

The Process Excellence & Business Improvement Conference  
9<sup>th</sup> February 2023  
The Hilton Hotel Kensington, London, W11 4UL

Engaging People  
**PROCESS &**  
**BUSINESS IMPROVEMENT**  
Sustaining Results 09.02.2023  
[www.processexcellenceconference.com](http://www.processexcellenceconference.com)



# Welcome To The Process Excellence & Business Improvement Conference

## Official Event Programme

Please note that the following 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.

**Organised By:**



## The Process Excellence & Business Improvement Conference

9<sup>th</sup> February 2023

The Hilton Hotel Kensington, London, W11 4UL

### Registration & Informal Networking

08.30 – 09.20

### GIC Welcome

09.20 – 09.30

### Morning Chair's Opening Remarks

09.30 – 09.40

Will Burrows, Continuous Improvement & Process Efficiency Manager, Halfords

### Engaging Leaders & Securing Buy-In

09.40 – 10.00 **Secure Business-Critical & Continued Buy-In From Leadership With Authentic & Meaningful Communication & Messaging Strategies Which Truly Embed CI Into Your Organisation**

- The struggles of securing buy-in! How can you ensure senior leaders are changing their behaviours to enable, support and drive improved CI cultures?
- The management of change management: explore how you can transform the mindsets of your leaders to drive a culture of autonomous improvement and create change champions in your organisation
- Secure investment of senior leadership with top tips and tricks around how to effectively conduct a cost benefit analysis and how to present these critical findings to decision makers
- Tackle backtracking with regular communication! Keep leadership central in project development and delivery with innovative approaches to stakeholder engagement today
- Best articulate the ROI and value of process excellence to business leaders with implementable expertise on the issue of data visualisation and presentation

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

### Engagement & Culture – Panel Discussion

10.00 – 10.30 **Engage People, Motivate Teams, Change Cultures & Embed Real Improvements For Sustained & Successful Process Excellence & Business Improvements**

- Embed a process-improvement mindset across the entire organisation which encourages engagement and meaningfully involves people in the improvement process
- Incentivise and motivate your teams in order to minimise day-to-day frustrations and employee resistance to change by making positive improvements and implementing a continuous, fruitful culture

## The Process Excellence & Business Improvement Conference

9<sup>th</sup> February 2023

The Hilton Hotel Kensington, London, W11 4UL

- Prove value and secure employee buy-in: create an appetite for change with digestible information which exhibits the positive improvements brought out by change and actively proves the long-term value
- Invest in your teams and prioritise employees by ensuring they are central to the business by bolstering morale and motivation no matter where they are based, and maintaining a companywide commitment to CI

Carmella Delargy, Head of Continuous Improvement, Vitality

Simon Evans, Business Performance Director, Vitality

Katie Entwistle, RPA DevOps Senior Specialist, Oxford City Council

Gavin Thompson, Process Architect, Liberty Speciality Markets

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

10.30 – 10.45

Guy Turner, Capital Global Director and Director of Europe, Partners In Performance

### **Morning Refreshment Break With Informal Networking**

10.45 – 11.25

### **Continuous Improvement**

#### **11.25 – 11.50 Develop Brand New, Streamlined & High-Performing CI Initiatives Which Maximise Sustained Change**

- Embed a process-improvement mindset across the entire organisation which encourages engagement and meaningfully involves people in the improvement process
- Incentivise and motivate your teams in order to minimise day-to-day frustrations and employee resistance to change by making positive improvements and implementing a continuous, fruitful culture
- Prove value and secure employee buy-in: create an appetite for change with digestible information which exhibits the positive improvements brought out by change and actively proves the long-term value
- Invest in your teams and prioritise employees by ensuring they are central to the business by bolstering morale and motivation no matter where they are based, and maintaining a companywide commitment to CI

Gavin Thompson, Process Architect, Liberty Speciality Markets

**Methodologies & Schools Of Thought – Panel Discussion**

**11.50 – 12.20 Assess & Evaluate Existing & Evolving Methodologies & Innovations In Agile, Lean, Six Sigma, Waterfall & Scrum For Tailored & Flexible Yet Robust Business Improvement Frameworks**

