

22ND

ANNUAL

LEAN SIX SIGMA WORLD CONFERENCE

WYNDHAM LAKE BUENA VISTA RESORT
LAKE BUENA VISTA, FL USA
MARCH 20-21, 2024

REGISTRATION SOLAR FOYER

Monday, March 18, 2024:

7:30 AM - 9 AM; 4 PM - 5 PM

Tuesday, March 19, 2024:

7:30 AM - 9 AM; 4 PM - 5 PM

Wednesday, March 20, 2024:

7:30 AM - 9 AM; 4 PM - 5 PM

Thursday, March 21, 2024:

7 AM - 9 AM

Early Registration Gift Distribution:

Tuesday-Thursday: during registration hours
for international conferees only (U.S. conferees
gifts will be shipped by March 31st)

LEAN SIX SIGMA YELLOW BELT CERTIFICATION WORKSHOP

Tuesday, March 19, 2024;

9 AM-4 PM; Rock Lake Room

*Upon successful completion of this workshop,
participants will be Lean Six Sigma Yellow Belt
certified and will receive 0.7 CEU*

Don Johnston, Director, Getzler Henrich &
Associates LLC, Titusville, FL, USA

Bonnie Stone, Industrial Engineer, a.i.
solutions, Kennedy Space Center, FL, USA

EXHIBITS

Horizon Ballroom

Exhibit Dates: March 20-21, 2024

Exhibit Hours:

Wednesday: 9 AM-4 PM &

Thursday: 9 AM-1 PM

Exhibit Setup: Tuesday, March 19; 3 PM-5 PM

Whova Link:

https://whova.com/portal/webapp/ilwc_20240
3/ Invitation code: ISOLSS2024

MARCH 20, 2024 - WEDNESDAY MORNING

LSS TRACK 1 – KEYNOTE

Breakthrough Results Using Lean Six Sigma

Horizon Ballroom 4-5; TC: David Larsen/Angel Rivera

8:15 AM–8:30 AM

Opening Remarks

David Larsen, LSS MBB, PSP, PMP; Chair, 2024 Lean Six Sigma World
Conference

8:30 AM–9:05 AM; #LSS-011

Boeing Starliner Uses Lean to Lift off to the International Space Station

Mark Nappi, Vice President and Program Manager, Boeing Commercial Crew
Program, Boeing, Titusville, FL, USA

9:05 AM–9:40 AM; LSS-012

Resolving the Big Lean Six Sigma Blindspot!

Dr. Katie Kosak, NASA Ionization Radiation Physicist, a.i. solutions, Inc.,
Kennedy Space Center, FL, USA

Co-Speaker: **Bonnie Stone**, Industrial Engineer, a.i. solutions, Inc., Kennedy
Space Center, FL, USA

9:40 AM–10:15 AM; LSS-013

Learn How J&J Uses Process Mining to Amplify and Accelerate Lean Six Sigma

Tony Verbeck, Sr. Director Service & Continuous Improvement,
Johnson & Johnson, Miami, FL, USA

10:15 AM–10:40 AM; Coffee Break - Horizon Ballroom 1-3

LSS TRACK 2 - KEYNOTE

Lean Six Sigma Across Generations

Horizon Ballroom 4-5; TC: Bonnie Stone/Marco Luzzatti

10:40 AM–11:15 AM; LSS-021

Putting the AI in DM-AI-C

Don Johnston, Director, Getzler Henrich & Associates LLC, Titusville, FL, USA

11:15 AM–11:50 AM; LSS-022

Bridging the Generational Gap in the Workplace

Mitch Lomazov, Executive Director of Client Development,
EXCELLENCE Performance, Sarasota, FL, USA

