

Engaging People  
**PROCESS &**  
**BUSINESS IMPROVEMENT**  
Sustaining Results 22.02.2022  
[www.processexcellenceconference.com](http://www.processexcellenceconference.com)

**Welcome to The Process & Business  
Improvement Conference!**

*Official Programme*

Please note that these timings are flexible. Due to the nature of a live event, the conference chairs and organisers will be updating the timings throughout the day to adapt to speakers running over time, late arrivals, last minute changes and extending popular sessions. Please rest assured we will do our utmost to adapt and to accommodate all live changes.

## **Registration, Informal Networking & GIC Welcome**

**08:30 - 09:10**

## **Morning Chair's Opening Remarks**

**09:10 - 09:20**

Monica Reid, Agile Lead, **Scottish Power**

## **Continuous Improvement**

**09:20 - 09:40**

### **Continuous Improvement Approaches To Transform Your Organisation, One Step At A Time With High-Performing, Resilient Teams Who Drive Agility & Sustained, Lasting Change**

- Kickstart new, streamlined CI initiatives within teams in this new world without allowing the business to fall into old habits
- The challenges of translating ideas into reality! From identifying areas for improvement to designing strategies to embedding new ways of working into business DNA
- Just how can you create that constant desire for better results in your teams? And how can you best instil resilience and support them in always striving for more when it sometimes feels relentless?
- Maintain agility and flexibility to adapt to new information such as updated rules and regulations

Tony Blanch, Quality & Business Improvement Director, **Network Rail**

## **Automation & ML**

**09:40 - 10:00**

### **Find Fertile Ground For Automation, Machine Learning & RPA To Maximise Business Impact**

- How machine learning drives business success at Siemens Mobility
- Unlock the potential of automation to achieve the same (or better!) results as in the office
- What does the future hold for successful RPA application?

Christoph Kolter, Program Manager for ERP/PLM Projects, **Siemens Mobility GmbH**

## Power your Intelligent Process Automation

- Get more process transparency for higher operational efficiency
- Scale automation faster for more productivity and growth
- Transform data into an actionable strategy with best-in-class Intelligent Document Processing\*



## **Engagement & Culture | Panel Discussions & Q&A**

**10:00 - 10:30**

### **Lead By Example In The New-Normal: Achieve The Right Organisational Culture To Minimise Cultural Roadblocks & Achieve Long-Term Process Excellence Success**

- Invest in your teams to keep the entire organisation informed and engaged to contribute towards meaningful change – no matter where they are based!
- How do you standardise processes when your employees have such varying needs?
- Enthusiasm isn't always enough! How can you incentivise and motivate your teams to proactively further process improvements?
- Training, tactics and tips to embed a process-improvement mindset across the entire organisation
- Increase buy-in and appetite for change with employee-centred process improvement initiatives where everyone can see a direct correlation between PEX and their working life

Scott Worth, Operational Excellence Manager, **Central England Co-operative**

Lauren Lewis, Director of Business Change & Transformation, **OVO Energy**

Steve Marjot, Head of Change Centre of Excellence, **NatWest Group**

Monica Reid, Agile Lead, **Scottish Power**

Melanie Wates, Head of Operational Excellence, **Schroders**

Jason Langdon, Head of Business Improvement Unit, **University of Southampton**

## **Bonus Session; ABBYY**

**10:30 – 10:45**

### **3 Easy Steps To Power Your Intelligent Process Automation**

- Gain insight from your current digital processes, to improve operational efficiency
- Scale your automation to enhance business productivity and growth
- Transform your enterprise data into actionable insights with innovative IDP solution

Maxime Vermeir, Director of Customer Innovation, **ABBYY**

# Tired of the 'house of cards' solution delivered by much of the market today?

So many times, what looks like a well sold viable **Continuous Improvement Programme** collapses like a 'house of cards'. The intended sustained performance is not achieved. This is because not all the key aspects required to create a performance-driven culture are considered.

We look forward to sharing "**The 4 Key elements of a successful CI Programme**" in today's special session.



If you would like more information about the services we offer and how we can help, please get in touch  
PHONE: +44 (0) 151 210 5507 EMAIL: [info@henkan.com](mailto:info@henkan.com)



### Morning Break With Informal Networking

10:45 - 11:15

### Bonus Session; Henkan

11:15 - 11:30

#### **The 4 Key Components of a Successful Continuous Improvement (CI) Programme**

- The practical role of Leadership role in a successful CI Programme
- The role of CI tools in changing culture
- The importance of a CI roadmap to improve performance at pace
- Developing an organisation culture that creates an army of problem solvers

Paul Wright, Managing Director, **Henkan**

### Post-Pandemic Processes

11:30 – 11:50

#### **Forget Everything You Thought You Knew! We've Hit The Reset Button On Process Excellence: Lessons Learnt & How To Embed "Needs Must" Bare-Boned Working Learnings Into Business-As-Usual**

