day**		

20 YEARS OF EXCELLENCE

2019: DON'T MISS YOUR TURN TO JOIN THE GLOBAL COMMUNITY OF EXCELLENCE

2000
Google was founded in 1998

1 — 2000
The very first Lean Six Sigma Summit took place in Miami

2001
Creation of PayPal

2 — 2001
Sister event launched in London

2002
Sister event launched in Singapore

2003
Skype is launched

3 — 2003
Multiple industry based PEX events launched

2004
Facebook is launched

2005
YouTube is created

5 — 2005
Keynote from Rudy Guiliani

2006
Keynote from Colin Powell

2007
the 1st generation iPhone is launched

2008
U.S elects its first black president

2009
Uber launched in the U.S

2009
PEX Network online Portal launched

2010
BPM Summit Launched

2012
BPM content fully incorporated. 600 attendees!

2013
Netflix transformed how television is made and how we consume it

2013
Unforgettable "Indiana Jones" theme keynote presentation from Don Linsemann

2014
Airbnb named the company of the year

2014
PEX Week received the first group of technology and ecommerce industry attendees

2015
Amazon surpassed Walmart as the most valuable retailer in the United States

2015
Record breaking year for diversity in industry attendance

2016
Google's AlphaGo beat world champion

2016
Over 650 attendees, portal reaching 130,000 members

2017
Blockchain technology gaining global momentum

2017
RPA content is incorporated

2018
Google Assist AI is launched

2018
COO & Chief Transformation Officer Summit Launched

2019
Your chance to attend and drive your OPEX results together with the global peers

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Blue Prism delivers the world's most successful digital workforce. Its Robotic Process Automation (RPA) software operates within the most demanding enterprise administrative environments to automate high-risk, manual, rules-based and repetitive tasks and radically improves agility, efficiency, accuracy and compliance.

CMMI Institute
Website: www.CMMIinstitute.com
CMMI Institute is the global leader in the advancement of best practices in people, process, and technology. The Institute provides the tools and support for organizations to benchmark their capabilities and build maturity by comparing their operations to best practices and identifying performance gaps.

Cognitive Technology
Website: http://www.my-invenio.com
myInvenio is an enterprise-class automated business process discovery software that is able to automatically design the organization processes by reading the structured & unstructured organization information.

Everteam
Website: https://www.everteam.com/en/
Everteam is a leading provider of process automation and information governance solutions. everteam.process is a process automation solution that empowers rapid, end-to-end business transformation. It is based on an open standards business process engine and easily connects with data sources and existing systems.

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i-nexus is the leading provider of strategy execution, operational excellence and business transformation software. We help Global 5000 organizations create a business system that works and align strategy with execution in order to achieve goals faster, with less effort and lower operational cost.

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iGrafx process management and analysis solutions empower organizations to achieve maximum performance. iGrafx captures and communicates the alignment of strategy, people, processes and technology, and unites the entire organization around delivering business value.

MEGA International
Website: http://www.mega.com/en/challenge/digital-transformation
MEGA International is a global software company that helps customers reduce time-to-market, eliminate information silos that divide business units, and improve the customer experience.

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Website: https://www.microsoft.com/en-us/
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Website: http://www.minitab.com
Minitab is the leading provider of powerful and easy-to-use quality improvement software. For more than 40 years, organisations in more than 100 countries have transformed their businesses by using Minitab products and services.

Opus Works
Website: http://www.opusworks.com
OpusWorks® (formerly The Quality Group) provides Operational Excellence blended e-Learning (Lean, Six Sigma, Project Management, Leadership) to get everyone on the same page prior to classes, team meetings and events. With OpusWorks, customers standardize OpEx knowledge transfer, propel sustainable culture change, and increase ROI.

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Website: http://www.rocgroup.com
The human side of process change can be elusive. Through the application of both art and brain science, ROC Group creates change communication campaigns designed to embed understanding and change behavior, rooted in each client's unique business culture.

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Signavio is a leading BPM software solution provider helping organizations achieve operational excellence through Business Process Management (BPMN) 2.0 web-based modeling, analysis, automation and process optimization.

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StereoLOGIC's Process Analytics TM allows operational managers to solve most complex analysis tasks that traditionally are performed manually, such as Customer Service Acceleration and Operating Cost Savings.

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TrackVia's next generation workflow management solution delivers the world's fastest speed to solution, helping companies gain immediate control and visibility over their operations and field work. A true low-code solution, TrackVia is fully configurable with drag-and-drop and includes a modern native mobile app with no additional development.

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Capsifi
Website:

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Website:

GET THE MOST OUT OF #OPEXWEEK: BRING YOUR TRANSFORMATION TEAM

Operational and business excellence cannot be achieved within your organization by a single individual. The OPEX Week: Business Transformation World Summit caters for senior level transformational strategists, OPEX practitioners and process automation teams. By bringing your transformation team, you will increase your group's ability to explore the various elements of the transformation journey, to collaborate with different levels and groups from the organizations making the largest strides in business transformation, and stay on the same page in key aspects of Strategy, Process, People, Technology and Customer Excellence. There is different content curated for each transformation team member and of course you can take advantage of the significant team discounts. The bigger the team, the bigger the savings and the more your organization will benefit from OPEX Week.

"OPEX Week is the place where process excellence and business transformation leaders come together every year to learn new skills, meet like-minded peers and celebrate excellence! You see professionalism, passion and true excellence at the event! I'm glad to be part of the advisory board to shape up the 2019 agenda. Look forward to meet everyone again in January!"

Samantha Bureau-Johnson | Vice President, Business Process Solutions & Project Management Office

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