



Conference Chair's Message



We are witnessing the times of groundbreaking technological advances that are moving at lightning speeds. From unmanned aerial vehicles to advances in modern medicine. To keep pace, companies are

utilizing continuous improvement tools and techniques to stay competitive within their specific marketplace. As a result, the Lean Six Sigma (LSS) community is growing and evolving rapidly as processes are adapted into various industries from manufacturing to healthcare.

Lean and Six Sigma is a methodical approach to waste identification, elimination and reduction in process variation. As an LSS practitioner, it is often hard to make changes alone; it requires a strong team and an organizational culture that supports such initiatives. The Lean and Six Sigma World Conference provides the platform that maximizes the opportunity to network while learning from industry experts.

During this year's LSS Conference, participants will have the ability to interact with exceptional speakers, while attending learning focused facilitated sessions. Topics covered will range from big data, Lean in government, LSS in health care, LSS deployments to the behavioral side of change management.

This is an essential conference for executives, executive sponsors, CI Leaders and future CI facilitators. Listen, we all had to start from somewhere; why try and do it alone when you can join the LSS World Conference family of practitioners.

As an LSS practitioner, I first attended the LSS World Conference as a session speaker and conference participant. Quickly I wanted to be involved with this remarkable conference, and as this year's conference chair, you will not be disappointed. I look forward to meeting you and sharing ideas while we enhance our continuous improvement journey!

Corey Zawadzki

Chair,  
2020 Lean Six Sigma World Conference

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**  
Track Chair: Corey Zawadzki; RC: Jeff Johnson

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

LSS TRACK 2  
**KEYNOTE - MAKE THE MOST OF LEAN SIX SIGMA AT THE MICRO AND MACRO LEVELS**  
Track Chair: Jeff Johnson; RC: Bonnie Stone

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?**  
Corey Zawadzki, Sr Partner, VP Operational Excellence and Business Development, Competitive Solutions, Inc., Goldsboro NC, USA

11:25 AM-12:00 PM AM; #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



WEDNESDAY AFTERNOON, MARCH 25, 2020

<p>LSS TRACK 3 <b>INDUSTRY 4.0 MEETS LEAN SIX SIGMA</b> Track Chair: Marco Luzzatti; RC: Adam Gilley</p>	<p>LSS TRACK 4 <b>CONTINUALLY IMPROVING YOUR LEAN SIX SIGMA PROGRAM</b> Track Chair: Russ Aikman; RC: Jim Duarte</p>	<p>LSS TRACK 5 <b>LEAN SIX SIGMA EMBRACES DESIGN THINKING</b> Track Chair: Kimberly Watson-Hemphill; RC: Bonnie Stone</p>
<p>1:00 PM–1:35 PM; #LSS–031 <b>Continuously Innovate Through Simplified Scientific Problem Solving Using Lean Six Sigma Principles Model</b> Phaniendra Somraj, Staff Program Manager, Teradata, San Diego, CA, USA</p>	<p>1:00 PM–1:35 PM; #LSS–041 <b>Continually Improving Your Lean Six Sigma Program – NASA Style</b> 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</p>	<p>1:00 PM–1:35 PM; #LSS–051 <b>Innovate or Perish! You Can't Be an Island - How to Inspire Your Teams to Embrace Design Thinking to Build Innovation</b> Cynthia Van Den Berge, Corporate Quality Advisor, FedEx, Cordova, TN, USA</p>
<p>1:35 PM–2:10 PM; #LSS–032 <b>Machine Learning: A Primer and a Manufacturing Application</b> Dr. Richard Titus Jr., Adjunct Faculty and Principal, Lehigh University and Titus Consulting, Bethlehem, PA, USA</p>	<p>1:35 PM–2:10 PM; #LSS–042 <b>How to Get Over 90% Lean &amp; Six Sigma Certification Rates!</b> Angel Rivera, Director Continuous Improvement, Johnson &amp; Johnson, Miami, FL, USA</p>	<p>1:35 PM–2:10 PM; #LSS–052 <b>Integrating Design Thinking and Lean Six Sigma: A Case Study</b> Brandon Bieser, Strategic Initiatives Leader-Operational Excellence, Edward Jones, Saint Louis, MO, USA</p>
<p>2:10 PM–2:45 PM; #LSS–033 <b>How the Six Sigma Belts Improve the Robotic Process Automation</b> Constantin Stan, CEO, ENVISO, Bucharest, Romania Alexandra Niculae, Training Director, ENVISO, Bucharest, Romania</p>	<p>2:10 PM–2:45 PM; #LSS–043 <b>Managing WIP Limits With Objectives and Key Results</b> Dr. Mariya Breyter, Enterprise Agile Coach, Goldman Sachs, New York, NY, USA</p>	<p>2:10 PM–2:45 PM; #LSS–053 <b>DOE: Why Does It Have to Be So Complicated?</b> Jim Leonard, Sr. Consultant, Quality Support Group, Ave Maria, FL, USA</p>