- It's more than survival: how can you use the lessons learnt over the past two years as a unique opportunity to embed positive, long-lasting change?
- What is the tried-and-tested tech out there to create collaborative hybrid working environments and still achieve engagement, innovation and spontaneity?
- Design your future policies around long-term flexible working practices, ensuring your people's needs are central to the process for engaging, safe and positive working environments

Louise Loudon, Head of Business Excellence, **Siemens**

### Data-Driven Efficiencies

11:50-12:10

#### **The Numbers Don't Lie! Leverage Data To Set Business Priorities & Make Long-Lasting Changes Which Positively Impact The Customer, The Company & The Bottom Line**

- But what is the data telling you? Tactics to best assess and interpret the information at your fingertips to uncover problems and design improvements

- Ensure evidence-based decision making by strategically determining where improvements will add the most value to the business with data-led approaches to evaluate potential cost savings and waste reduction
- Solidify business cases with concrete information and data-driven arguments to convince the board of process improvement direction and achieve organisational goals

Ruchira Parchur, Agile Performance Engagement Manager, **Sky Betting & Gaming**

### **Bonus Session; Socoro**

**12:10 - 12:25**

**Are You Process Blind? Discover The DNA Of Your Organisation Using Work Graph**

Chris Duddridge, Head of Europe Sales, **Soroco**



# Discover how your teams work through **work graph based Task Mining**

When a team carries out its activities, usually three entities come into play (a) people, (b) technology and (c) tasks and processes. The least understood part of how work happens lies in the last mile of how teams interact with technology.

The **work graph** places the human (and by extension the team) at the center of how work happens. Soroco's machine learning algorithm pins down the patterns of work from interactions collected between people and machines. This method in effect, represents how teams experience work and forms the basis for driving digital transformation through process improvement and automation levers.



# Discover using **Scout** to drive your Transformation programs

Scout collects data from approved applications and documents. Task Discovery and Work Insights modules use the data to find toil reduction potential and recommend holistic process improvement across any KPI of choice. Scout lays the blueprint for the to-be state of the processes through its Studio module, which then powers the auto-generation of RPA code, Business Process Models and Process Design Documentation.

*"In the beginning we used Scout to identify what we don't know from an automation perspective. Today we have the mindset to use it as a technology enabled business process excellence tool."*



**Radovan Simic**  
SCM Digital Lead



*"We started using Soroco's Scout Task Mining within one of our regions and its unsupervised machine learning approach identified around 15 process improvement opportunities in a very short time frame."*



**William Harris**  
Chief Digital Officer



Representative Vendor in Gartner Market Guide for Process Mining\*



Named in Forrester Now Tech: Process Mining, Modeling, Documentation, Q4 2021



A Leader in NelsonHall's Process Discovery & Mining NEAT



Representative Task Mining Vendor in Everest Group's Process Mining PEAK Matrix\*



HFS Hot Vendor



Rising Star in ISG Provider Lens for Process Discovery & Mining

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### Lunch Break & Informal Networking

12:25 - 13:25

### Afternoon Chair's Opening Remarks

13:25 - 13:35

Monica Reid, Agile Lead, **Scottish Power**

### Leveraging New Tech

13:35 - 13:55

#### **From Process Mining To Cloud Architecture To Workforce Solutions... Assess The Latest Technologies To Uncover The Best Tech To Match Your Organisation**

- Out with the old and in with the new? Explore available new tech to best serve your business and targets
- Weigh-up the costs and benefits of process mining – is the price tag worth the insight into the data that sits behind all your processes?
- Where money is tight, discover new tech that is available for any budget
- How to drive efficiencies with new tech without compromising colleague experience

Daniel Burrows, Senior Business Analyst (InDigital), **Jaguar Land Rover**

### Methodologies & Schools Of Thought | Panel Discussions & Q&A

13:55 – 14:25

#### **Don't Accept The Process Methodology Status Quo: Keep Pace With The Latest Process Improvement Schools Of Thought & Move Away From A One-Size-Fits-All Approach**

- Improve your improvement strategy! Whether Kaizen, Agile, Lean, Six Sigma or your own special blend... what are some adaptations you've made recently to better suit your team and business's needs?
- From identifying the need for improvement to strategy deployment, what are your criteria for selecting a specific methodology?
- How does the rise in human-centred design complement or conflict traditional OPEX or PEX mindsets?

