

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:



## Registration & Informal Networking

08.30 – 09.30

## GIC Welcome

09.30 – 09.40

## Morning Chair's Opening Remarks

09.40 – 09.50



W Azeza Sunmonu  
EMEA Commercial Operations & Lean Leader  
**GE Healthcare**



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**Partners in Performance  
helps clients unleash their  
true potential.**

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## Engagement & Culture – Panel Discussion

09.50 – 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
- 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**

## Continuous Improvement

10.30 – 10.50

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

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Gavin Thompson  
Process Architect  
**Liberty Speciality Markets**

## Morning Refreshment Break With Informal Networking

10.50 – 11.30

## Methodologies & Schools Of Thought – Panel Discussion

11.30 – 12.00

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

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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**

12.00 – 12.25

- 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**

12.25 – 13.35

## **Informal Breakout Discussions**

13.00 – 13.25

**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 Chairs Opening Remarks

13.35 – 13.45



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

## Lean Portfolio Management & Agile Operating Models

13.45 – 14.10

### **Case Study**



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



## Tech Efficiencies

14.10 – 14.35

### 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

14.35 – 15.15

## Data-Driven Efficiencies – Delegate Discussion

15.15 – 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

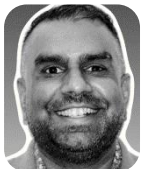
15.45 – 16.20

### 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**

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**Afternoon Chair's Closing Remarks & Official Close Of Conference**

16.20 – 16.30



Azeza Sunmonu  
EMEA Commercial Operations & Lean Leader  
**GE Healthcare**