2:45 PM–3:15 PM; Refreshment Break

<p>LSS TRACK 6 <b>DEPLOYING AI WITHIN LEAN SIX SIGMA</b> Track Chair: Adam Gilley; RC: Marco Luzzatti</p>	<p>LSS TRACK 7 <b>UNCOVERING HIDDEN LEAN SIX SIGMA OPPORTUNITIES</b> Track Chair: Don Johnston; RC: Michael Ford</p>	<p>LSS TRACK 8 <b>JUST DO LSS BETTER!</b> Track Chair: Kristine Bradley; RC: Corey Zawadzki</p>
<p>3:15 PM–3:50 PM; #LSS–061 <b>Artificial Intelligence: Transforming Human &amp; Machine Collaboration</b> Adam Gilley, Financial Consultant, Intuit, Orlando, FL, USA</p>	<p>3:15 PM–3:50 PM; #LSS–071 <b>Process Mining for a Digitally Transformed World</b> Dr. Steven Remsen, Manager, Intel Corporation, Hillsboro, OR, USA</p>	<p>3:15 PM–3:50 PM; #LSS–081 <b>Short Cutting CI = Failure</b> Mike Kelemen, CI System Manager, BAE Systems, York, PA, USA</p>
<p>3:50 PM–4:25 PM; #LSS–062 <b>Deploying Artificial Intelligence to Revitalize Lean Six Sigma Deployments</b> Michael L. George Sr, CEO, AI Technologies, The Colony, FL, USA</p>	<p>3:50 PM–4:25 PM; #LSS–072 <b>Shark Tank - Taking the "Bite" Out of Project Idea Generation</b> Dave Harry PMP CSSBB LBC, Black Belt Trainer, Process Whisperer Consultants, LLC, Greeneville, TN, USA</p>	<p>3:50 PM–4:25 PM; #LSS–082 <b>Effective and Efficient Problem Solving and Causal Attribution</b> David Auda, Reliability/Safety Engineer, Volvo/Mack truck, Greensboro, NC, USA</p>
<p>4:25 PM–5:00 PM; #LSS–063 <b>Lean and AI Working Hand in Hand in Manufacturing</b> Patrick Durcinka, Director of Continuous Improvement, Kessington Aerospace, Elkhart, IN, USA</p>	<p>4:25 PM–5:00 PM; #LSS–083 <b>The Kaizen Event Is Over – Now What?</b> Erin King, Corporate Continuous Improvement Manager, PPHC, Amherstburg, Ontario, Canada</p>	<p>4:25 PM–5:00 PM; #LSS–083 <b>The Kaizen Event Is Over – Now What?</b> Erin King, Corporate Continuous Improvement Manager, PPHC, Amherstburg, Ontario, Canada</p>



THURSDAY MORNING, MARCH 26, 2020

<p>LSS TRACK 9 <b>LEAN SIX SIGMA FOR BETTER DATA SECURITY &amp; CUSTOMER EXPERIENCE</b> Track Chair: RusRuss Aikman; RC: Kristine Bradley</p>	<p>LSS TRACK 10 <b>POWERHOUSE COACHING TIPS FOR LEAN SIX SIGMA</b> Track Chair: Ron Darnell; RC: Mark Cichonski</p>	<p>LSS TRACK 11 <b>NEW ANGLE FOR PROBLEM SOLVING IN LEAN SIX SIGMA</b> Track Chair: Michael Ford; RC: Mark Cichonski</p>
<p>8:05 AM—8:40 AM; #LSS-091 <b>Fusion: Lean Six Sigma Meets Customer Experience</b> Perian Stavrum, Sr. Director Program/Project Manager, Change Management Office, Wolters Kluwer, St. Cloud, MN, USA Lisa Hagen, Customer Experience Program Manager, Wolters Kluwer, Saint Cloud, MN, USA</p>	<p>8:05 AM—8:40 AM; #LSS-101 <b>Becoming a Coaching Powerhouse!</b> Ron Darnell, 8D Implementation Manager, Siemens Gamesa Renewable Energy, Orlando, FL, USA</p>	<p>8:05 AM—8:40 AM; #LSS-111 <b>I Brought Plenty of Pink Post-It Notes: Lessons Learned From Facilitating Kaizen Events</b> Tom Lease, Staff Chief Engineer, Northrop Grumman, Linthicum, MD, USA</p>
<p>8:40 AM—9:15 AM; #LSS-092 <b>Impactful Voice of the Customer Process For a Compelling Business Case</b> John Goodman, Vice Chairman, Customer Care Measurement &amp; Consulting, Alexandria, VA, USA</p>	<p>8:40 AM—9:15 AM; #LSS-102 <b>Coaching the Lean Mindset in Service</b> Dieter Joseph Duarte, Owner &amp; Founder, Makoto Flow, Ltd., Lwakuni-shi, Japan</p>	<p>8:40 AM—9:15 AM; #LSS-112 <b>Point of Cause: The Step Before Root Cause</b> 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</p>
		<p>9:15 AM—9:50 AM; #LSS-113 <b>How One Marshmallow Can Change the Way You Think About Problem Solving</b> Patrick Adams, CEO/Executive Lean Coach, Patrick Adams Consulting Services, Allendale, MI, USA</p>

