

WCBF's 4th Annual

Lean Six Sigma Summit

Driving Innovation and Growth through Business Process Improvement

April 29th – May 2nd, Chicago, IL

PRE-SUMMIT WORKSHOPS, April 29th 2008				
8.30	6 Practical Interactive Workshops			
5.30	Welcome Cocktail Party			
DAY ONE MAIN SUMMIT, April 30th 2008				
8.20	Opening Address Day One			
9.30	LEAN SIX SIGMA CEO OF THE YEAR AWARD 2008			
10.40	Key Plenaries			
12.00	Leadership Panel			
1.30	FEATURED HEADLINER			
3.00	TRACK A: DEPLOYMENT INTEGRATION	TRACK B: SCALING-UP LEAN SIX SIGMA	TRACK C: GRASSROOTS LEAN SIX SIGMA	INTERACTIVE TRACK: LEAN SIX SIGMA VP FORUM
4.35	Plenary			
5.15	Gala Reception and Dining Chicago!			
DAY TWO MAIN SUMMIT, May 1st 2008				
8.20	Opening Address Day Two			
9.00	CEO Presentation			
10.40	Plenary			
11.10	TRACK D: PROJECT SELECTION & MANAGEMENT	TRACK E: TRAINING AND MENTORING	TRACK F: GOVERNMENT & DEFENSE BENCHMARKING FORUM	TRACK G: ADVANCED USERS
1.40	TRACK G: SERVICE & TRANSACTIONAL ENVIRONMENTS	TRACK H: SUPPLY CHAIN	TRACK I: GOVERNMENT/DEFENCE	
3.30		TRACK J: MANUFACTURING	TRACK K: HEALTHCARE	
4.15	Closing Address			
5.00	Networking Activity			
POST SUMMIT WORKSHOPS, May 2nd 2008				
8.30	4 Practical, Interactive Workshops			

SUMMIT IN DETAIL

DAY ONE MAIN SUMMIT, April 30 th 2008	
7.30	Registration and Breakfast
8.40	<p>DAY ONE OPENING ADDRESS: Creating Value through Lean Six Sigma for Innovation</p> <ul style="list-style-type: none"> • Leveraging innovation in technology, business and leadership for business excellence • The true role of innovation for growth • Lean Six Sigma for efficiency and revenue growth - • Getting more for less through Lean <p>Invitation to: Jim Springfield, President & CEO, Valley Baptist Health System</p>
9.20	LEAN SIX SIGMA CEO OF THE YEAR AWARD 2008: To be confirmed
10.00	Morning Coffee Break and BOOK SIGNING:
10.40	<p>Sustaining Lean Six Sigma to Maintain Cost Savings and Profitability</p> <ul style="list-style-type: none"> • “Making it stick”- Engraining Lean Six Sigma into behaviours and company culture • Measuring sustainability of your deployment • Keeping it fresh and current, re-inventing customer satisfaction and loyalty • Maintaining the momentum and gains from projects through business process management <p>Confirmed: Rob Bryant, Vice President Process Improvement (GIS), COMPUTER SCIENCES CORPORATION</p>
11.20	<p>Employee Buy-In to Ease Cultural Transformation</p> <ul style="list-style-type: none"> • Training and mentoring - Effectively training your employees and the lessons learned • Integrating the change management programme to tie in with the Lean Sigma deployment • Aligning Lean Six Sigma to different parts of the business - Communicating the success stories to your employees throughout the organization <p>Confirmed: Laurel LaBauve, Vice President, Lean Sigma, MERCK</p>
12.00	<p>LEADERSHIP PANEL: Enterprise-wide Lean Six Sigma</p> <ul style="list-style-type: none"> • Creating a Lean culture • Engaging executives • How to make a difference? • Measuring Lean from a corporate level • Enterprise reporting for LSS • Aligning corporate objectives to projects <p>Invitations to: Scott Farmer, CEO, Cintas Corporation Jim Springfield, President & CEO, Valley Baptist Health System William Marino, CEO, Horizon Blue Cross Blue Shield of New Jersey Dick Clark, CEO, Merck Mike Zafirovski, President & CEO, Nortel Networks</p>
12.30	Lunch for Speakers and Delegates
1.30	KEYNOTE PRESENTATION DAY ONE: To be confirmed: Lee Cockerell , Former Executive Vice President of Operations, THE WALT DISNEY WORLD RESORT