- Embed a process-improvement mindset across the entire organisation which encourages engagement and meaningfully involves people in the improvement process
- Incentivise and motivate your teams in order to minimise day-to-day frustrations and employee resistance to change by making positive improvements and implementing a continuous, fruitful culture
- Prove value and secure employee buy-in: create an appetite for change with digestible information which exhibits the positive improvements brought out by change and actively proves the long-term value
- Invest in your teams and prioritise employees by ensuring they are central to the business by bolstering morale and motivation no matter where they are based, and maintaining a companywide commitment to CI

Tony Caink, Head of Lean Portfolio Management, Nationwide Building Society

Ashutosh Pandey, Senior Director and Head of Business Process Transformation, Nokia

**Citizen Automators: Driving The Automation Of Processes**

**12.20 – 12.40**

- Until recently, most process automation was dependent on systems delivered by IT specialists. Modern no-code/low code software enables anyone to automate their processes
- The use of no-code/low code automation software has significantly changed how OUP's Operational Improvement Team works and is improving the outcomes they deliver to the business
- The Operational Improvement Team is working with other early adopters and teams across the Press to drive more automation of processes
- One of the easiest and most potentially beneficial automation wins has been significant reductions in process lead times for decision making

Ben Sawyer, Head of Operational Improvement, Oxford University Press

### Lunch For Delegates, Speakers & Partners

12.40 – 13.45

### Informal Breakout Discussions

13.15 – 13.35 **You Are Invited To Join One Of The Following Informal Peer-To-Peer Discussions Which Will Take Place During The Lunch Break**

- A) Agile
- B) Lean Six Sigma
- C) Legacy

### Afternoon Co-Chairs' Opening Remarks

13.45 – 13.55

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

Will Burrows, Continuous Improvement & Process Efficiency Manager, Halfords

### Lean Portfolio Management & Agile Operating Models

13.55 – 14.20 **Case Study**

Tony Caink, Head of Lean Portfolio Management, Nationwide Building Society

### Tech Efficiencies

14.20 – 14.45 **Assess, Accelerate & Simplify Your Organisation's Continuous Improvement Journeys By Harnessing New & Cutting-Edge Tech**

- Accessible tech! How can you best leverage new technologies to drive forward business processes and boost efficiencies without breaking the bank?
- Leverage light touch technology and process mining to drive improvements and maximise tech as a diagnostic tool to identify process improvements at pace
- Stay ahead of the game by anticipating new technologies which may be about to disrupt and revolutionise the interconnected fields of processes, CI, customer journey and experience
- Determine the new tech which is best suited for your business and targets, and seamlessly absorb these into your CI initiatives to minimise short term disruption internally

Scott Worth, Senior Digital Enablement Manager, Central England Co-operative

### Afternoon Refreshment Break With Informal Networking

14.45 – 15.20

### Data-Driven Efficiencies – Delegate Discussion

15.20 – 15.45 **Please Refer To The Delegate Discussion Worksheets To Find The Discussion Objectives & Discussion Points**

*We would encourage you all to enter into the spirit of the day and to share ideas with fellow delegates. We understand there might be commercial sensitivities behind discussing strategies, however, there is a lot to be gained from sharing theories, mindsets and abstract situations – the person sat next to you might just have that fresh outlook which unlocks new potential!*

### Overcoming Barriers – Panel Discussion

15.45 – 16.20 **Identify, Navigate & Overcome Barriers To Change By Exploring Real-World Lessons Learned & Tips For Future Successes**

- In turbulent times prepare for the unexpected by learning from previous experiences to mitigate and anticipate issues before they arise
- What lessons can be drawn as CI has adapted to challenges of COVID, hybrid working, supply chain disruption and economic instability? How can these lessons be applied to tackle future challenges?
- Speculate as to how methodologies will develop in the future in order to address a changing technological landscape
- How can you overcome resistance to change from your people and break down barriers?

Tony Blanch, Quality & Business Improvement Director, Network Rail

Baljit Dhillon, Head of Change, British Gas Services & Solutions

Louise Loudon, Head of Business Excellence, Siemens

Scott Worth, Senior Digital Enablement Manager, Central England Co-operative

Natalie Hall, Head Of Operations, The York Gin Company

Saima Satti, Global Head of Exams Business Improvement, British Council

**The Process Excellence & Business Improvement Conference**  
9<sup>th</sup> February 2023  
The Hilton Hotel Kensington, London, W11 4UL

**Afternoon Co-Chairs' Closing Remarks & Official Close Of Conference**

16.20 – 16.30

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

Will Burrows, Continuous Improvement & Process Efficiency Manager, Halfords