

# Engaging People OPERATIONAL EXCELLENCE 05.10.21 Changing Culture

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**18** In-House Brand Speakers **1** Day

- Cultural Change & Transformation As A Strategic Essential:** Explore how to embed long-lasting cultural change as a strategic essential at the heart of OPEX
- Maintain Momentum With Shifting & Remote Workplaces:** New behaviours and innovations driving OPEX and continuous improvement in our new normal
- Obstacles & Resistance!** Explore best-in-class examples of managing unexpected change to find silver linings, rethink traditional models and survive and thrive
- Drive Employee Engagement, Drive Excellence:** Boost motivation and morale during disruptive times from the shop floor to senior leaders
- Digital Transformation, Tech & AI Productivity:** Investment-worthy tech and AI which deliver increased operational productivity, efficiency and cost-savings
- NHS Case Study - My OPEX Journey:** The National Director of Lean Transformation for the NHS shares practical insights and lessons learnt
- Agile & Innovative Methodology:** Beyond the buzzwords, apply the right methodologies to drive operational excellence and continuous improvement today
- Measure Impact, Win Senior Buy-In:** Evidence commercial and strategic value and prove the impact of operational excellence to win buy-in
- Data-Driven Efficiencies:** Leverage data to assess productivity, performance and progress, inform future strategies and ensure evidence-based decision making
- Consolidating Covid-19 Lessons & The Future Of OPEX:** Difficult decisions and painful lessons that will strengthen the strategic future of OPEX in a post-covid economy

**FRESH FOR 2021!**  
**The Latest Trends & Strategies For A New OPEX Reality**  
 - 4 Years Of On-Trend, Innovative & Real-Life Insights  
 - **Dedicated Breakouts:** Senior Leadership, Middle Managers, Lean, Covid-19 Impact & D&I  
 - 4 **Hot Panels:** Changing Cultures, Engaging Employees, Shifting Workplaces, Lessons Learnt & Future of OPEX

A One-Day, Cross-Sector Conference & Networking Event, Central London or Virtually, **5th October 2021**

4th Annual

## Adapt New Trends, Maintain Momentum, Embed Resilience & Consolidate Learnings: Drive Operational Excellence With People Engagement, Cultural Change & Agile Innovation

Virtual Or London - You Choose

Embed New Lessons Learnt From Covid-19 & Embrace The Latest Trends To Maintain Effective Continuous Improvement Journeys In Distributed Workforces, Technologies & Changing Cultures, Drive Agile Innovation & Data Efficiencies To Measure Impact, Engage All Employees & Power Operational Excellence Strategies For Long-Term, Future-Proofed Results

 Gerry Meegan Director, Value Delivery  <b>The Coca Cola Company</b>	 Alessandro Laureani Operations Leader  <b>Microsoft</b>	 Pete Gough Partner & Continuous Improvement Development Manager  <b>Waitrose &amp; Partners</b>	 Alco Jensema Continuous Improvement Lead Europe and ANZ  <b>McDonald's</b>	 Koustuv Basu Senior Program Manager, Ops Integration  <b>Amazon</b>
 Mike Brett Operational Excellence Manager  <b>Sanofi</b>	 Ric McCormick Process, Improvement & Analysis Practice Lead  <b>Vodafone Business</b>	 Scott Worth Operational Excellence Manager  <b>Central England Co-operative</b>	 Dr. Steven Ward Lean Expert  <b>Balfour Beatty</b>	 Anita Tadayon Business Design Transformation Director  <b>BT Consumer</b>
 Alan Martyn National Head of Lean Transformation  <b>NHS Improvement</b>	 Richard Jones Head of Process Excellence & Improvement  <b>Thames Water</b>	 Valentina Smirnova Head of Transformational Projects - Travel  <b>AXA Partners</b>	 Nicolas Bry Strategic & Open Innovation Booster Orange Africa & Middle-East  <b>Orange</b>	 Andrew Watson Senior Agile Project Manager  <b>AXA UK</b>
 Scott Rolph Global Head of Continuous Improvement & Cost Transformation  <b>BT</b>	 Richard Hayes Operational Excellence Director  <b>Viatrix</b>	 Stuart Anwyl Head of Operational Excellence  <b>Balfour Beatty</b>	<p><b>WHY ATTEND?</b></p> <ul style="list-style-type: none"> <li>• 18+ OPEX, Lean, Continuous Improvement, Performance &amp; Operations Heads &amp; Directors Speaking</li> <li>• <b>Have Your Say!</b> Tailored Breakouts Including Middle Managers, Lean, Covid-19 Impact &amp; Senior Leadership Buy-In</li> <li>• <b>NEW 2021:</b> Lessons Learnt, Covid-19 &amp; Future Of OPEX panel</li> <li>• <b>Capture The Momentum Of 2021 With Cross-Sector Insights:</b> Construction, Telecoms, Food &amp; Drink, Pharmaceutical, Retail, Insurance &amp; Healthcare professionals share their perspectives</li> </ul>	