2.30	Afternoon Coffee and BOOK SIGNING:			
PARALLEL TRACKS: Choose from 4 parallel tracks of powerful case study presentations and topical breakouts according to your interest				
	TRACK A: DEPLOYMENT INTEGRATION	TRACK B: ADVANCED LEAN SIX SIGMA	TRACK C: GRASSROOTS LEAN SIX SIGMA	TRACK D: DFLSS
3.00 - 3.40	Synergizing Lean and Six Sigma – Consolidating the structure for a seamless integration <ul style="list-style-type: none"> Building standards for solid Lean Six Sigma implementation Having the infrastructure in place Standardization of Lean Six Sigma across the organization Invitation to: Darryl Greene , Director of Operations, The Cleveland Clinic	Integrating Lean and Six Sigma into a Holistic Systematic Approach for Organizational Transformation Confirmed: Craig Long , Vice President of Quality, Milliken	Building Your Lean Six Sigma Deployment from the Ground-Up <ul style="list-style-type: none"> Gaining leadership support with grassroots results Lessons learned from an organic implementation Invitation to: Roger Myers , VP of Lean and Process Improvement, Sylvania	Design for Lean Six Sigma (DFLSS) for Innovation Invitation to: Dr Stephen Hoover , Vice President, Innovation Group, Xerox Corporation
3.45 - 4.25	Lean Six Sigma - Being ready for change <ul style="list-style-type: none"> Bringing your change management program in line with Lean six sigma Overcoming the struggle of internal cultural conflicts Integrating Lean Six Sigma into different parts of the organization Front and back office integration of Lean Six Sigma Confirmed: Debra Levantrosser , Executive Director, Lean/Supply Chain, JOHNSON & JOHNSON	Combining Lean and DMADV to Innovate Processes <ul style="list-style-type: none"> Optimizing process speed and efficiency using DOE Utilizing Lean concepts in an Engineering environment Building a Pull-System for Innovation and Lean through BPM Confirmed: Gregory Robertson , Director of Six Sigma, BLACK & VEATCH CORPORATION	LEAN SIX SIGMA VP FORUM: Presentation, discussion and Q&A from VPs from across industry <ul style="list-style-type: none"> What does the body of knowledge need to look like for Master Black Belts and Black Belts? Defining the competence mix (tools and capabilities) Defining base-line transactional cost of processes transformed by Lean Six Sigma integration Building the business case to harvest business value Aligning human behaviours for employee buy-in Confirmed Participants: Laurel LaBauve , Vice President, Lean Sigma, MERCK Tony Coomer , VP of Continuous Improvement, LEAR CORPORATION Martina Kuhmeyer , Exec VP of Six Sigma, TEXTRON FINANCIAL Invitations to: Jim Illing , VP & MBB, Bank of America Jeffrey Ward , VP of Operational Excellence, Tyco International	
4.30	Suggested topic: Strategic Lean Six Sigma <ul style="list-style-type: none"> Tying Lean Six Sigma into your company strategy and the business – Alignment within the organization Strategic planning and integration into the management system Meeting the needs of the business and leadership Linking your efforts to the overall corporate goal and bottom-line Integration with performance management – Having the process owners and primary metrics in place Invitation to: Donald McCabe , VP Manufacturing and Performance Excellence, Corning Inc.			
5.15 7.30	Gala Reception Dining Chicago!			