12:00 PM -1:15 PM; Lunch Break - The Lakeview Restaurant



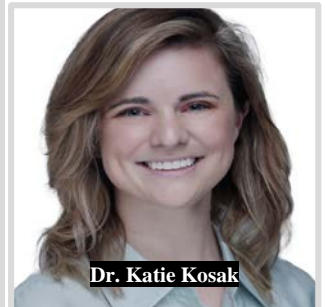
Mark Nappi



Tony Verbeck



Mitch Lomazov



Dr. Katie Kosak



Bonnie K. Stone



Don Johnston

ANNUAL LEAN SIX SIGMA WORLD CONFERENCE

MARCH 20, 2024 - WEDNESDAY AFTERNOON

LSS TRACK 3 AI Driven Lean Six Sigma and Innovation Horizon Ballroom 9-11; TC: Tamara Mackroy/Mark Cichonski	LSS TRACK 4 Leveraging Lean Six Sigma Synergy Horizon Ballroom 4-5; TC: Jeff Johnson/Eric Wright	LSS TRACK 5 Lean Six Sigma for Sustaining the Gains Horizon Ballroom 7-8; TC: Marco Luzzatti/Angel Rivera
1:15 PM–1:50 PM; #LSS-031 Leveraging Artificial Intelligence for Lean Six Sigma Kimberly A. Watson-Hemphill, President, Firefly Consulting, Austin, TX, USA	1:15 PM–1:50 PM; #LSS-041 Connecting the Dots from Lean to Six Sigma Russ R. Aikman, LSS Program Manager, TMAC/The University of Texas at Arlington, Dallas, TX, USA	1:15 PM–1:50 PM; #LSS-051 Keeping the Gains: Strategies for Sustaining Results Tawana Gardner, Principal Consultant, Aim for Change, LLC, Clearwater, FL, USA
1:50 PM–2:25 PM; #LSS-032 The AI-Driven Future of Lean Six Sigma for Industry 4.0: A Hybrid Approach David J. Patrishkoff, Adjunct Professor, Nova SE University, SUNY Polytechnic Institute, Kettering University, Orlando, FL, USA	1:50 PM–2:25 PM; #LSS-042 How to Unlock OPEX Using the Synergy Between VSM and KM Dr. Cynthia J. Young, Founder/CEO, CJ Young Consulting, LLC, Chesapeake, VA, USA	1:50 PM–2:25 PM; #LSS-052 Agile Integration: LSS Methodologies for Lasting Excellence Abbigail Meah-Ali, Manager, Construction Services, The National Gas Company of Trinidad and Tobago, Couva, Trinidad and Tobago
2:25 PM–3:00 PM; #LSS-033 Innovating Quality: Integrating AI-ChatGPT with Operational Excellence and Lean Six Sigma Dr. John Ngo, Founder & President, John & Partners, Houston, TX, USA	2:25 PM–3:00 PM; #LSS-043 Leveraging G Charts for Quality Improvement Keith Chastain, MSQA, CMBB, CQE, Senior Performance Improvement Project Manager, BayCare Health System, Clearwater, FL, USA	2:25 PM–3:00 PM; #LSS-053 Sustainability of Lean Six Sigma Gains: Best Practices for Long-Term Excellence Dr. Mohammad Al-Rifai, Continuous Improvement Manager, SunOpta, Mechanicsburg, PA, USA


3:00 PM–3:20 PM; Coffee Break - Horizon Ballroom 1-3

CHAMPAGNE NETWORKING

3:20 PM–4:40 PM; Horizon Ballroom 1-3

New to the conference this year, attendees will have the opportunity to network with the conference speakers and interact with fellow attendees at the same time. The speakers will be facilitating a table topic discussion in a group setting providing an excellent opportunity for knowledge exchange.

To start the event, attendees will join the first table topic they want to attend. After a brief introduction, the speaker will facilitate a conversation and lead a discussion on their topic. After a 20-minute round, then it's on to the next table for a total of four rounds! Best of all, discussions can be continued throughout the conference!

#LSS-061 Process Mining Angel Rivera, Director, J&J Global Services Process Engineering, Johnson & Johnson, Miramar, FL, USA	#LSS-071 Visual Tools for Lean Six Sigma Bonnie Stone, Industrial Engineer, a.i. solutions, Inc., Kennedy Space Center, FL, USA	#LSS-081 Kahoot! Game on "Lean Six Sigma Pioneers" Dave Harry, CEO, Process Whisperer® Consultants LLC, Greeneville, TN, USA	
#LSS-062 Lean Six Sigma Success Stories: Excellence in Action Adam Gilley, Financial Consultant, Intuit, Orlando, FL, USA	#LSS-072 How You Can Apply AI Today Don Johnston, Director, Getzler Henrich & Associates LLC, Titusville, FL, USA	#LSS-082 Aiding LSS Projects with Employee Surveys John A. Goodman, Vice Chairman, Customer Care Measurement & Consulting (CCMC), Washington, DC, USA	#LSS-092 AI Meets Lean Six Sigma: The Path to Innovation Kimberly A. Watson-Hemphill, President, Firefly Consulting, Austin, TX, USA

