

UNLEASHING INNOVATION IN OPERATIONAL EXCELLENCE

DECEMBER
3 - 4 2018
DE RODE HOED
AMSTERDAM



IN COLLABORATION WITH:



Introduction

We provide a platform to discuss how to improve and combine the best opportunities from the digital revolution and the possible optimisation strategies coming up from the physical distribution channels. Many programs and frameworks exist that can be put in place to ensure businesses are making the right decisions to achieve their optimum growth potential. They must also understand the basis of return for all efforts undertaken to remain competitive. The most effective excellence programmes involve implementing initiatives that are consistently put to work and monitored to ensure they produce the right results. Operational Excellence within an organisation is the product of a well-oiled machine with multiple functioning parts.

It is imperative that the latest strategies and trends are being employed so your business is not left behind!

Summit themes

- Leadership and cultural strategy: The link between culture and the sustainability of change initiatives in achieving Operational Excellence
- Incremental Improvement vs. Breakthrough Improvement
- Engaging senior leadership in excellence initiatives
- Building sales expertise in rapidly evolving business environments
- Recognising digital opportunities for industry cooperation
- The human factor: forging a mindset of excellence
- Recognizing and modelling a true Lean system: Not merely “slash and burn” approach
- Lean and Six Sigma
- Continuous Improvement and Operational Excellence
- Digitalisation: Adapting and embracing new technologies and resulting business models
- Visions for the future: A.I. and Machine Learning



Speakers



Chairperson
Ryan King
Partner
Reinvigoration
UK



Chairperson
Randy Clark
Director Six Sigma
Upland Software
US



Paolo Porrati
Head of Customer Service
Generali
Italy



Bence Biro
Head of Group Retail Sales &
Operations
MOL Group
Hungary



Sander van Geffen
Senior Executive
Kaizen Institute
Netherlands



Jonathan Game
Director Operations and
Business Support
World Vision
UK



Emilio Ibanez Martinez
Head of Operational
Excellence
Nissan Europe
Spain



Silke Eggert
Head of Presales Customer
Solutions
Vodafone Group Services
Germany



Lynne Harvie
Head of Customer Services
Improvement
Fife Council
UK



Gergely Szabo
Global Problem & Continuous
Improvement Lead
Givaudan
Hungary



Frantz Verholle
Quality Efficiency Director
Alstom Transport SA
France



Joost Sluijter
Chief Technology Officer
AchieV
Netherlands



Norbert Faulhaber
Chief Sales Officer Global &
Regional Manager DACH
AchieV
Germany



Redouane Cherfaoui
Deputy Head of Enterprise
Excellence Transformation &
Strategic Planning
Ipsen Pharma
France



Anne Docherty
Solutions Director
i-nexus
UK

UNLEASHING OPERATIONAL EXCELLENCE

Agenda day one

8:00	REGISTRATION AND WELCOME COFFEE	13:40	CASE STUDY THE LONG JOURNEY TO EXCELLENCE <ul style="list-style-type: none">Dealing with the impact caused by the sudden changes in the customers' demand and challenges from technologyIs Lean Management by itself sufficient to address the operational challenges given the increasing complexity of operations?How Nissan is trying to anticipate these challenges and the pressure to react on time Emilio Ibanez Martinez , Head of Operational Excellence, Nissan Europe
8:50	INTRODUCTION <i>Two minutes will be provided to upload one of the main challenges you are currently facing onto our event app.</i>	14:15	SPONSOR SESSION IMPROVE CONTINUOUS IMPROVEMENT PROGRAM RESULTS WITH A DATA-DRIVEN METHODOLOGY How can you identify opportunities to improve your Continuous Improvement (CI) efforts? <ul style="list-style-type: none">Apply CI techniques to your CI effortsGather and analyze project and program dataUtilize best practices and replicate successesMeasure cycle times and understand impactEliminate redundant practices and approaches Randy Clark , Director Six Sigma, Upland Software
9:00	OPENING REMARKS FROM THE CHAIRPERSON Ryan King, Partner, Reinivigation	14:55	NETWORKING COFFEE BREAK
9:15	SPEED NETWORKING SESSION <i>An opportunity to start those all-important discussions with your peers. Introduce yourselves to new contacts and begin discussing the challenges you face when looking to achieve operational excellence.</i>	15:25	CASE STUDY DEALING WITH CHANGE IN A VUCA WORLD <ul style="list-style-type: none">From continuous improvement to digital transformationWhy big white elephants are a dying species or "speed is the new currency of business".Leadership in the digital workplaceThe 10 job skills needed by 2020 Silke Eggert , Head of Presales Customer Solutions, Vodafone Group Services
9:40	CASE STUDY THE WORLD OF INCREASINGLY REFINED TECHNOLOGIES <ul style="list-style-type: none">Are the latest technologies bringing benefits to service and profitability, or will they cause digital destruction?Balancing existing skills built up over years whilst implementing new technologiesMachine Learning, A.I and other new technologies will be a real key success factor to the industry Paolo Porrati , Head of Customer Service, Generali	16:00	UNCONFERENCE SESSION <i>During this interactive session, you will have the opportunity to explore more of your current challenges with your peers. Delve into the current issues you are facing and work together, share knowledge and conclude on a sound strategy moving forward.</i>
10:15	NETWORKING COFFEE BREAK	16:40	CLOSING REMARKS FROM THE CHAIRPERSON
10:45	CASE STUDY TRANSFORMATIONAL JOURNEY - FROM OIL & GAS TO CONSUMER SERVICES <ul style="list-style-type: none">The way to become a true Consumer Goods Retailer in the world of oil & gasLead the (r)evolution of transportation of CEE regionDigitalize Customer interactions - operational excellence builds best physical / digital customer experience Bence Biro , Head of Group Retail Sales & Operations, MOL Group	16:55	NETWORKING DRINKS RECEPTION
11:20	SPONSOR SESSION FOCUS ON BEHAVIOURAL CHANGE FOR A SUSTAINABLE LEAN TRANSFORMATION <ul style="list-style-type: none">What drives our behavior?How can we stimulate behavior that fits a lean culture?What are effective interventions to change behavior?What is your role as a lean leader, sponsor of change agent? Sander van Geffen , Senior Executive Consultant, Kaizen Institute		
12:00	CASE STUDY OPERATIONAL EXCELLENCE IN THE THIRD SECTOR <ul style="list-style-type: none">Jonathan will be speaking about how he draws on lessons from the corporate world to help improve processes in the third sector, and how a focus on customers, not profit, drives his work and could drive yours Jonathan Game , Director Operations & Business Support, World Vision International		
12:40	NETWORKING LUNCH		

