

OPERATIONAL EXCELLENCE WEEK CANADA

October 19-20, 2020

Online Event | Free to attend for In House Industry Professionals



Les Cyfko
Director,
Engineering
& Continuous
Improvement
PepsiCo



Amar Narain
CIO & Vice
President,
Information
Technology
Pizza Pizza



Barb Callander
Vice President,
Operations
Excellence - Six
Sigma & Learning
Maple Leaf Foods



Beth O'Connor
Director,
Operational
Excellence &
Execution
Visa



Sharif Barakzai
Director, Business
Process
Improvement
Loblaws



Julie Thyne
Global Continuous
Improvement
Lead
Dow Inc



Abhinav Suri
Head, Wealth
Process
Excellence
TD



Matthew Vaccari
Director,
Operational
Excellence
Canada Life



Julia Mauer
Director HRBP,
Global Growth
McCain Foods



Uma Gopinath
Head of
Technology &
Innovation
Lush Fresh
Handmade
Cosmetics



Elizabeth Dare
Director, Strategic
Business
Improvement
Johnson &
Johnson



Sachin Ahuja
Director
TELUS



**Leanne van
Zwieten**
AVP, Continuous
Improvement
Manulife

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Monday, October 19, 2020: Online Conference Day One

9:30 am EST
(35 mins)

Building Resilience: Operational Excellence and Transformation in a Time of Change

- Changing leadership behaviors to drive results faster: Achieving more with less
- Understanding the role of leadership thinking and behaviours in keeping a stressed workforce engaged, willing and able to carry out the actions necessary to drive OE
- Understanding the role of leadership in operational excellence: What makes a leader when it comes to continuous process improvements?
- How much do leaders have to know about operational excellence to be effective at leading improvements in their businesses?

Panelists:

Sharif Barakzai, Director, Business Process Improvement, Loblaws

Elizabeth Dare, Director, Strategic Business Improvement, Johnson & Johnson

Abhinav Suri, Head, Wealth Process Excellence, TD

Betty Parston, Vice President, NAM Lean Office, Schneider Electric

Panel Moderator: *Nathalie Pugno, Director of Digital Transformation, Ricoh Canada*

10:15 am EST
(45 mins)

Driving Operational Excellence at the Frontline Level through a Performance-Driven Learning Strategy

- The importance and key characteristics of today's frontline worker
- Common challenges to workforce training and enablement
- Going beyond traditional methods to drive operational excellence through simulation, XR, and cloud
- Access to just-in-time information for ongoing performance support
- Using AI and ML for impact measurement and continuous improvement

Coral Siminovich, Product Management Lead, AVEVA

11:00 am EST
(35 mins)

Beyond RPA: Your Catalyst for Business Transformation

Now more than ever, the workplace is a hot spot of change. Enterprises are investing in solutions to accelerate their path to value and make real business impacts through a combined human and intelligent digital workforce.

Helping businesses prepare for the future, today, Blue Prism Cloud (BPC) is a SaaS-based intelligent automation platform providing a pool of AI-enabled digital workers straight from the cloud with embedded cognitive skills.

With deep experience and expertise across major industry verticals around the world, join Bits In Glass and Blue Prism for an in-depth look at how the Blue Prism Cloud Digital Workforce® is leading the way for the business needs of today and tomorrow. Learn how Blue Prism Cloud sets itself

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apart from other RPA platforms, and how it can take your digital transformation journey to the next level!

Albert Nguyen, Associate Director of Professional Services, Bits In Glass

Ben Case, Director of Solutions, Blue Prism Cloud

Lori Moss, Practice Director, Blue Prism Cloud

**11:40 am EST
(35 mins)**

Switching to Remote Workforce, Leveraging SaaS EDM Solutions

- Effectively collaborating with stakeholders for internal and external projects when working remote
- Ensuring data from external stakeholders are accurate
- Controls[workflows] are there in the system for transmittal and submittal of projects
- Accessing the most up to date documentation when remote

Erick Quiroz, Senior Account Executive, Accruent

**12:20 pm EST
(35 mins)**

Transforming With Your Customer: The Evolution of An Operational Excellence Partnership

- Our evolution from a product-centric technology provider to services-led
- Lessons learned developing infrastructure management (IM) services
- Using our own transformation experience and automation toolkit to simplify, improve and optimize customer business processes

Ryan Beckwith, National Process Automation Consultant, Ricoh

**1:00 pm EST
(40 mins)**

Handover of Engineering Information: Tackling the Challenge

- Gauging the cost of inadequate handover
- Mapping the use of an need for asset information
- Gathering and distributing asset information
- Building blocks for a systematic approach

Rudi Pieters, Product Owner, Accruent

**1:45 pm EST
(40 mins)**

Continuous Improvement From the Ground Up

PepsiCo employs over 5,000 people at over 50 sites across Canada. Facing an increasingly competitive market is PepsiCo's rationale for launching a comprehensive CI strategy through the organization. In this case study, Les Cyfko, Director of Continuous Improvement & Engineering at PepsiCo, will discuss the implementation of a nationwide continuous improvement program at the company that has led to over \$100 million in savings.

