

Global **YOUR KEY TO KNOWLEDGE**

Executive
Events



UNLEASHING INNOVATION IN OPERATIONAL EXCELLENCE



**DE BAZEL
AMSTERDAM**

DECEMBER 7 & 8, 2017

Competitive continuous improvement and true performance excellence are crucial in order to strengthen business models and to be successful. We will discuss strategies to overcome difficulties in transforming business operations from traditional to cloud operations and how to engage senior leadership in Operational Excellence. Other key topics are the operational issues regarding automation versus human development and how to make Operational Excellence programs sustainable and not just paper exercises. There are many programs and frameworks that can be put in place to make sure that businesses are making the right decisions and understand the return for all efforts undertaken to keep growing.

Join us to discuss and share your experiences of game changing process improvement and organisational change.



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Email: info@unleash-opex.com
Web : www.unleash-opex.com

tel: +31 203080895

2017 Senior Executive Speakers Include

Imperial College
London

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e.on 

VOLVO 

PANDORA 

ENGIE 

valmont 

ABN·AMRO **SIEMENS** Gamesa
RENEWABLE ENERGY

 Wolters Kluwer

In Collaboration With

 **i-nexus**
Strategy Execution Software

 **REINVIGORATION**

Anaplan



 **promapp**
smarter processes

 **LEAN
METHODS
GROUP**

**BOLD
GROUP**

Appian

KOFAX 



Simpler
CONSULTING

an IBM Company

Points of Discussion:

- Transforming business operations from traditional to cloud operations
- Creating a stable planning atmosphere in a volatile market
- Alignment with business and cost optimisation versus cost reduction.
- Enhancing the enterprise processes to be able to adopt a clear and focused change management model.
- How to make OPEX programs sustainable and not just paper exercises
- The omnichannel and mutation seen between traditional retail and new channels, and how to integrate those changes
- Operational issues regarding automation versus human development
- A global supply chain which can serve the customers as well as the local facility but reducing the global costs
- How do we engage senior leadership in operational excellence?



Confirmed Speaker line-up

Chairman Day 1



Graham Turnbull
Director
Reinvigoration
United Kingdom

Chairman Day 2



Eric Lange
Domain Principal -
Supply Chain Solutions
Anaplan
USA



Tim Engell Pedersen
Head of Business
Excellence, Business
Unit Offshore
Siemens Gamesa
Denmark



Morten Dal
Internal Communications
Manager
PANDORA A/S
Denmark



Marc Gray
Operational Excellence
Programme Director
Imperial College
London
United Kingdom



Alexandre Colin
CEO
Kapitaliser
France



Dr. Sonja Diekmann
Head of Business
Process Excellence
Roche
Germany



Girish Jandhyala
Global Lean
Manager
Volvo
USA



Ryan King
Partner
Reinvigoration
United Kingdom



Chris Dando
Partner
Reinvigoration
United Kingdom



Bart van de Sande
Head of Business
Banking Operations
ABN AMRO
Netherlands



Alexander Kabanov
Senior Manager
Operational Excellence
E.ON
Germany



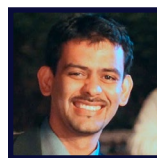
Martin Ruane
Programme
Director
ENGIE
United Kingdom



Peter van Roosmalen
Head of Operational
Excellence
Wolters Kluwer
Netherlands



Ralph Rettler
Founder & Managing
Director
Bold Group
Germany



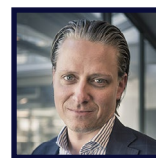
Sameer Rane
Sales Strategy &
Operations Manager -
Benelux and Nordics
Google
Ireland



Federico Ruiz Fornié
Director of
Operations
Valmont Industries
Spain



Paul Docherty
Founder & Executive
Director
i-Nexus
United Kingdom



Anders Torell
Head of Business
Transformation and
Digitalization
NCC
Sweden

8:00 **REGISTRATION AND WELCOME COFFEE**

8:40 **INTRODUCTION AND ICEBREAKER**

Two minutes will be provided to upload one of the main challenges you are currently facing onto our event app