DAY TWO MAIN SUMMIT, May 1st 2008

7.30	Breakfast for Speakers and Delegates			
8.30	OPENING ADDRESS DAY TWO: Sustainability and Lean Six Sigma Invitation to: David E. Kepler , Senior vice president, chief sustainability officer and CIO, Dow Chemical			
9.15	KEYNOTE PRESENTATION DAY TWO: Topic to be confirmed Invitation to: Michael G. Winston , Expert on Leadership, Change and Innovation			
10.15	Morning Coffee Break and BOOK SIGNING:			
PARALLEL TRACKS				
	TRACK D: SCALING UP LEAN SIX SIGMA	TRACK E: TRANSACTIONAL	TRACK F: GOVERNMENT/DEFENCE	ADVANCED USERS
10.40 – 11.20	Applying Lean Six Sigma for Global Expansion <ul style="list-style-type: none"> Expanding global capabilities and global product offerings through Lean Six Sigma Scaling-up your deployment - Creating an integrated tool-kit/ approach in a fragmented organization Invitation to: Kathleen Dobbels , Vice President, Continuous Improvement, AC Nielsen	Process Re-Engineering in Transactional Environments <ul style="list-style-type: none"> Removing waste, improving cycle-times and through-put Raising the level of Lean training for a fuller understanding of more complex tools applied in a transactional environment Confirmed: Martina Kuhlmeier , Exec VP of Six Sigma and Jeff Johnson , MBB, TEXTRON FINANCIAL	GOVERNMENT & DEFENCE BENCHMARKING FORUM <i>Exclusive discussion session and roundtable for Lean and Six Sigma Champions/ Leaders in Government and Defense passionate about LSS</i> Suggested topics for discussion: <ul style="list-style-type: none"> Long-term implementation for sustainability Technology, innovation and Lean Six Sigma - What's the vision for the future? Participants: Confirmed: Teresa Hay McMahon , Performance Results Director, STATE OF IOWA DEPT OF MANAGEMENT James Warner, P.E. Director Industrial Division, MINNESOTA POLLUTION CONTROL AGENCY James Wasiloff , Master Black Belt and Lead Deployment Advisor, US ARMY Invitations to: VADM Walter Massenburg (Ret.) , Former Commander, Naval Air Systems Command, US Navy Thomas Hicks , Director of Lean Six Sigma, US Army Materiel Command (AMC) Professor Deborah Nightingale , Director, Lean Aerospace Initiative	Managing the corporate change for your deployment – Meeting the needs of your evolving Lean Six Sigma deployment <ul style="list-style-type: none"> Pitfalls to avoid Measuring ROI on your investment and the results Truly engaging management Identifying the right projects Confirmed: Tony Coomer , Vice President of Continuous Improvement, LEAR CORPORATION
11.25 – 12.10	INTERMEDIATE: Project Identification, Prioritization and Management <ul style="list-style-type: none"> Balancing the need for speed with the integrity of Lean and Six Sigma Maintaining control of projects for continuous improvement - Project monitoring and communicating the results to the business The financials – Developing bottom-line and top-line results 	Re-Branding Lean in Financial Services Invitation to: Wells Fargo Financial		ADVANCED USERS PANEL DISCUSSION: Does Lean Six Sigma Stifle Innovation? <ul style="list-style-type: none"> Balancing Lean and Six Sigma with innovation How Lean and DMADV can be combined to re-design processes How DOE can support Lean initiatives Confirmed Panellists: Gregory Robertson , Director of Six Sigma, BLACK & VEATCH CORPORATION