08.30 Log In & Explore The Virtual Platform

09.00 Morning Chair's Opening Remarks



Valentina Smirnova  
Head of Transformational Projects  
- Travel

AXA Partners



Chair's Remarks

Obstacles & Resistance

NEW

09.05 Survive & Thrive: From Managing Unexpected Change To Finding Silver Linings & Rethinking Traditional Models

- How do you successfully manage and measure change during times of unforeseen crisis?
- How can you support senior leaders in driving change and gaining stakeholder buy in when time is of the essence?
- Discover future-proof operating models to survive long-term change and meet unexpected demand
- Explore how to effectively build in new innovation and processes to overcome, and learn from, communication, tech and engagement challenges
- Back to the drawing board: discover the importance of building proactive resilience into your organisational structure to prepare for future obstacles
- Top heavy hierarchies, how can you optimise your work-load distribution to avoid bottle necks, empty schedules and inertia in times of rapid change?



Mike Brett  
Operational Excellence Manager

Sanofi



Engaging Employees

PANEL

09.25 Engaging Employees During Disruptive Times To Boost Morale & Momentum To Sustain Operational Excellence & Drive Continuous Improvement



- From contact centres to delivery drivers to factory floors, engage deskless and distributed employees across the organisation in OPEX initiatives and overcome connectivity barriers with targeted, transparent communication
- Live streams, podcasts, Yammer and Teams...communication tools have rapidly increased but how can you increase the efficiency of your comms to unlock the next level of OPEX engagement?
- CEOs and crisis comms: how to rapidly communicate key messages to prepare for change and reveal the human side of your upper management to win employee buy in and trust?
- How to collect and harness representative feedback which reflects the real concerns of your entire workforce, not just desk-based managers?



Stuart Anwyll  
Head of Operational Excellence

Balfour Beatty



Pete Gough  
Partner & Continuous Improvement Development Manager

Waitrose & Partners

Scott Worth  
Operational Excellence Manager

Central England Co-operative

Richard Jones  
Head of Process Excellence and Improvement

Thames Water

10.00 Bonus Session Reserved For Exclusive Conference Partner

10.15 Morning Coffee Break & Informal Networking

Measure Impact & Win Senior Buy-In

10.45 Evaluate & Prove The Impact Of Operational Excellence To Evidence The Commercial & Strategic Value Of OPEX & Win Buy-In

- From KPIs to metrics, how do we govern and measure OPEX to provide consistent practise and comparable results?
- Stand out from the crowd: successfully benchmark your performance to identify room for improvement and fine-tune your success criteria
- Steer clear of vanity metrics to accurately record success throughout the project lifecycle
- ROI? CX? Reduced waste? Increased production? Translate your progress into visually-digestible information which satisfies the c-suite
- How do you measure change to prove value-added, ROI and highlight the integral role of OPEX?

