

OPEX WEEK 2020

Draft Agenda

3-4 December 2020 | Free Online Digital Event

Technology and innovation are still driving operational excellence leaders to adapt and redefine their end to end operational processes to respond to our new reality in a digital age.

However, budgets are being tightened and with consumers habits changing and attrition attributed to COVID-19, are we operating conservatively or are we clearer on customer needs being met and how our processes are aligned to reflect that?

Operational excellence is now centred upon understanding the significance of **value** to an organisation - people, processes, and technology alike to unlock exceptional quality, faster delivery and reduce cost across the entire value chain.

OPEX WEEK 2020 will focus on:

- Executing process excellence to enable sustained success and continual alignment to business strategy
- Combining process automation technologies to enable Intelligent Automation across the value stream
- Re-imagining processes using design-thinking principles to create a frictionless process efficient organisation of the future
- Adapting to new advanced technologies and layering AI and ML to optimise back office operations and workforce productivity
- Creating a framework for a digital ecosystem to accelerate process change and align OE, EX, and CX

Join us on 3rd and 4th December 2020 online to discover how you can address these challenges at OPEX WEEK 2020 and listen to our key opinion leaders:

- ✓ **Cristian Paun**, Business CIO EMEA, **DuPont**
- ✓ **Jimmy Kesters**, Vice President Global Systems & Processes, **Datwyler**
- ✓ **Gerald Lackey**, VP Business Optimization and Agility, **GAF**
- ✓ **Anu Pujj**, Principal of Operational Excellence, **Amazon**
- ✓ **Jen Croneberger**, Founder, **The HUMAN Leadership Institute**
- ✓ **Eric P. Brown**, Business Analyst, **MMG Insurance**

[REGISTER NOW](#)

CONFERENCE DAY ONE | 3 DECEMBER 2020

Welcome and Introduction from the Chair

9am EST Executing Process Excellence in a Post-Pandemic World

The COVID-19 pandemic has disrupted the business world and companies have no choice but to review their strategies to overcome the crisis. Datwyler can share insights of their current initiatives and application areas to increase automation and digitalization.

This session will address:

- How to focus and quickly adapt to a rapidly changing and increasingly unpredictable environment (VUCA)?
- How the new OKR system drives strategy execution with a clear focus on priorities and continuous monitoring of results
- Impacts to business transformation goals during COVID – Examples can be shown, what slowed down and what got expedited?

Jimmy Kesters, Vice President Global Systems & Processes, **Datwyler**

10am EST Deliver Business Transformation with a Dynamic Process and Capability Centric Approach

Taking on business transformation is an immense challenge. Knowing where and how to start is a major hurdle. There are two ways to look at this: with 1) a process-centric view and 2) a capability-centric view. Process-centric views demonstrate the series of activities in an organization that lead to a specific end. This can be from multiple perspectives including current state and future state. Capability-centric views demonstrate the abilities and knowledge required to execute business strategy. But what if these views were combined and you could get the best of both worlds? Process and capability understanding and alignment by stakeholders is critical, as everyone needs to be on the same page to move the organization forward in the right direction. Processes and capabilities need to be considering equally in order to properly execute and support business transformation. This session will detail why this is a necessity and how a dynamic process and capability centric approach works. This session will address:

- Understand how to assess value delivery across value chains with process-centric views
- Understand how the organization is performing while delivering this value via processes
- Understand how leveraging process views for future-state can optimize business transformation execution

- Understand how to assess business strategy execution with capability-centric views
- Understand how the organization is performing in relation to desired outcomes
- Understand how leveraging capability views for future-state can optimize business transformation execution
- Understand how to combine process- and capability-centric views for effective business transformation delivery

Eric P. Brown, Business Analyst, **MMG Insurance with Signavio**

11am EST Transforming Operational Excellence with Digitalization

The road to your company's Digital Transformation is paved with data. Leading an organization with the tools and processes in place to use it, glean insights and ultimately make your best data-driven business decisions is going to determine if you can make it a smooth or bumpy ride. In this session, we'll explore...