Anne Doyle, Director of Operations & Agile, **Skyscanner**

Shelley Davies, Global Process Excellence & Automation Lead, **Anglo American**

Gemma Lewis, RPA Lead, **National Grid**

Carmella Delargy, Head of Continuous Improvement, **Vitality**

### **Bonus Session; Blue Prism**

**14:25 – 14:40**

#### **Automation At Scale: Converting & Running Entire Operational Units With Automation-First Principles**

- Automating processes was the just the first step, advanced programs are now automating entire business units
- How do you safely and methodologically convert your current operations to automation first operations?
- What tools do you need to manage automation at scale – when you have 100's of humans and 100's robots all working in cohesion?
- How large scale automation is about more than just efficiency – its strategic and all about competitiveness, growth, profit and scaling business
- Real world examples of businesses automating at scale for major strategic gain

Eric Tyree, Head of AI & Research, **Blue Prism**



# INTELLIGENT AUTOMATION FOR A DIGITAL-FIRST, PEOPLE-ENRICHED UNIFIED WORKFORCE

We make it easy to explore the benefits of Blue Prism whether on-premises or in the cloud. If you're just beginning your intelligent automation journey, Blue Prism makes digital transformation easier than ever. Try the industry's most secure and scalable intelligent digital workforce for up to 30 days. Scan the QR code to find out more.



**Eric Tyree, Head of AI & Automation, Blue Prism**

**Automation at Scale: Converting and running entire operational units with automation-first principles**

22 February 2022, 14:40 - 14:55 GMT



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

**14:40 – 15:10**

### **Measure Success, Prove Results | Double Perspective**

**15:10 – 15:50**

#### **Strategically Assess Productivity, Performance & Progress With Watertight Measurement Tactics Which Evidence Progress**

- Are our efforts tangibly reflected in the end business goals? Set process improvement KPI's to actively benchmark progress in areas from efficiency and cost-saving to sustainability or enhanced customer experience
- Measure as you go... quickly and accurately temperature check how ongoing initiatives are performing and leverage data gained to rework and reinvigorate process improvements on the fly
- It's no secret that time is money so how can you reduce complexity and inefficiency to measure more effectively?
- Explore bespoke metrics to best suit the organisational architecture, and evaluate metrics accordingly to ensure compliance to wider business objectives

**15:10** – Dr. Sanjay Bhasin, Head of Continuous Improvement – Probation Service, **HM Prison & Probation Service**

**15:30** – Saheed Salawu, Head of Business Performance & Delivery Excellence, Western Europe, **FUJITSU**

# THE EVOLUTION OF THE BACK-OFFICE

WORKFORCE OPTIMISATION | BUSINESS IMPROVEMENT

## INCREASE BUSINESS EFFICIENCY

OPX simplifies your business processes, making them more efficient and cost-effective. OPX uses bots to automate repetitive tasks, so they become easier to perform for employees.

## REDUCE OPERATING COSTS

OPX supports smart work allocation and robotic process automation (RPA). Our client has reduced its operating costs by 32% over a 24-month period.

## INCREASE RESOURCE UTILISATION

OPX enables workforce utilisation by 25%. OPX has been developed to achieve one main goal – to meet service demand in businesses such as yours.

## ENHANCE CUSTOMER EXPERIENCE

Reduced mistakes and quicker processing directly influences the volume of customer complaints and thereby increases customer satisfaction.

## IMPROVE QUALITY (RFT)

With process automation, tasks become easier to handle. The workforce performs its job faster and makes fewer mistakes as automated processes are less complicated.

## INCREASE PROCESSING

OPX includes performance monitoring dashboards and report generation which helps our clients identify the bottlenecks of their back-office processes.

*“OPX has completely transformed the way we process work, how we report against SLAs and the productivity and efficiency gains have been more than we had hoped for.”*

Mark Cassidy | Head of Operations | Student Loans Company

**CMS**

corporatemodelling.com

### Securing Buy-In, Engaging Leaders

15:50 – 16:10

#### **Change Is The Only Constant: Work With Your Leaders To Truly Embed Process Improvement & Excellence Into The DNA Of The Organisation**

- Change comes from the top: cultivate authentic messaging from leadership that channels positive working cultures and champions business improvement
- Candid conversations to keep leadership updated on negativity and employee morale and actively overcome challenges such as fear, resistance and blame cultures
- Understand how to speak your leadership's language! From data to storytelling, how can you best communicate your priorities and ensure ongoing business backing?

Luke Sambridge, Head of Business Excellence & Transformation, **Affinity Water**

### Overcoming Barriers | Panel Discussion & Q&A

16:10 - 16:40

#### **Navigate & Overcome Obstacles & Barriers To Change**

- Preparing for the unexpected! How can we learn from experience to mitigate issues before they appear?
- If process failure is always linked to our people, how do we overhaul our approaches instead of facing a constant uphill struggle?
- Stop, look, listen: what are the warning signs to pause an improvement roll out, identify and understand the root causes and replan?
- Learning from experience, what have been your biggest career learning points that you'll always carry with you?

Azeeza Sunmonu, EMEA Commercial Operations & Lean Leader, **GE Healthcare**

Nigel Fletcher, Group Business Improvement Director, **Pets at Home**

Gwen Turner, Head of HR Strategic Planning & Process Improvement, **Trinity College Dublin**

### Afternoon Chair's Closing Remarks & Close Of Conference

16:40 – 16:50