11.05 Bonus Session Reserved For Exclusive Conference Partner

Digital Transformation, Tech & AI

11.25 Identify Investment-Worthy Tech & AI To Deliver Increased Operational Productivity, Efficiency & Cost-Savings In A Time Of Accelerated Digitalisation & Limited Budgets

- Review the tech advances and trends of the past 18 months to determine the best technology investments to match most urgent business needs
- Uncover the true value of AI and RPA - where they can be used to greatest effect and where do their limits lie?
- Digital revolution leads to human revolt? Tech integration approaches which overcome internal resistance
- How can you find technology that not only withstands the test of time but adapts to unforeseen change and grows with you to save repeat investment
- Explore the road map of tech companies for 2022: set long-term tech strategies that avoid constant change and alteration to protect the bottom line

OPEX Journey Case Study

11.40 From Set Up To Stumbles & Success: Share The Vision, Goals & Strategies That Define, Drive & Sustain Your OPEX Journey



- Concept versus reality, shape your OPEX function to align with the wider company strategy, justify importance and expand your vision
- How can you guarantee buy-in from stakeholders who support your goals and invest in your success?
- From paper to people, navigate the challenges of translating CEO priorities into actionable strategies and long-term, quantifiable progress for all levels of your organisation
- How can you successfully convey the essence of your OPEX function from the office environment to remote teams to continue with OPEX as normal?



Scott Worth  
Operational Excellence Manager

Central England Co-operative



12.00 Morning Chair's Closing Remarks

12.10 Lunch Break & Informal Networking

12.20 Informal Breakout Discussions

Peer-To-Peer

A. Lean



Stuart Anwyll  
Head of Operational Excellence

Balfour Beatty



Dr Steven Ward  
Lean Expert

Balfour Beatty



B. Coronavirus Impact



Koustuv Basu  
Senior Program Manager, Ops Integr

Amazon



C. People Productivity



Scott Rolph  
Global Head of Continuous Improvement & Cost Transformation

BT



13.00 Afternoon Chair's Opening Remarks

OPEX Journey Case Study

- Explore how Vodafone Business are merging agile & operational excellence to deliver discrete incremental benefit whilst using process & data to prioritise improvement across an End-to-end journey



 Ric McCormick  
 Process, Improvement & Analysis  
 Practice Lead  
**Vodafone Business**



 Scott Rolph  
 Global Head of Continuous  
 Improvement & Cost  
 Transformation  
**BT**



## OPEX Journey Case Study

16.25 **From Set Up To Stumbles & Success: Share The Vision, Goals & Strategies That Define, Drive & Sustain Your OPEX Journey**



- Discover how Coca-Cola are emerging stronger and turning crises into opportunities with new operating models and expediated plans for long-term improvement

 Gerry Meegan  
 Director, Value Delivery  
**The Coca Cola Company**



## OPEX Journey Case Study

13.30 **From Set Up To Stumbles & Success: Share The Vision, Goals & Strategies That Define, Drive & Sustain Your OPEX Journey**



- Discover how the NHS define and implement Lean, drive Improvement Practice and hear reflections on Lean strategies during the Covid-19 pandemic

 Alan Martyn  
 National Director Lean  
 Transformation  
**NHS Improvement**



13.50 **Bonus Session Reserved For Exclusive Conference Partner**

## Changing Cultures



14.05 **Not Just An Add-On, Embed Sustainable & Long-Lasting Cultural Change As A Strategic Essential At The Heart Of OPEX**



- How do you successfully manage change within your company culture to deliver long-lasting impact, innovation and continuous improvement?
- Build workplaces which support employee mental health and wellbeing and retain face-to-face interaction in a social distancing world
- Explore fear and enthusiasm around cultural change to uncover the mindsets, motivations and obstacles behind your change strategies, innovation targets and vision
- How can you increase an individual's awareness of their role in change and operational efficiency to drive accountability and trust within teams?

 Nicolas Bry  
 Strategic & Open Innovation  
 Booster Orange Africa and  
 Middle-East



**Orange**

 Alco jensema  
 Continuous Improvement Lead  
 Europe and ANZ



**McDonald's**

 Koustuv Basu  
 Senior Program Manager, Ops  
 Integration



**Amazon**

## Data-Driven Efficiencies

14.40 **Leverage Data To Assess Productivity, Performance & Progress, Inform Future Strategies & Ensure Evidence-Based Decision Making**

- But what is the data telling you? Tactics to best assess and interpret the information at your fingertips to uncover problems, design improvements and achieve the organisational goals
- Drive agility with accurate performance temperature checks to refine strategies on the go!
- How can you ensure experience gained is consistently fed in from the very beginning of future initiatives?