12.15	Lunch for Speakers and Delegates and PRIZE DRAW for Free Books!			
	TRACK D: SERVICE & TRANSACTIONAL ENVIRONMENTS	TRACK G: SUPPLY CHAIN	TRACK H: GOVERNMENT/DEFENCE	MASTER BLACK BELT FORUM
1.15 – 1.55	TWO CASE STUDIES: Embracing Lean Six Sigma in Service & Transactional Environments – Making it Work <ul style="list-style-type: none"> • Changing the culture • Creating the business case and gaining executive sponsor support • Harvesting the business value • Metrics to measure Lean Six Sigma in business processes 	Supply Chain Optimization and Revenue Growth through Lean Six Sigma <ul style="list-style-type: none"> • Leveraging bottom-line impact in the supply chain through Lean Six Sigma – Decreasing costs and cycle-times • Supplier buy-in - Consolidating suppliers commitment and understanding with Lean Six Sigma • Data mining for continuous improvement • Maintaining excellent customer service and a fluid supply chain • Extending value stream mapping through the supply chain Confirmed: Paul Pfeiffenberger , Master Black Belt and Global Continuous Improvement Manager, AIR PRODUCTS & CHEMICALS	Overcoming Resistance for Performance Improvement in State Government <ul style="list-style-type: none"> • Confronting the challenges for cultural change • Engaging the organization and communicating the value of Lean Six Sigma • Consolidating staff buy-in • Sustaining your Lean Six Sigma initiative Confirmed: Teresa Hay McMahon , Performance Results Director, STATE OF IOWA DEPARTMENT OF MANAGEMENT	MASTER BLACK BELT FORUM <i>Interactive, hands-on session exclusive to Master Black Belts</i> Facilitator to be confirmed Suggested topics: Training and Engaging Your Master Black Belts and Black Belts to Drive Change Management <ul style="list-style-type: none"> • Training and tools to keep Black Belts engaged and energised • Mentoring new Black Belts and Green Belts – Keeping it fresh and interesting • Content for Green Belt and Black Belt Lean Six Sigma training courses • On-line versus in-house training • Communication and training for a diverse workforce and in Service & Transactional Environments • Developing talent pools in Lean Six sigma implementation • Integrating Lean concepts into Black Belt training • Training for team management for Black Belts and Master Black Belts • Comparing and contrasting the role of Black Belts in different companies
2.00 – 2.40		Lean Six Sigma in Product Development: <ul style="list-style-type: none"> • Communicating the application of new techniques and the lean principles • Confronting change management issues To Be Confirmed: Anthony Orzechowski , Director of R&D Quality Engineering, ABBOTT DIAGNOSTICS	Enterprise Transformation through Lean Six Sigma Deployment in the US Armed Forces Invitation to: General Bruce Carlson , Commander, Air Force Materiel Command, US Air Force	
2.45	Afternoon Coffee and Networking			
	TRACK D: CHANGE MANAGEMENT	TRACK I: MANUFACTURING	TRACK J: HEALTHCARE	

3.15– 3.55	Maintaining Continuous Improvement through Company Re-Organization <ul style="list-style-type: none"> Keeping your resources focused during a period of transition 	Bridging the Gap for Effective Lean Six Sigma Away from Shop Floor in the Manufacturing Industry <ul style="list-style-type: none"> Successfully applying Lean Six sigma into finance and strategic support processes Financial reporting metrics for lean – Lean accounting and compliance Invitation to John Keller , director of continuous improvement. Wika	TWO CASE STUDIES: Specific case studies on the application of Lean Six Sigma in clinical and non-clinical processes: <ul style="list-style-type: none"> Deployment – Gaining understanding, support and commitment Using LSS to improve care measures; what can L6S do for Healthcare? Training in a dynamic work environment Demonstrating the ROI from clinical and non-clinical projects Clinical outcomes from improvement projects Invitations to: Nancy Sharp , SVP, Clinical Effectiveness, Sharp Healthcare Robert Costello , Director, Process Improvement, Northwestern Memorial
4.00– 4.40	Change Management and Employee Buy-in – Aligning Human Capital with Lean Six Sigma <ul style="list-style-type: none"> Changing organizational behaviours to gain acceptance and support 	Lean Six Sigma and Compliance to Regulatory Requirements in Product Development <ul style="list-style-type: none"> Aligning with FDA regulations for robust processes Communicating the application of new techniques and the lean principles Confronting change management issues Invitation to: Kelly Canter , Head of Process Excellence, Pfizer Inc.	
4.45	CLOSING ADDRESS: Suggested topic: Evolution of Lean Six Sigma - What Does the Future Look Like? <ul style="list-style-type: none"> Adapting Lean Six Sigma to globalization and the fast-changing economy Is Lean Six Sigma dead? 		
5.25 5.40	Concluding Remarks from the Chair Networking Activity		