- How to set yourself up for success with solutions for data ingestion, automation, preparation, unification and analysis.
- Transforming critical sources of internal and external data into a governed network of data pipelines that empower you with meaningful business intelligence.
- How combining structured problem-solving and thoughtful analytics is key for Modern Operational Excellence
- How to make analytics easy and accessible for everyone in your organization, not just teams of data scientists and statisticians

Jennifer Atlas, Global Market Development Manager, **Minitab**

12pm EST Drive Operational Excellence and Continuous Improvement through Process-Driven Culture

This webinar will outline key steps to creating a process center of excellence, discuss how process management will help not only IT but also your line of business decision makers and users. We will also touch on how Nintex Promapp enables you to unlock a process-driven culture in your organization.

- The importance of establishing a process center of excellence
- The importance of being able to visualize and manage business processes
- How business value is derived from proper process management
- Why stakeholders should be engaged on proper process documentation

Paul Hsu, Director of Product Marketing, **Nintex**

1pm EST From Analytics to Action: Leveraging the Power of Microsoft Technology to Discover, Analyze, and Act Upon Process Intelligence

In this session, you will learn how you can transform a data set into process intelligence, all from within your existing Microsoft technology.

- How the combination of process mining and process analysis improves the value and increases the success rate of transformation projects
- How to leverage your existing Microsoft technology to generate better process insight
- How you can take historical data insights and use them to predict and simulate better process outcomes

Wouter Jan de Baan, Chief Product Officer, **Mavim** and **Lotte Vugs**, Founder, **WavesPI**

2pm EST Compassionate Leadership: The Glue That Binds an Organization Together

In a time where we are being asked to find new ways of working that are both effective and innovative, we are recognizing more and more that the barrier we are facing today of remote working is one we can navigate with the right leadership culture in place. Compassionate Leadership is a concept that focuses on amplifying innovation, creating cultures of belonging, and driving down the cost of turnover. The Harvard Business Review states in an article (December 2019), creating these cultures in a "10,000-person company would result in savings of more than \$52M/year." Bottom line, it is good for business.

In this session, you will learn:

- What Compassionate Leadership is
- How you can lead with empathy, compassion and belonging in the workplace
- How to create a culture where your teams WANT to show up authentically and feel they have the safe space in order to do so

Managing a swiftly changing environment takes leaders who are brave and have the ability to adapt quickly and effectively. Improving the workday experience is recognizing that human beings will always be a company's greatest asset. This is just the beginning of an ongoing conversation on how we can work together to create more compassionate leaders who drive cultures of belonging everywhere they show up.

Anu Pujj, Principal of Operational Excellence, **Amazon**

Jen Croneberger, Founder, **The HUMAN Leadership Institute**

End of Day One

[REGISTER NOW](#)

CONFERENCE DAY TWO | 4 DECEMBER 2020

Welcome and Introduction from the Chair

9am EST The Great Balancing Act: Driving Lean Efficiency and Agile Development in Manufacturing

Squeezing efficiency out of your capital assets delivers on your OI targets and innovation keeps your top-line rising, but how do you do both at the same time?

This session will address:

- How to blend Lean and Agile methods in a manufacturing environment
- Tips, Tricks, and Lessons Learned from the industry leading manufacturer of roofing materials

Gerald Lackey, VP Business Optimization and Agility, **GAF**

10am EST Session reserved for Creatio

11am EST Session reserved Harpreet Gulati, Senior Vice President, Planning & Operations Business, **AVEVA**

12pm EST Driving Digital Transformation to Empower and Align OE, CX and EX

Consumer behavior has been altered by the crisis; companies need to adapt to big changes in how people get their information, what and where they buy, and how they experience buying. How much channel shift have we seen? This session will address:

- How is the use of digital channels influencing and determining how we adapt our processes?
- Creating a framework for a digital ecosystem to accelerate process change
- Understanding how to move from a traditional to a digital operating model
- Rethinking our strategy to be CX orientated and interpreting VoC and VoE frameworks to determine process and operations as a result

Cristian Paun, Business CIO EMEA, **DuPont**

End of Day Two

[REGISTER NOW](#)