TUESDAY, MARCH 24, 2020

8:00 AM - 4:00 PM; #LSS–WS
Lean Six Sigma Yellow Belt Workshop
Bonnie K. Stone, Process Improvement Consultant, TTEC, Merritt Island, FL, USA
Don Johnston, Vice President, Roxtar Consulting, Inc., Titusville, FL, USA

Speakers’ Orientation Meeting
6:00 PM–7:00 PM

WEDNESDAY MORNING, MARCH 25, 2020

LSS TRACK 1
KEYNOTE - LEAN SIX SIGMA, TECHNOLOGY, AND HUMAN BEHAVIOR

8:10 AM–9:00 AM; #LSS–011
How to Be Happier at Work
Dr. Adam Stoehr, VP, Education and Research, Excellence Canada, Toronto, Canada

9:00 AM–9:45 AM; #LSS–012
Key Tactics of a Global Lean Six Sigma Deployment Leveraging Industry 4.0, AI & Big Data Analytics
Chris Singleton, VP Operational Excellence, Benchmark Electronics, Inc., Tempe, AZ, USA
Thomas J. Van Eimeren, Global Director, Lean Six Sigma, Benchmark Electronics Inc., Tempe, AZ, USA

9:45 AM–10:15 AM; Refreshment Break

ISO TRACK 2
KEYNOTE - MAKE THE MOST OF LEAN SIX SIGMA AT THE MICRO AND MACRO LEVELS

10:15 AM–10:50 AM; #LSS–021
Lean Six Sigma in a Technologically Advancing World
Don Johnston, Vice President, Roxtar Consulting, Inc., Titusville, FL, USA

10:50 AM–11:25 AM; #LSS–022
Are You Flying Under the Radar?
Korey Zawadzki, Sr Partner, VP Operational Excellence and Business Development, Competitive Solutions, Inc., Goldsboro NC, USA

11:25 AM–12:00 PM; #LSS–023
Purpleocity – Creating Sustainable Competitive Advantage Using Lean Six Sigma
Michael Ford, Principal, TQM Works Consulting, Port Crane, NY, USA

12:00 PM AM–1:00 PM; Lunch Break
### LSS TRACK 3
**INDUSTRY 4.0 MEETS LEAN SIX SIGMA**

1:00 PM–1:35 PM; #LSS–031

**Continuously Innovate Through Simplified Scientific Problem Solving Using Lean Six Sigma Principles Model**

Phaniendra Somraj, Staff Program Manager, Teradata, San Diego, CA, USA

1:35 PM–2:10 PM; #LSS–032

**Machine Learning: A Primer and a Manufacturing Application**

Dr. Richard Titus Jr., Adjunct Faculty and Principal, Lehigh University and Titus Consulting, Bethlehem, PA, USA

2:10 PM–2:45 PM; #LSS–033

**How the Six Sigma Belts Improve the Robotic Process Automation**

Constantin Stan, CEO, ENVISO, Bucharest, Romania

Alexandra Niculae, Training Director, ENVISO, Bucharest, Romania

### LSS TRACK 4
**CONTINUALLY IMPROVING YOUR LEAN SIX SIGMA PROGRAM**

1:00 PM–1:35 PM; #LSS–041

**Continuously Improving Your Lean Six Sigma Program — NASA Style**

Peggy Lynn Raines, Lean Six Sigma Program Manager, NASA Glenn Research Center, Cleveland, OH, USA

Mark Adrian, President and Chief Executive Officer, Adrian Technologies, Inc., Tanner, Alabama, USA

1:35 PM–2:10 PM; #LSS–042

**How to Get Over 90% Lean & Six Sigma Certification Rates!**

Angel Rivera, Director Continuous Improvement, Johnson & Johnson, Miami, FL, USA

2:10 PM–2:45 PM; #LSS–043

**Managing WIP Limits With Objectives and Key Results**

Dr. Mariya Breyter, Enterprise Agile Coach, Goldman Sachs, New York, NY, USA

### LSS TRACK 5
**LEAN SIX SIGMA EMBRACES DESIGN THINKING**

1:00 PM–1:35 PM; #LSS–051

**Innovate or Perish! You Can’t Be an Island - How to Inspire Your Teams to Embrace Design Thinking to Build Innovation**