8:45 **OPENING REMARKS FROM THE CHAIRPERSON**

Graham Turnbull, Director,
Reinvigoration

9:00 **CASE STUDY**

THE HUMAN FACTOR, THE MINDSET SIDE OF EXCELLENCE

- Fostering excellence through the human factor
- Elements of the journey
- Examples of achievements

Tim Engell Pedersen, Head of Business Excellence, Business Unit Offshore, Siemens Gamesa

9:40 **CASE STUDY**

AWARD-WINNING PANDORA DIGITAL TRANSFORMATION AND CHANGE MANAGEMENT CASE

How do you create, lead and execute a major digital business transformation platform and process in a global jewellery company with 21,000 employees in just 19 months? Learn how fast-growing PANDORA created a top-notch intranet platform and global digital workspace with strong emphasis on marketing, adoption and training of employees and managers worldwide. This session will include gamification, so bring your mobile device!

Morten Dal, Internal Communications Manager, PANDORA A/S

10:20 **NETWORKING COFFEE BREAK**

10:50 **UNCONFERENCE SESSION**

These are participant led, networking group discussions. The aim of the interactive session is to address the main challenges which you are currently facing. We will choose and display 5-10 challenges which were submitted during the introduction. Delegates will be split into groups to discuss one challenge each and a chosen group representative will later report the group's key findings to the other delegates.

11:30 **SPONSOR SESSION**

HOW MACHINE LEARNING CAN LEVERAGE OPEX

OPEX and user centricity

- To excel, first listen ...
- How Machine learning can help?
- You only manage what you measure
- Q&A

Alexandre Colin, CEO, Kapitaliser

12:10 **CASE STUDY**

OUR JOURNEY TO EXCELLENCE - LEARNINGS

- history of continuous improvement
- our journey to excellence
- lessons learned
- what's next?

Dr. Sonja Diekmann, Head of Business Process Excellence, Roche

12:50 **NETWORKING LUNCH**

13:50 **CASE STUDY**

OPEX – LEAP OF BEHAVIORS

- Making OPEX programmes sustainable and not just paper exercises
- Lean organisations for tomorrow
- Engaging senior leadership in operational excellence - top tips

Girish Jandhyala, Global Lean Manager, Volvo

14:30 **SPONSOR SESSION**

WHY WE MUST EMBRACE DIGITAL CAPABILITIES TO CREATE A NEW ERA FOR OPEX

Traditional Operational Excellence methods are becoming increasingly dated and often do not support the needs of service organisations to rapidly evolve and innovate in order to satisfy their customers. When you additionally consider the emergence of disruptive digital technologies; robotics; shifting workplace demographics and of course ever-changing customer needs, these service organisations are faced with unprecedented challenges.

This presentation outlines the key problems faced today by many service organisations, and lays the foundations for a new era of Operational Excellence.

Ryan King, Partner & Chris Dando, Partner, Reinvigoration

15:10 **NETWORKING COFFEE BREAK**

15:30 **CASE STUDY**

DIGITAL OPPORTUNITIES FOR INDUSTRY COOPERATION

- Key findings from Loop Rocks start-up journey
- Strategies and tips how you successfully launch a new business within large companies
- Loop Rocks - the case

Anders Torell, Head of Business Transformation and Digitalization, NCC

16:10 **CASE STUDY**

COMPANIES NEED TO BECOME LEARNING ORGANISATIONS TO TRULY ATTAIN OPERATIONAL EXCELLENCE

- E.ON's approach to sustainably embed Operational Excellence
- Various initiatives for organization wide capability building
- Transforming itself towards a learning organization

Alexander Kabanov, Senior Manager Operational Excellence, E.ON

16:50 **CLOSING REMARKS FROM THE CHAIRPERSON**

17:00 **NETWORKING DRINKS RECEPTION**

8:15 **WELCOME COFFEE AND SPEED NETWORKING**

8:40 **INTRODUCTION AND ICEBREAKER**

Two minutes will be provided to upload one of the main challenges you are currently facing onto our event app