ANNUAL LEAN SIX SIGMA WORLD CONFERENCE

MARCH 21, 2024 - THURSDAY MORNING

LSS TRACK 10 Enhancing Lean Six Sigma Through Data Insights Horizon Ballroom 9-11; TC: Kimberly Watson-Hemphill/Tamara Mackroy	LSS TRACK 11 Game-Based Learning for Lean Six Sigma Horizon Ballroom 4-5; TC: Jeff Johnson/Richard Titus	LSS TRACK 12 Engaging and Involving Your People Horizon Ballroom 7-8; TC: Adam Gilley/ Bonnie Stone
8:00 AM–8:10 AM - Opening Remarks	8:00 AM–8:10 AM - Opening Remarks	8:00 AM–8:10 AM - Opening Remarks
8:10 AM–8:45 AM; #LSS-101 Get a "Two-Fer" by Fixing Joint Employee/Customer Problems John A. Goodman , Vice Chairman, Customer Care Measurement & Consulting (CCMC), Washington, DC, USA	8:10 AM–8:45 AM; #LSS-111 Play to Learn: Game-Based Learning for Lean Six Sigma Practitioners Ken Robinette , VP of Business Development, MoreSteam, Powell, OH, USA	8:10 AM–8:45 AM; #LSS-121 Small Organization, Big Impact: Initiating Lean Six Sigma Gurpreetsingh Saini , Sr. Advanced Quality Planning Engineer, Molex LLC, Naperville, IL, USA
8:45 AM–9:20 AM; #LSS-102 The Future of RCA: Machine Learning-Driven Root Cause Discovery Karina Dubé , EngineRoom Product Manager, MoreSteam, Powell, OH, USA	8:45 AM–9:20 AM; #LSS-112 Lessons from the Beer Game: Macro-Level Flow in an End-to-End Supply Chain J. Chris White , President, Twilight Training LLC, Rockwall, TX, USA	8:45 AM–9:20 AM; #LSS-122 Lean Six Sigma in a Higher Education Institution: An Action Research Project Tres Bishop , Instructor, Florida Atlantic University, Fernandina Beach, FL, USA
9:20 AM–9:55 AM; #LSS-103 The Toyota Production System Nicole Snurkowski , CEO, Innovative Transformations, Farmingdale, NY, USA	9:20 AM–9:55 AM; #LSS-113 An Exercise to Convince Others How to Get More Done in Less Time Marco Luzzatti , Master Black Belt, Train-the-Trainer, Greenville Technical College, Greenville, SC, USA	9:20 AM–9:55 AM; #LSS-123 People - Key to Quality Management Principles Deborah A. Barnes , Chief Systems Engineer, SAIC, Silver Spring, MD, USA

9:55 AM–10:15; Coffee Break - Horizon Ballroom 1-3

LSS TRACK 13 Creating High Functioning Leaders Horizon Ballroom 9-11; TC: Adam Gilley/Tamara Mackroy	LSS TRACK 14 Life in the Fast Lane: Turbocharging Results Horizon Ballroom 4-5; TC: Richard Titus/Eric Wright	LSS TRACK 15 Digital Transformation and Innovation in Lean Six Sigma Horizon Ballroom 7-8; TC: Angel Rivera/Bonnie Stone
10:15 AM–10:50 AM; #LSS-131 9 Things Great Leaders Say Every Day for Continuous Improvement Professionals Mark Cichonski , Director, Program Delivery, Allwyn, Charlotte, NC, USA	10:15 AM–10:50 AM; #LSS-141 Supercharged 10X Returns: Hyper Tuning Your Deployment for World Class Results Robert B. Tripp , President & Owner, Argo, LLC, Greenfield, IN, USA	10:15 AM–10:50 AM; #LSS-151 The Lean Canvas Revolution: Igniting Business Success in the Digital Age Dave Harry , CEO, Black Belt Trainer, University Professor, Process Whisperer® Consultants LLC, Greeneville, TN, USA
10:50 AM–11:25 AM; #LSS-132 What do Continuous Improvement and the Struggle for Weight Loss Have in Common? Kevin Clay , President & CEO, Six Sigma Development Solutions, Inc., Pensacola Beach, FL, USA	10:50 AM–11:25 AM; #LSS-142 Integrating Continuous Improvement Across the Organization for Greater Impact Daniel Messina , Continuous Improvement Leader, ABB Inc, Prairie Village, KS, USA	10:50 AM–11:25 AM; #LSS-152 Digital Passport: Creating a Green Belt Dashboard to Increase Success Thomas V. Lease , Sr. Chief Engineer, NGC, Cooksville, MD, USA
11:25 AM–12:00 PM; #LSS-133 Process Intelligence (PQ): The Key to Building High Functioning Leaders Scott Favreau , Business Process Consultant, Competitive Solutions, Inc., Alpharetta, GA, USA	11:25 AM–12:00 PM; #LSS-143 Process Alignment: Bringing Systems Thinking to Process Design Doug Von Feldt , Engagement Executive, AlignOrg Solutions, Lawrence, KS, USA	11:25 AM–12:00 PM; #LSS-153 Leveraging Lean Six Sigma and Technology Integration for Self-Funding Projects Lauren A. Hisey , Founder, Master Black Belt, Trainer, Lauren Hisey Consulting, Holly Springs, GA, USA