Cynthia Van Den Berge, Corporate Quality Advisor, FedEx, Cordova, TN, USA

1:35 PM–2:10 PM; #LSS–052

**Integrating Design Thinking and Lean Six Sigma: A Case Study**

Rod Toro, LSS Deployment Leader, Edward Jones, Saint Louis, MO, USA

### LSS TRACK 6
**DEPLOYING AI WITHIN LEAN SIX SIGMA**

3:15 PM–3:50 PM; #LSS–061

**Artificial Intelligence: Transforming Human & Machine Collaboration**

Adam M. Gilley, Senior Financial Consultant, Intuit, Orlando, FL, USA

3:50 PM–4:25 PM; #LSS–062

**Deploying Artificial Intelligence to Revitalize Lean Six Sigma Deployments**

Mitch Johnson, Vice President, AI Technologies, The Colony, FL, USA

4:25 PM–5:00 PM; #LSS–063

**Lean and AI Working Hand in Hand in Manufacturing**

Patrick Durcinka, Director of Continuous Improvement, Kessington Aerospace, Elkhart, IN, USA

### LSS TRACK 7
**UNCOVERING HIDDEN LEAN SIX SIGMA OPPORTUNITIES**

3:15 PM–3:50 PM; #LSS–071

**Process Mining for a Digitally Transformed World**

Dr. Steven Remsen, Manager, Intel Corporation, Hillsboro, OR, USA

3:50 PM–4:25 PM; #LSS–072

**Lean Prescriptive and Diagnostic Financial Transformation**

Brian K. Higgins, Principle, Management Resource Technologies, Ltd., Aurora, CO, USA

4:25 PM–5:00 PM; #LSS–073

**Shark Tank - Taking the "Bite" Out of Project Idea Generation**

Dave Harry PMP CSSBB LBC, Black Belt Trainer, Process Whisperer Consultants, LLC, Greeneville, TN, USA

### LSS TRACK 8
**JUST DO LSS BETTER!**

3:15 PM–3:50 PM; #LSS–081

**Short Cutting CI = Failure**

Mike Kelemen, CI System Manager, BAE Systems, York, PA, USA

3:50 PM–4:25 PM; #LSS–082

**Effective and Efficient Problem Solving and Causal Attribution**

David Auda, Reliability/Safety Engineer, Volvo/Mack truck, Greensboro, NC, USA

4:25 PM–5:00 PM; #LSS–083

**The Kaizen Event Is Over — Now What?**

Erin King, Corporate Continuous Improvement Manager, PPHC, Amherstburg, Ontario, Canada
### LSS TRACK 9
**LEAN SIX SIGMA FOR BETTER DATA SECURITY & CUSTOMER EXPERIENCE**

- **8:05 AM–8:40 AM; #LSS–091**
  - **Lean Six Sigma Strategies in Cyber Security**
  - Scott M. Jauman, Master Black Belt, Lean Six Sigma, Target Corporation, Brooklyn Park, MN, USA

- **8:40 AM–9:15 AM; #LSS–092**
  - **Fusion: Lean Six Sigma Meets Customer Experience**
  - Perian Stavrum, Sr. Director Program/Project Manager, Change Management Office, Wolters Kluwer, Saint Cloud, MN, USA
  - Lisa Hagen, Customer Experience Program Manager, Wolters Kluwer, Saint Cloud, MN, USA

- **9:15 AM–9:50 AM; #LSS–093**
  - **Impactful Voice of the Customer Process For a Compelling Business Case**
  - John Goodman, Vice Chairman, Customer Care Measurement & Consulting, Alexandria, VA, USA

### LSS TRACK 10
**POWERHOUSE COACHING TIPS FOR LEAN SIX SIGMA**

- **8:05 AM–8:40 AM; #LSS–101**
  - **Becoming a Coaching Powerhouse!**
  - Ron Damell, 8D Implementation Manager, Siemens Gamesa Renewable Energy, Orlando, FL, USA

- **8:40 AM–9:15 AM; #LSS–102**
  - **Coaching the Lean Mindset in Service**
  - Dieter Joseph Duarte, Owner & Founder, Makoto Flow, Ltd., Lwakuni-shi, Japan