9:50 AM—10:15 AM; Refreshment Break

<p>LSS TRACK 12 <b>INTEGRATING LEAN SIX SIGMA WITH BIG DATA</b> Track Chair: James Duarte; RC: Adam Gilley</p>	<p>LSS TRACK 13 <b>LEAN SIX SIGMA FOR HEALTHCARE</b> Track Chair: Michael Ford; RC: Mark Cichonski</p>
<p>10:15 AM—10:50 AM; #LSS-121 <b>Integrating Lean Six Sigma With Data Science</b> Devshree Golecha, Assistant Vice President, EXL Service, Sugarland, FL, USA</p>	<p>10:15 AM—10:50 AM; #LSS-131 <b>Keeping Children's Hearts Precious: Providing Exceptional Care While Fighting Infections</b> Jamie MacLaren, Continuous Improvement Specialist, Michigan Medicine, Ann Arbor, MI, USA Mandy McKay, Project Manager, Michigan Medicine, Ann Arbor, MI, USA</p>
<p>10:50 AM—11:25 AM; #LSS-122 <b>Data Science for Six Sigma Professionals</b> James E. Duarte, Principal, LJDUARTE &amp; Associates, LLC, Clermont, FL, USA</p>	<p>10:50 AM—11:25 AM; #LSS-132 <b>Bundles of CABG: Preparing Cardiac Surgery for Value Based Pay</b> Melina Darby, Senior Project Manager, Michigan Medicine, Ann Arbor, MI, USA Jamie MacLaren, Continuous Improvement Engineer, Michigan Medicine, Ann Arbor, MI, USA</p>
<p>11:25 AM—12:00 PM; #LSS-123 <b>Easing into Big Data: From Logistic Regression to Cart</b> Kristine Nissen Bradley, Principal, Firefly Consulting, Austin, FL, USA</p>	

12:00 PM—1:00 PM; Lunch Break

<p>LSS TRACK 14 <b>LSS TALKS!</b> Track Chair: Kimberly Watson-Hemphill; RC: Korey Zawadzki</p>
<p>10:15 AM—10:40 AM; #LSS-141 <b>Lean Six Sigma Strategies in Cyber Security</b> Scott M. Jauman, Master Black Belt, Lean Six Sigma, Target Corporation, Brooklyn Park, MN, USA</p>
<p>10:40 AM—11:00 AM; #LSS-142 <b>Quantum Computing Will Blow Up the Operational Excellence World</b> Don C. Johnston, Vice President, Roxtar Consulting, Inc., Titusville, FL, USA</p>
<p>11:00 AM—11:20 AM; #LSS-143 <b>Hit Projects for Fun and Profit</b> Bonnie K. Stone, Process Improvement Consultant, TTEC, Merritt Island, FL, USA</p>
<p>11:20 AM—11:40 AM; #LSS-144 <b>Data Visualization – The Power of Storytelling</b> Kimberly Watson-Hemphill, President, Firefly Consulting, Austin TX, USA</p>
<p>11:40 AM—12:00 PM; #LSS-145 <b>Impact of Bias on Problem Solving and Improvement</b> Marco Luzzatti, Trainer, Greenville Technical College, Greenville, SC, USA</p>