12:00 PM -1;15 PM; LunchBreak - The Lakeview Restaurant

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MARCH 21, 2024 - THURSDAY AFTERNOON

LSS TRACK 16 New Lean Six Sigma Tools and Techniques Horizon Ballroom 9-11; TC: Kimberly Watson-Hemphill/Bonnie Stone	LSS TRACK 17 Culture Matters – What's Yours? Horizon Ballroom 4-5; TC: Eric Wright/Adam Gilley	LSS TRACK 18 Healthcare in Lean Six Sigma for Better Living Horizon Ballroom 7-8; TC: Mark Cichonski/Jeff Johnson
1:15 PM–1:50 PM; #LSS-161 Tools, Culture, and Governance: The Challenge of Balance Mike Boyte, Business Advisor, TMAC, Allen, TX, USA	1:15 PM–1:50 PM; #LSS-171 Transforming Your Business is Transforming Your Mindset Cynthia Long , Continuous Improvement Change Leader, Intuit, Carlsbad, CA, USA	1:15 PM–1:50 PM; #LSS-181 Implementing Lean Daily Management System at Nuvance Health Krista Antonowicz , Lean Facilitator, Nuvance Health, New Milford, CT, USA
1:50 PM–2:25 PM; #LSS-162 New Tool – Applying A Production Cultural Biorhythm in DMAIC Dr. Karen E. Schmahl , Professor of Practice in Engineering Management (retired), Florida International University, Fairfield, OH, USA	1:50 PM–2:25 PM; #LSS-172 Culture Transformation KPI and Metrics Development Ramya Venkataraman , Director, Continuous Improvement, Exact Sciences, Cupertino, CA, USA	1:50 PM–2:25 PM; #LSS-182 Harmonizing Voices in Healthcare: A Jungian Coaching and Lean Approach Constantin Stan , Director, ENVISO SRL, Bucharest, Romania Co-Speaker: Andaluza Boncu , Innovation Director, ENVISO SRL, Bucharest, Romania
2:25 PM–3:00 PM; #LSS-163 Enterprise Process Management: Changing the Way We Work Kirk Nicholas , CEO, Blue Choctaw Consulting, Loudon, TN, USA	2:25 PM–3:00 PM; #LSS-173 Cultivating and Sustaining a Culture of Continuous Improvement: Bridging the Gap Sundeep Boinpally , CEO, Lean365, Georgetown, TX, USA	2:25 PM–3:00 PM; #LSS-183 12 Organizational Sociocharacteristics to Consider During Transformations Mohamed Saleh , CEO and Founder, Vizibility LLC, Windsor Locks, CT, USA

3:00 PM–3:15 PM; Coffee Break - Horizon Ballroom 4-8

LSS TRACK 19 Unleashing the Power of Lean for Business Transformation Horizon Ballroom 9-11; TC: Richard Titus/Tamara Mackroy	LSS TRACK 20 Maximizing Success by Initiating Lean Six Sigma Horizon Ballroom 4-5; TC: David Larsen/Marco Luzzatti
3:15 PM–3:50 PM; #LSS-191 Accelerating Lean Transformation: Unleashing the Power of Kaizen Events Kirsten Gallagher , Owner / Founder, Kaizen Ninja & KG CI Consulting, Simpsonville, SC, USA	3:15 PM–3:50 PM; #LSS-201 Embedding Change Management Into Continuous Improvement Initiatives Melissa L. Sherman , Sr. Continuous Improvement Consultant, Consumers Energy, Whitehall, MI, USA
3:50 PM–4:25 PM; #LSS-192 How to Soar with Lean Principles Steven Schuelka , Associate Professor, CSUDH, Crown Point, IN, USA	3:50 PM–4:25 PM; #LSS-202 Building High-Performing Organizations Luis G. Morales , Cybersecurity Program Manager, Genuine Parts Company, Sandy Springs, GA, USA
LSS TRACK 21 - End Keynote 5:00 PM–5:35 PM; #LSS-211 Horizon Ballroom 4-5; TC: David Larsen/Mark Cichonski Proven Ways to Avoid the Top Transformation Mistakes Adam M. Ward , Coach, AdzMikl, Plain City, OH, USA	