

The Operational Excellence & Business Improvement Conference  
**8th September 2022, 1 America Square**  
17 Crosswall, London EC3N 2LB

## Operational Excellence & Business Improvement Conference 2022

### Event Programme

#### **Registration, Informal Networking & GIC Opening Remarks**

08.30 – 9.00

#### **Morning Co-Chairs' Opening Remarks**

09.00 – 09.10

Sarah Woledge  
Senior Business Improvement Manager  
**Travelodge Lodge Ltd**

Will Burrows  
Continuous Improvement Manager  
**Halfords**

#### **Digital transformation**

09.10 – 09.35

#### **With Accelerating Digital Adoption, Drive The Change Now With Ops Excellence Strategies To Consolidate Your Business Intelligence, Set Transformative Targets & Hit New Heights**

- In the post-Covid landscape, should digital-first solutions be the default setting? How can we encourage budget-holders to buy into transformation and focus on deploying initiatives that are digital-ready?
- Make robust preparations for the pace and scale of change to ensure smooth transitions and avoid lapses in productivity during modernisation
- Raise the capability of your workforce to embrace digitalisation, thrive in new skillsets and drive innovation and effectiveness
- Leverage software development to achieve solid visualisation in a hybrid and digitised world

Dr. Andreas Klesse  
Head of Operational Excellence  
**E.ON**

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### **Engaging Employees In Opex Culture - Panel Discussion Q&A**

09.35 – 10.15

#### **Build Improvement & Excellence Practices As Key Capabilities Across Operations & Processes To Give Colleagues Ownership In Finding Solutions**

- Engage colleagues throughout your organisation and support them with the tools to drive excellence
- How can you ensure that leadership and senior management value and prioritise OPEX, champion its strategies in their business vision, and embed OPEX as a key practice within “business as usual”?
- Hone your communications to cascade challenges up to management, channel KPIs down to the shop floor, and expand your OPEX capabilities
- Actively encourage grassroots feedback throughout the business to bring areas for improvement to the surface and invest in this feedback to fuel your company wide OPEX culture

Lee Reed  
Director Of Franchise Operations  
**KFC UK & Ireland**

Alexandru Costin Stoica  
Operational Excellence Lead  
**Michelin**

Joanna Wood  
Group Operational Excellence Director  
**BAE Systems**

Anthony Savell  
Head of Business Optimisation  
**Close Brothers**

Stuart Jones  
Head of Operations (UK West)  
**Hitachi Rail**

### **Change Management & Resistance**

10.15 – 10.40

#### **An Era Of Constant Unpredictability & The Need For Agility: How To Adapt, Drive & Sustain Change & Innovation & Minimise Resistance?**

- Achieve successful business change and transformation with continuous improvement-led projects that ensure the goals of change are closely aligned to business strategy

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- In a complex, cost-sensitive climate with regional silos and localised cultures, how can OPEX practitioners ensure widescale, sustainable, meaningful change above rash and rushed initiatives?
- Managing confrontation: how can we successfully combat direct resistance to change?
- Tap into behavioural psychology: how can we best equip our colleagues and leaders to embrace novelty when the pace of change has been so fast that many are struggling to cope?

Jenny Baynes  
Head of EPM & Business, Improvement (Digital services)  
**National Highways**

**Bonus Session Reserved For ABBYY**

Presentation by Conference Partner, ABBYY

10.40 – 10.55

**Morning Refreshment Break With Informal Networking**

10.55 – 11.25

**Leverage New Technologies & Automation - Double Perspective**

11.25 – 11.50 – Perspective One

**Fuse New Technologies & Automation With Continuous Improvement & Operational Excellence To Ensure Fit-For-Purpose Upgrades That Add Value**

- Build your investment case for deploying critical new systems and machinery and secure flourishing long-term ROI
- Technical knowledge is only part of the solution: secure strategic expertise around automation to roll out upgrades with impact and slick business design
- With machine learning, RPA, programming and more, harness the potential of cost-effective technologies to drive efficiency and effectiveness in your operations
- Where automation is ironing out human error and replacing traditional roles, transform your workforce with digital and data-responsive skillsets, and rally colleagues around their roles in enhancing productivity

Katie Entwistle  
RPA DevOps Senior Specialist  
**Oxford City Council**

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**Bonus Session Reserved For Conference Partner, Protiviti**

11.50 – 12.05

**Putting People at the Heart of your Automation Strategy - A Case Study**

- Discovering the "real problem" behind customer experience and process inefficiencies through design thinking
- Designing a "fit-for-purpose" solution through Human-centred design principles, putting your customers (internal & external) at the heart of the solution
- Trailing these solutions through a "Fail-fast" approach of rapid prototyping and minimum viable products
- Converging technology across your technical landscape to address business problems in a more sustainable way

Harrison Jardine  
Business Performance Improvement Manager  
**Protiviti UK**

**Data, Metrics & Roi**

12.05 – 12.30

**How To Translate Growing Volumes Of Data Into Reliable, Meaningful Insights With Quicker, Actionable Benefits & Fuel OPEX Success**