THURSDAY AFTERNOON, MARCH 26, 2020

<p>LSS TRACK 15 <b>CASE STUDIES THAT WILL FLOOR YOU!</b> Track Chair: Jim Duarte; RC: Ron Darnell</p>	<p>LSS TRACK 16 <b>USING THE RIGHT LSS TOOLS FOR THE RIGHT PURPOSE</b> Track Chair: Don Johnston; RC: Bonnie Stone</p>	<p>LSS TRACK 17 <b>CULTIVATING A CULTURE OF LEAN SIX SIGMA</b> Track Chair: Kimberly Watson-Hemphill; RC: Adam Gilley</p>
<p>1:00 PM–1:35 PM; #LSS–151 <b>Six Sigma for Operating Profit Maximization in Ship Assist at the West Coast of USA</b> Dr. Ernesto Garcia, Director, Crowley Maritime, Jacksonville, FL, USA</p>	<p>1:00 PM–1:35 PM; #LSS–161 <b>The Importance of "DOE" When Conducting a DOE</b> Dr. Scott Kowalski, Advisory Technical Training, Minitab, Sanford, FL, USA</p>	<p>1:00 PM–1:35 PM; #LSS–171 <b>"The Winds of Change" Sailing Your Project to Success</b> Jennifer Hooks, Director Performance Improvement, Medical University of SC, Charleston, SC, USA</p>
<p>1:35 PM–2:10 PM; #LSS–152 <b>DMAIC at Armstrong- Results That Will Floor You!</b> David Hanan, 6 Sigma Development Manager, MANTEC, Inc., Chambersburg, PA, USA Sydney Tefft, Operations Leader, Armstrong Flooring Inc., Lancaster, PA, USA</p>	<p>1:35 PM–2:10 PM; #LSS–162 <b>Improved Analysis Technique for the Solution Selection Matrix</b> Robert Rhyder, Contractor, GuideWell, Jacksonville, FL, USA</p>	<p>1:35 PM–2:10 PM; #LSS–172 <b>Creating a Culture of Excellence to Deliver Value and Achieve Peak Performance</b> 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</p>
<p>2:10 PM–2:45 PM; #LSS–153 <b>Using Lean Philosophy To Reduce the Cycle Time of Recruitment Process</b> Dr. Yousuf Al Khamisi, Lean Practitioner, Sultan Qaboos University, Muscat, Oman</p>	<p>2:10 PM–2:45 PM; #LSS–163 <b>Overcoming Bias – A Core Skill for Effective Data Collection</b> Russ R. Aikman, LSS Program Manager, TMAC/The University of FL at Arlington, Arlington, FL, USA</p>	<p>2:10 PM–2:45 PM; #LSS–173 <b>Cultivating an Improvement Mindset in the Millennial Generation</b> Benjamin Hoseus, Sr. Associate, Process Capability Partners, San Antonio, FL, USA</p>
<p>2:45 PM–3:15 PM; Refreshment Break</p>		
<p>LSS TRACK 18 <b>INCREASING SUCCESS WITH LEAN SIX SIGMA</b> Track Chair: Michael Ford; RC: Ron Darnell</p>	<p>LSS TRACK 19 <b>THE LEADERSHIP OF CHANGE FOR LEAN SIX SIGMA</b> Track Chair: Russ Aikman; RC: Jeff Johnson</p>	<p>LSS TRACK 20 <b>DIVIDE &amp; CONQUER WITH LEAN SIX SIGMA</b> Track Chair: Corey Zawadzki; RC: Marco Luzzatti</p>
<p>3:15 PM–3:50 PM; #LSS–181 <b>Hitting Your Target With Kata</b> Leigh Ann Schildmeier, Founder &amp; President, Park Avenue Solutions, Phoenix, AZ, USA</p>	<p>3:15 PM–3:50 PM; #LSS–191 <b>Change Who? The Continuous Improvement of Oneself</b> Louie Anthony Edwin Hendon III, Senior Continuous Improvement Specialist, Cleveland Clinic - Hillcrest Hospital, Mayfield Heights, OH, USA</p>	<p>3:15 PM–3:50 PM; #LSS–201 <b>Splitting the DMAIC</b> Tom Quick, Senior Manager, Ernst &amp; Young, Powell, OH, USA</p>
<p>3:50 PM–4:25 PM; #LSS–182 <b>Are You in the 80% or 20%? Project Success-Making It Happen</b> Mark Lawrence Cichonski, Executive Director, Tactegra, Concord, NC, USA</p>	<p>3:50 PM–4:25 PM; #LSS–192 <b>Leader Behaviors for Sustaining Lean Methodologies in Multi-National Companies</b> Gary Vance, VP of Operations, JBT Corporation, Orlando, FL, USA</p>	<p>3:50 PM–4:25 PM; #LSS–202 <b>Increasing Relevance of Lean in Technology</b> Reuben Daniel, Senior Manager, Deloitte Consulting, LLP, North Brunswick, NJ, USA</p>
<p>4:25 PM–5:00 PM; #LSS–183 <b>Using Social Responsibility To Improve Your Project's Chance for Success</b> William O. Ingram III, Director of Lean Product Development, Interface, LaGrange, GA, USA</p>	<p>4:25 PM–5:00 PM; #LSS–193 <b>The Leadership of Change - Three Organizational Change Management Lessons Learned</b> Peter F. Gallagher, Global Head of People Solutions, Proudfoot, London, United Kingdom</p>	<p>4:25 PM–5:00 PM; #LSS–203 <b>Saving Time and Money by Adding Value Through Purposeful Knowledge Management</b> Dr. Cindy Young, Curriculum Developer/Instructor, Leidos, Virginia Beach, VA, USA</p>