WORKSHOPS

10 Practical, Interactive Workshops to include hands-on exercises and walk-throughs of specific projects

PRE-SUMMIT WORKSHOPS, April 29th 2008		
WORKSHOP A: 8.30-11.15 Includes Breakfast BEGINNERS: Back to Basics <ul style="list-style-type: none"> Getting started in Lean Six Sigma Demonstrating the value and the results for management and employee buy-in Measuring your results to get commitment Selecting the right people – developing champions and sponsors for your deployment 	WORKSHOP B: 8.30-11.15 Includes Breakfast INTERMEDIATE-ADVANCED: Lean Six Sigma and Innovation <ul style="list-style-type: none"> What lean six sigma innovation can do – simulation, interactive session 	WORKSHOP C: 8.30-11.15 Includes Breakfast Value Stream Mapping: <ul style="list-style-type: none"> Understanding and building on value stream mapping Value stream mapping as a management tool to direct Lean Six Sigma projects Applying engineering tools or software for lean – Value stream mapping for process balancing Using value stream mapping for decision engineering in transactional environments
WORKSHOP D: 11.30–2.15 Includes Lunch	WORKSHOP E: 11.30–2.15 Includes Lunch	WORKSHOP R: 11.30–2.15 Includes Lunch

<p>Project Selection</p> <ul style="list-style-type: none"> • Setting up effective project selection • Challenges for identifying projects <p>Measuring the Value of Projects</p> <ul style="list-style-type: none"> • Estimating the impact of Lean Six Sigma projects • Establishing and developing the right metrics 	<p>Suggested topic: Change Management and Employee Buy-in – Aligning Human Capital with Lean Six Sigma</p> <ul style="list-style-type: none"> • Changing organizational behaviours to gain acceptance and support 	<p>Guide to: Avoiding the Misapplication Tools Tool-busting/ refresher/ clarification session – Answering all your questions, giving you all the know-how and in-depth practical insight into how and when to apply the Lean and Six Sigma tools</p>
<p>WORKSHOP G: 11.30–2.15 Includes Lunch Suggested topic: Simulation tools (Healthcare?)</p> <ul style="list-style-type: none"> • Business Process modelling tools • Simulation (discrete events) 	<p>WORKSHOP H: 11.30–2.15 Includes Lunch Blending Lean Six Sigma in transactional environments</p> <ul style="list-style-type: none"> • Value Stream Mapping in Transactional Environments • Using QFD in transactional / services industries for new product development and real leverage performance 	<p>WORKSHOP I: 11.30–2.15 Includes Lunch Suggested topics</p> <ul style="list-style-type: none"> • Data selection • Development of Metrics • FMEA - quite complex and invaluable in Lean • Working in an Agile and Lean Six Sigma environment – How they co-exist • DMEDI • Root-cause analysis • Roll through-put yield (more six sigma) • Design of Experiments

POST-SUMMIT WORKSHOPS, May 2nd 2008	
<p>WORKSHOP J: 8.30-11.15 Includes Breakfast</p> <ul style="list-style-type: none"> • Team work - Basics of team facilitation, managing a team • Project Management 	<p>WORKSHOPK: 8.30-11.15 Includes Breakfast</p>
<p>WORKSHOP L: 11.30–2.15 Includes Lunch Guide to: The latest tools and changes in methodology</p> <ul style="list-style-type: none"> • Advanced tools • Linking your tools to your bottom-line • Having the mechanisms in place to support your tools 	<p>WORKSHOP M: 11.30–2.15 Includes Lunch</p>