- Ask the right questions and create and track metrics that are sensitive to your business objectives
- Expand the adoption and frequency of data collection and reviews throughout your business to facilitate better root cause analysis
- Enhance the visibility of your operations through dashboards and graphics to take advantage of business opportunities in real time, understand risks and manage your assets more responsively
- How can you combine data with the interpreting skills and training needed to drive intelligent decision-making, and expand your business intelligence to operators in the field?
- Capitalise on internal and external benchmarking to measure success, set targets, and optimise performance
- End the cat-and-mouse game: from responding to failures to anticipating problems and nipping them in the bud, drive efficiencies through forecasting and lean on your data and AI capabilities for proactive improvement

Katie Payne  
Process Automation Lead  
**Ageas UK**

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### **Morning Co-Chairs' Closing Remarks**

12.30 – 12.40

### **Lunch For Delegates, Speakers & Partners**

12.40 – 13.40

### **Informal Peer-To-Peer Discussion**

13.10 – 13.40

#### **Topic: Leaders & Managers**

Will Burrows  
Continuous Improvement Manager  
**Halfords**

### **Chair Opening Remarks**

13.40 – 13.50

Tim Perkins  
Head of Performance & Continuous Improvement  
**AstraZeneca**

### **Capability Assessment & Methodologies Toolkit - Panel Discussion & Q&A**

#### **Deep Dive The Top Schools Of Thought & Expand Best Practice Throughout Your Business With Well-Honed & Targeted Methodology Application**

13.50 – 14.20

- Map your business capabilities to bring the right problems to the surface, and unlock the roadmap to your business objectives and long-term strategies
- Revisit new processes to temperature check performance, assess pain points and recalibrate your outputs
- When it comes to agility and standardisation, think horses for courses: how can different methodologies be harnessed in localised contexts and work cultures and push towards common targets and KPIs?
- Communicate and instil improvement and excellence practices with colleagues straightforwardly to encourage wide and speedy adoption
- Expand lean maturity assessments to new sectors and areas of businesses in the evolved workplace to extend the reach of operational excellence

Alco Jensema  
Continuous Improvement Lead Europe & ANZ  
**McDonald's**

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Yash Date  
Operations Manager (Operational Excellence)  
**Amazon**

Alejandro Alvarado Méndez  
Continuous Improvement Project Manager  
**LEO Pharma**

### **Bonus Session Reserved For GENEO**

Presentation by Conference Partner, GENEO

14.20 – 14.35

### **Driving Excellence & Improvement During Transformation**

14.35 – 15.00

**Hear How Shell Has Brought Together A Range Of Expertise Areas To Help The Organisation Learn & Adapt Faster To Proactively Manage The Next Phase Of Their Journey**

- How we are bringing to life new mindset and behaviours
- How we are embedding improvement and learning into our revised Operating Model
- How we are evolving our Continuous Improvement skills and capabilities to respond to the future

Roddy Macfarlane  
Centre of Expertise Lead for Continuous Improvement  
**Shell**

### **Bonus Session Reserved For Partners In Performance**

15.00 – 15.15

Presentation by Conference Partner

Guy Turner  
Capital Global Director & Director of Europe  
**Partners in Performance**

### **Afternoon Refreshment Break With Informal Networking**

15.15 – 15.45

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### **Leverage New Technologies & Automation - Double Perspective**

15.45 – 16.10 – Perspective Two

#### **Fuse New Technologies & Automation With Continuous Improvement & Operational Excellence To Ensure Fit-For-Purpose Upgrades That Add Value**

- Build your investment case for deploying critical new systems and machinery and secure flourishing long-term ROI
- Technical knowledge is only part of the solution: secure strategic expertise around automation to roll out upgrades with impact and slick business design
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- Where automation is ironing out human error and replacing traditional roles, transform your workforce with digital and data-responsive skillsets, and rally colleagues around their roles in enhancing productivity

Frank Thielman  
Head Lean - Global Operational Excellence  
**Takeda**

### **The Future Of Operational Excellence - Panel Discussion & Q&A**

16.10 – 16.50

#### **Guide Long-Term Strategy Around Business Targets To Direct Decision-Making Now & Future-Proof Your Operations & Safeguard Progress**

- Future of work? With hybrid working the “new normal” for many, how can we ensure we are working to our full potential?
- Can the robots take over? Where can AI do the lean nudging for you with self-learning systems that propose changes reliably and influence strategy?
- OPEX has traditionally been primarily driven by the bottom line... but if we switch focus to another driver such as sustainability or customer-centricity, how do our excellence and improvement strategies need to change?
- How can operational and organisational excellence fuel business resilience?
- Industry 4.0: what are the ongoing challenges for businesses playing catch-up in this new era?

Ashutosh Pandey  
Senior Director & Head of Business Process Transformation  
**Nokia**

Lisa Watkins  
Head Of Business Improvement  
**Pets at Home**

Eduard Vidal  
Operational Excellence Manager  
**BASF**

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Ben Sawyer  
Head of Operational Improvement  
**Oxford University Press**

Joel Roxburgh  
EMEA Director of Business Transformation & Operational Excellence  
**Dexcom**

#### **Afternoon Chair's Closing Remarks**

16.50 – 17.00

#### **Official Close Of Conference**

17.00