15.00 Afternoon Refreshment Break With Informal Networking ☕

## Agile & Innovative Methodology Application



15.30 **Ensure Agile Is More Than A Buzzword: Assess & Apply The Right Methodologies To Drive Operational Excellence & Continuous Improvement In Our New Reality**

- In today's uncertain times, agility is critical... but how can you lay the foundations when the ground is always moving?
- Scrum, Lean, Kaizen, Waterfall, Kanban, Hoshin, Six Sigma, Prince2... with so many schools of thought for the same objective, how do you determine the right fit that will drive your OPEX strategy forwards?
- Convert and conquer: prove the value of agile to bring colleagues along on the agile journey and build unified, purpose-driven teams

15.30  Drew Watson  
 Senior Agile Project Manager  
**AXA Insurance UK**



15.50  Anita Tadayon  
 Business Design Transformation  
 Director  
**BT Consumer**



16.10 **Bonus Session Reserved For Exclusive Conference Partner**

16.45 **Viatrix OPEX Case Study - Total Productive Maintenance**



- Explore the key challenges, obstacles and lessons-learnt from Viatrix and hear how they are driving effective operations and engaging colleagues for sustained continuous improvement

 Richard Hayes  
 Operational Excellence Director  
**Viatrix**



## The Future Of OPEX



17.05 **Difficult Decisions & Painful Lessons: What Have We Learnt From COVID-19 That Will Strengthen The Strategic Future Of OPEX In A Post-COVID, Post-Brexit & Uncertain Economy?**



- What criteria and tools have you used to prioritise workloads, downsize departments and best utilise furlough to maintain an effective and productive workforce?
- How can we innovate and improve on core processes that have been exposed as outdated or ineffective by COVID-19?
- How has COVID-19 enabled you to future-proof your OPEX function and build resilience across your company to withstand future challenges?
- What pre-conceptions of the workplace have you challenged and how can we maintain positive change moving forwards?
- How can we harness the progress of the past year to drive operational excellence and continuous improvements forwards and avoid falling back into old habits?

 Alessandro Laureani  
 Operations Leader  
**Microsoft**



17.35 Closing Remarks & Close Of Conference

# 4 Easy Ways To Register

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- Phone +44 (0) 20 3479 2299
- Post this booking form to Global Insight Conferences, 5-11 Lavington Street, London, SE1 0NZ
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Price	Standard Rate
In-House/Brand Rate	£599 +VAT
Agency/Supplier/All Other Companies	£799 +VAT

- Speaker notes available to download one week after the conference, subject to speaker disclosure.
- Only one discount can be used per registration.
- Please note that all registrations are subject to a 3% booking fee.

**Group Discounts:** 4 delegates for the price of 3. Or send 3 and get your third place half price! (This applies to inhouse practitioners only, not agencies and suppliers, and cannot be used in conjunction with any other discounts, including earlybird offers)



**Programme Alterations:** Conferences are organised many months in advance of the conference itself and sometimes we may need to make substitutions, alterations or cancellations of the speakers and/or topics. Whilst we make every effort to find a direct replacement if a speaker cancels, sometimes this is not always possible within the timeframes we are given. Any substitutions or alterations will be regularly updated on the conference website.

## Can You Help OPEX Professionals Drive Engagement, Change & Innovation?

Opportunities To Get Involved Include:



Book Now & SAVE £1,000

- Speaking & Thought Leadership Opportunities
- Pre-Conference Marketing & Brand Exposure
- Virtual One-To-One Meetings
- Interactive Networking, Direct Messaging, Meetings, Live Discussion

- On The Day Customisable Branding On The Dedicated Virtual Platform
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Central London or Virtually, 5th October 2021 - 4th Annual



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