### LSS TRACK 11
**NEW ANGLE FOR PROBLEM SOLVING IN LEAN SIX SIGMA**

- **8:05 AM–8:40 AM; #LSS–111**
  - **I Brought Plenty of Pink Post-It Notes: Lessons Learned From Facilitating Kaizen Events**
  - Tom Lease, Staff Chief Engineer, Northrop Grumman, Linthicum, MD, USA

- **8:40 AM–9:15 AM; #LSS–112**
  - **Point of Cause: The Step Before Root Cause**
  - Gregory Warren Robertson, Lean Strategy and Implementation Manager, Hallmark Cards, Kansas City, MO, USA
  - Nikki Morrow, Lean Strategy and Implementation Manager, Hallmark Cards, Kansas City, MO, USA

### LSS TRACK 12
**INTEGRATING LEAN SIX SIGMA WITH BIG DATA**

- **10:15 AM–10:50 AM; #LSS–121**
  - **Integrating Lean Six Sigma With Data Science**
  - Devshree Golecha, Assistant Vice President, EXL Service, Sugarland, FL, USA

- **10:50 AM–11:25 AM; #LSS–122**
  - **Data Science for Six Sigma Professionals**
  - James E. Duarte, Principal, LJDUARTE & Associates, LLC, Clermont, FL, USA

- **11:25 AM–12:00 PM; #LSS–123**
  - **Easing into Big Data: From Logistic Regression to Cart**
  - Kristine Nissen Bradley, Principal, Firefly Consulting, Austin, FL, USA

### LSS TRACK 13
**LEAN SIX SIGMA FOR HEALTHCARE**

- **10:15 AM–10:50 AM; #LSS–131**
  - **Keeping Children’s Hearts Precious: Providing Exceptional Care While Fighting Infections**
  - Jamie MacLaren, Continuous Improvement Specialist, Michigan Medicine, Ann Arbor, MI, USA

- **10:50 AM–11:25 AM; #LSS–132**
  - **Enhanced Recovery After Surgery: Innovative Improvement in the Surgical Patient Population**
  - Lan Nguyen, Process Improvement Engineer, Main Line Health System, Wynnewood, PA, USA

- **11:25 AM–12:00 PM; #LSS–133**
  - **Bundles of CABG: Preparing Cardiac Surgery for Value Based Pay**
  - Melina Darby, Senior Project Manager, Michigan Medicine, Ann Arbor, MI, USA
  - Jamie MacLaren, Continuous Improvement Engineer, Michigan Medicine, Ann Arbor, MI, USA

### LSS TRACK 14
**LSS TALKS!**

- **10:15 AM–10:45 AM; #LSS–141**
  - **Quantum Computing Will Blow Up the Operational Excellence World**
  - Don C. Johnston, Vice President, Roxtar Consulting, Inc., Titusville, FL, USA

- **10:45 AM–11:10 AM; #LSS–142**
  - **Hit Projects for Fun and Profit**
  - Bonnie K. Stone, Process Improvement Consultant, TTEC, Merritt Island, FL, USA

- **11:10 AM–11:35 AM; #LSS–143**
  - **Data Visualization – The Power of Storytelling**
  - Kimberly Watson-Hemphill, President, Firefly Consulting, Austin, TX, USA

- **11:35 AM–12:00 PM; #LSS–144**
  - **Impact of Bias on Problem Solving and Improvement**
  - Marco Luzzatti, Trainer, Greenville Technical College, Greenville, SC, USA
# 19th ANNUAL LEAN SIX SIGMA WORLD CONFERENCE

**THURSDAY AFTERNOON, MARCH 26, 2020**

### LSS TRACK 15
**CASE STUDIES THAT WILL FLOOR YOU!**

1:00 PM–1:35 PM; #LSS–151

**Six Sigma for Operating Profit Maximization in Ship Assist at the West Coast of USA**

Dr. Ernesto Garcia, Director, Crowley Maritime, Jacksonville, FL, USA

1:35 PM–2:10 PM; #LSS–152

**DMAIC at Armstrong- Results That Will Floor You!**

David Hanan, 6 Sigma Development Manager, MANTEC, Inc., Chambersburg, PA, USA
Sydney Tefft, Operations Leader, Armstrong Flooring Inc., Lancaster, PA, USA