Agenda day two

8:15	WELCOME COFFEE & NETWORKING	12:45	NETWORKING LUNCH
8:40	INTRODUCTION	13:45	UNCONFERENCE SESSION (45 mins) <i>During this interactive session, you will have the opportunity to explore your challenges with your peers. Delve into the current issues you are facing and work together, share knowledge and conclude on a sound strategy moving forward.</i>
8:45	OPENING REMARKS FROM THE CHAIRPERSON	14:30	SPONSOR SESSION HOW TO BE BETTER THAN YOUR COMPETITORS AT STRATEGY EXECUTION <ul style="list-style-type: none"> • The importance of successful strategy execution in the modern business environment • How the best in the world out-perform their competitors with their strategy initiatives • The online tool that's changed the way businesses execute their strategy Anne Docherty , Solutions Director, i-nexus
9:00	KEYNOTE OPERATIONAL EXCELLENCE? JUST GO GA GA ON CULTURE <ul style="list-style-type: none"> • Blending private sector tools with public & not-for-profit delivery • Putting the humanity back into digital services • How leaders create organisational cultures - by design or default • Achieving excellence by "letting go" of traditional command and control structures Lynne Harvie , Head of Customer Services Improvement, Fife Council	15:10	NETWORKING COFFEE BREAK
9:40	CASE STUDY OPEX - IS IT POSSIBLE FROM BOTTOM-UP AND STEP-BY-STEP? <ul style="list-style-type: none"> • One of the biggest wastes - non utilised talents • Find the constraints of your organisation • Involve professionals in continuous improvement • Dedicate time for CI activities Gergely Szabo , Global Problem & Continuous Improvement Lead, Givauden	15:40	THE ULTIMATE BRAIN SPA A facilitated discussion surrounding what you have heard and experienced over the last two days. Now is a chance to get final input from those unanswered questions you may have had; or gain some more insights from your peers regarding the challenges you are currently facing.
10:20	NETWORKING COFFEE BREAK	16:15	CLOSING REMARKS FROM THE CHAIRPERSON
10:50	CASE STUDY (35 min. Incl Q&A) THE RIGHT FIRST TIME GLOBAL TRANSFORMATION PROJECT <ul style="list-style-type: none"> • Implementing a global project whilst maintaining local identities by considering the cultural aspect • Engaging senior leadership and forging a mindset of excellence • Continuous improvement from the shop floor up Frantz Verholle , Quality Efficiency Director, Alstom Group		
11:30	SPONSOR SESSION HOW TO GET THE MAXIMUM OUT OF YOUR ORGANISATION <ul style="list-style-type: none"> • AchieveV's dynamic Operational Excellence Framework • Business optimizer in Action (small Case Study presented) • How Key Behavior Indicators (KBIs) drive Key Performance indicators (KPIs) • The Power of Meta Data • (Lean) Transformation Success Factors • Setup for Success: AchieveV's Implementation Approach Norbert Faulhaber , Chief Sales Officer AchieveV Global & Regional Manager DACH, AchieveV Joost Sluijter , Chief Technology Officer, AchieveV		
12:10	CASE STUDY (35 min. Incl. Q&A) THE ENTERPRISE EXCELLENCE TRANSFORMATION PROJECT <ul style="list-style-type: none"> • A globally rolled out project whilst keeping local recognition through customisation • The development of tools & systems to not only continue progression but ensure sustainability • Enterprise alignment; workplace management; continuous improvement; recognition Redouane Cherfaoui , Deputy Head of Enterprise Excellence, Transformation & Strategic Planning, Ipsen Pharma		