8:45 **OPENING REMARKS FROM THE CHAIRPERSON**

Eric Lange, Domain Principal – Supply Chain Solutions, Anaplan

9:00 **CASE STUDY**

THE RPA MATURITY MODEL - (ROBOTIC PROCESS AUTOMATION)

- How ENGIE moved from a Proof of Concept to launching an award winning Centre of Excellence
- The challenges and what has been successful
- Use cases and what is next for ENGIE - how ENGIE is investing in future technology trends

Martin Ruane, Programme Director, ENGIE

9:40 **UNCONFERENCE SESSION**

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10:20 **NETWORKING COFFEE BREAK**

10:50 **CASE STUDY**

ORGANISATIONAL COMPLEXITY AND CHANGE

- Provides an overview of Imperial College London's Operational Excellence Programme outlining specific challenges and progress to date
- Outlines the approaches, methods and tools change leaders and professionals can consider adopting to manage change in a complex environment

Marc Gray, Operational Excellence Programme Director, Imperial College London

11:30 **SPONSOR SESSION**

HOW BOLD CAN OPERATIONAL EXCELLENCE GO?

- Increased rate of change in business as new frontier in Operational Excellence
- How to combine lean and disruptive thinking to reach 70% increase in efficiency
- How to use the resources at hand to transform businesses from within

Ralph Rettler, Founder & Managing Director, Bold Group



12:10 **CASE STUDY**

BUILDING SALES EXPERTISE IN A RAPIDLY EVOLVING BUSINESS ENVIRONMENT

- Digital advertising landscape is constantly evolving driven by rapid technological innovations
- An average Google Account Manager is expected to advise advertisers across multiple industries on Google's advertising solutions as varied as Search, Display, YouTube, Shopping, etc. further complicated by dimensions such as first-time users, remarketing, device and geo-level targeting to name a few
- In such a dynamic environment, developing Sales skills with deep product-level expertise is crucial for Sales teams to provide customer delight to strategic clients

Sameer Rane, Sales Operations & Strategy Manager, Nordics and Benelux, Google

12:50 **NETWORKING LUNCH**

13:50 **CASE STUDY**

DIGITAL TRANSFORMATION OF TRANSACTION BANKING

- Having your basics in check: Understanding your processes to decide the needs for automation
- How to keep your people engaged: the most important element
- Sharing the results and lessons learnt from recent RPA and AI projects
- Discussing the success factors in realizing a digital client journey and reducing costs by 30-50%
- Key learnings about collaboration between Business, IT and OPS

Bart van de Sande, Head Transaction Banking Operations, ABN AMRO Bank NV

14:20 **SPONSOR SESSION**

HOW TO CREATE LEADERSHIP PULL FOR OPERATIONAL EXCELLENCE

- What is the number #1 obstacle to successfully deploying OPEX?
- How can you use Hoshin Planning to engage senior executives in driving OPEX?
- How do you overcome the obstacles to adopting, scaling and sustaining this game changing approach?
- What resources are available to help you on your journey?

Paul Docherty, Founder & Executive Director, i-Nexus

15:00 **NETWORKING COFFEE BREAK**

15:30 **CASE STUDY**

HOW TO MAKE OPERATION PLANS A REAL SUCCESS FOR THE COMPANY

- 3 main points you can't forget to succeed in your implementation
- How to be more convincing
- The tree of Passion

Federico Ruiz Fornié, Director of Operations, Valmont Industries

16:10 **THE ULTIMATE BRAIN SPA**

FINAL QUESTION & ANSWER SESSION WITH BRAINSTORMING, WRAP UP WITH CHAIRPERSON

This interactive session will formulate key takeaways from the event, with concrete solutions to some of the challenges addressed in the unconference session. Participation from the group is encouraged and unanswered questions can be discussed.

16:30 **CLOSING REMARKS FROM THE CHAIRPERSON**