2:10 PM–2:45 PM; #LSS–153

**Using Lean Philosophy To Reduce the Cycle Time of Recruitment Process**

Dr. Yousuf Al Khamisi, Lean Practitioner, Sultan Qaboos University, Muscat, Oman

### LSS TRACK 16
**USING THE RIGHT LSS TOOLS FOR THE RIGHT PURPOSE**

1:00 PM–1:35 PM; #LSS–161

**The Importance of "DOE" When Conducting a DOE**

Dr. Scott Kowalski, Advisory Technical Training, Minitab, Sanford, FL, USA

1:35 PM–2:10 PM; #LSS–162

**Improved Analysis Technique for the Solution Selection Matrix**

Robert Rhyder, Contractor, GuideWell, Jacksonville, FL, USA

2:10 PM–2:45 PM; #LSS–163

**Overcoming Bias – A Core Skill for Effective Data Collection**

Russ R. Aikman, LSS Program Manager, TMAC/The University of FL at Arlington, Arlington, FL, USA

### LSS TRACK 17
**CULTIVATING A CULTURE OF LEAN SIX SIGMA**

1:00 PM–1:35 PM; #LSS–171

**“The Winds of Change” Sailing Your Project to Success**

Jennifer Hooks, Director Performance Improvement, Medical University of SC, Charleston, SC, USA

1:35 PM–2:10 PM; #LSS–172

**Creating a Culture of Excellence to Deliver Value and Achieve Peak Performance**

Dr. Read G. Pierce, Vice President, Culture Transformation and Strategy, Institute for Healthcare Excellence, Ponte Vedra Beach, FL, USA
Dr. William J. Maples, President and CEO, Institute for Healthcare Excellence, Ponte Vedra Beach, FL, USA

2:10 PM–2:45 PM; #LSS–173

**Cultivating an Improvement Mindset in the Millenial Generation**

Benjamin Hoseus, Sr. Associate, Process Capability Partners, San Antonio, FL, USA

### LSS TRACK 18
**INCREASING SUCCESS WITH LEAN SIX SIGMA**

3:15 PM–3:50 PM; #LSS–181

**Hitting Your Target With Kata**

Leigh Ann Schildmeier, Founder & President, Park Avenue Solutions, Phoenix, AZ, USA

3:50 PM–4:25 PM; #LSS–182

**Are You in the 80% or 20%? Project Success-Making It Happen**

Mark Lawrence Cichonski, Executive Director, Tactegra, Concord, NC, USA

4:25 PM–5:00 PM; #LSS–183

**Using Social Responsibility To Improve Your Project’s Chance for Success**

William O. Ingram III, Director of Lean Product Development, Interface, LaGrange, GA, USA

### LSS TRACK 19
**THE LEADERSHIP OF CHANGE FOR LEAN SIX SIGMA**

3:15 PM–3:50 PM; #LSS–191

**Change Who? The Continuous Improvement of Oneself**

Louie Anthony Edwin Hendon III, Senior Continuous Improvement Specialist, Cleveland Clinic - Hillcrest Hospital, Mayfield Heights, OH, USA

3:50 PM–4:25 PM; #LSS–192

**Leader Behaviors for Sustaining Lean Methodologies in Multi-National Companies**

Gary Vance, VP of Operations, JBT Corporation, Orlando, FL, USA

4:25 PM–5:00 PM; #LSS–193

**The Leadership of Change - Three Organizational Change Management Lessons Learned**

Peter F. Gallagher, Global Head of People Solutions, Proudfit, London, United Kingdom

### LSS TRACK 20
**DIVIDE & CONQUER WITH LEAN SIX SIGMA**

3:15 PM–3:50 PM; #LSS–201

**Splitting the DMAIC**

Tom Quick, Senior Manager, Ernst & Young, Powell, OH, USA

3:50 PM–4:25 PM; #LSS–202

**Increasing Relevance of Lean in Technology**

Reuben Daniel, Senior Manager, Deloitte Consulting, LLP, North Brunswick, NJ, USA

4:25 PM–5:00 PM; #LSS–203

**Saving Time and Money by Adding Value Through Purposeful Knowledge Management**

Dr. Cindy Young, Curriculum Developer/Instructor, Leidos, Virginia Beach, VA, USA

2:45 PM–3:15 PM; Refreshment Break