- Creating a burning platform in an already successful company
- Engaging the entire organization from leadership to the frontline
- Enhancing supply chain collaboration
- Lessons learned

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Les Cyfko, Director of Continuous Improvement & Engineering, PepsiCo

2:25 pm EST

Operational Excellence Week Canada Wraps for the Day

Tuesday, October 20, 2020: Online Conference Day Two

9:10 am EST
(35 mins)

Process Mining: Your new Superpower Providing Direct Visibility Into Your Business Processes

Process Mining is a new discipline, quietly developed in Europe in the last decade, and now ready for prime-time. It is a surprisingly simple, yet robust data science providing near-magical visibility into business processes. It is now used in various productivity improvement projects, such as Robotic Process Automation, but also by Internal Audit and Compliance Departments to identify deviations and irregular transactions. This interactive panel discussion will showcase how several large Canadian companies are leveraging the technology to drive efficiencies in their operations – at a time when they need it most.

Panellists:

Biju Misra, Director, Operations- Corporate Business Services & Automation CoE, Enbridge

Leanne Van Zwieten, AVP, Continuous Improvement, Manulife

Rudina Holmqvist, Business Consultant, Telus

Panel Moderator: Frederic Brosseau, President and Founder, Akuting

9:50 am EST
(35 mins)

Connect Workers, Boost Productivity and Reduce Human Mistakes Through Digitalization & Mobility

During our session, we will show you how Resco platform is helping Oil & Gas Industry digital transformation through his powerful platform and ready-to-go module for any step-by step procedure as Pipes Inspections, Machines Maintenance, Work Orders, Quality Check, Health & Safety controls.

Thanks to many pre-build modules to organize the staff work, check real-time data on the field and analyzing trends, supervisor can have all data to take the most efficient and cost-saving decisions

Ivan Stano, COO, Resco

10:30 am EST
(35 mins)

Accelerating Digital Transformation in Chaos

- How has COVID impacted your Operational Excellence strategy?
- What is the most significant obstacle your organization faces in driving digital transformation?
- What opportunities do you see with the changing marketplace and digital transformation?

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- How can Digitalization drive Operational Excellence?
- Fostering a culture that accelerates technology adoption
- How do you identify – & develop - the digital skills & capabilities you need?
- Growing people & changing behaviors: Why operational transformation is not just about redesigned business processes and new technology applications

Panelists:

Matthew Vaccari, Director, Operational Excellence, Canada Life

Amar Narain, CIO & Vice President, Information Technology, Pizza Pizza

Uma Gopinath, Head of Technology & Innovation, Lush Fresh Handmade Cosmetics

Panel Moderator: *Jonathan Bowness, Enterprise Workflow Solution Consultant, Ricoh*

11:50 am EST
(35 mins)

Business Transformation: Experiencing Moneris in a Digital Way

Moneris is Canada's largest provider of innovative solutions for mobile, online and in-store payments, processing more than one in three transactions. While Moneris is a leader in payments, we recognized that our Customer Experience (CEX) offerings needed to be equally strong. We needed to innovate and embrace more digital options to meet customer demand and deliver more effective experiences. We set out a formal strategy, made investments and committed resources to bring digital experience to parity with traditional channels. This is our journey.

- Building the business case for digital transformation of your customer service
- Going beyond traditional CRM and gaining a competitive edge by delivering richer customer experiences
- How fundamental changes in technology, such as machine learning, RPA and chatbots are driving new, transformational approaches to service
- Understanding the impact of digitization on your business - and your people
- How to identify – and then develop – the digital skills and capabilities you need

Allan Measor, Vice President, Business Transformation Office and Customer Enablement, Moneris

12:30 pm EST
(40 mins)

Using Short Interval Control to Drive Performance

- Are you measuring performance or improving it?
- What are the differences between KPIs and SICs?
- How do you choose the right SICs?
- How can Short Interval Control be used to drive sustainable performance improvements?

Julie Thyne, Global Continuous Improvement Lead, Dow Inc.

1:10 pm EST
(40 mins)

“Culture Eats Strategy for Breakfast”: Key Levers for Evolving Your Company Culture

- Creating a culture of Continuous Improvement
- Determining your organization's current culture – and shaping it to fit your strategy
- Why culture is the best source of competitive advantage out there

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- Defining your aspirational target culture
- Leadership alignment: changing leadership behaviours to drive operational excellence
- Using culture as a fundamental management tool
- Understanding that what worked in the past may no longer work in the future - and what worked for one company may not work for another

Panellists:

Barb Callander, Vice President, Operational Excellence & Learning, Maple Leaf Foods

Sachin Ahuja, Senior Program Manager, Telus

Julia Mauer, Director HRBP, Global Growth, McCain Foods

Moderator: *Jose Pires, Founder & CEO, Global Excellence & Innovation*

1:50 pm EST

Operational Excellence Week Canada Wraps! See you in March 2021!