# 2016 LEAN TRANSFORMATION CONFERENCE – EVENT SCHEDULE

**Updated 10/17/16 @ 2 pm**

Lean Level: *Beginner: no previous knowledge of Lean required
**Intermediate: audience has a basic understanding of Lean principles and tools but little experience
***Advanced: audience has some experience applying Lean principles and tools covered in the session

☐ Session repeats on both days

## Day 1 – Tuesday, October 18 – Greater Tacoma Convention & Trade Center

### 7:30-9:00 Registration

### 9:00 Welcome & Opening Remarks by Governor Jay Inslee, Exhibit Hall B

### 9:30 Keynote Presentation by Dean Schroeder, “The power of front-line ideas” Exhibit Hall B

10:30 Networking, Vendor Booths, Transition to next session

### 11:00 Lunch – or – Breakout Sessions

<table>
<thead>
<tr>
<th>Choose one</th>
<th>Agency Leadership Panel: Engaging and utilizing employee ideas</th>
<th>Continuous Improvement and Personal Kanban</th>
<th>If we can put a man on the moon: Getting big things done in government</th>
<th>How to engage and support employees in continuous improvement: stories of successes, failures, learning</th>
<th>☐ We’re not robots – reorganize for speed!</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Moderated by Dean Schroeder&lt;br&gt;Alfie Alvarado, VA&lt;br&gt;Chris Liu, DES&lt;br&gt;Joel Sacks, LNI&lt;br&gt;Rick Garza, LCB</td>
<td>Jim Benson, Modus Cooperandi&lt;br&gt;* Ballroom A</td>
<td>John O’Leary, Deloitte&lt;br&gt;** Ballroom BC</td>
<td>Norm Alberg and panel members, King County&lt;br&gt;Ballroom D</td>
<td>John Dickson, Spokane County&lt;br&gt;Room 315/316</td>
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<td>* Exhibition Hall B</td>
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<td>Lessons learned from Arizona Lean transformation&lt;br&gt;Bob Plummer, Honsha.ORG</td>
<td>Growing a Lean community: the Jefferson County Lean journey&lt;br&gt;Earl Murman, Massachusetts Institute of Technology&lt;br&gt;Jay Bakst, Raviyah Training &amp; Consulting</td>
<td>10:45am-12:15pm Transportation Lean Forum live video teleconference&lt;br&gt;* Room 317</td>
<td>10:45am-12:15pm Transportation Lean Forum live video teleconference&lt;br&gt;Sponsored by Gary Vansuch, Colorado Dept. of Transportation&lt;br&gt;* Room 407</td>
<td>Lunch on your own</td>
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<td>* Room 317</td>
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12:00-12:15 Transition to next session

12:15 Lunch – or – Breakout Sessions
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<th>Choose one</th>
<th>Getting Unstuck: Strategies to repair trust in groups</th>
<th>Embracing employee ideas</th>
<th>Focusing on the ‘g’ in gPDCA to boost your problem solving skills</th>
<th>Engaging deck-plate innovation through Moonshine</th>
<th>Big results with small teams: leading practices in cross-functional partnerships</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>Wendy Fraser, Fraser Consulting, LLC <strong>Exhibit Hall B</strong></td>
<td>Tracy O’Rourke, Integris Alex Ogunji, Los Angeles County <strong>Ballroom A</strong></td>
<td>Eden Teachout, Dept. of Enterprise Services <strong>Ballroom BC</strong></td>
<td>Vincent Stamper and Pete Laketa, Puget Sound Naval Shipyard &amp; Intermediate Maintenance Facility <strong>Ballroom D</strong></td>
<td>Arun Kumar, Kerika Joy Paulus, WaTech <strong>Room 315/316</strong></td>
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</table>

**Short Talks - State Agency Panel: hear their success stories and what they learned**
- Joshua Drollinger, DSHS
- Marina Parr & Jim Parker, Washington Workforce Board
- Pamela Singleton, OFM
- Moderated by Jessica Dang & Jade Hudek, Results WA **Room 317**

**Data-Driven Everything: The 10 Plays to Driving Performance and Impact**
- Jeffrey Press, Socrata
- Michael Jacobson, King County **Room 318**

**No Breakout Session**
- **Room 407**

Lunch on your own

<table>
<thead>
<tr>
<th>1:15-1:30</th>
<th>Transition to next session</th>
<th>1:30</th>
<th>Breakout Sessions</th>
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</table>

#### Choose one

<table>
<thead>
<tr>
<th>Lean culture at Dept. of Enterprise Services (DES): busting the “build it and they will come” myth</th>
<th>A model for change: Harnessing the Speed of Thought (HST)</th>
<th>Simulation: You can learn a lot by doing the work</th>
<th>Improving Lean through communities of practice</th>
<th>☀Lean is part of the change management equations: success = vision, motivation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chris Liu &amp; Joe VanSyckle, (DES) <strong>Exhibit Hall B</strong></td>
<td>Robert Brown, Collective Wisdom, Inc. <strong>Ballroom A</strong></td>
<td>Andres Hermosilla and Matt Waller, Seattle Children’s Hospital <strong>Ballroom BC</strong></td>
<td>Gary Vansuch, Colorado Department of Transportation <strong>Ballroom D</strong></td>
<td>Elizabeth Alley &amp; Shelly Randazzo, Virginia Mason Medical Center <strong>Room 315/316</strong></td>
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## Lean Level
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<table>
<thead>
<tr>
<th>2:30-2:45</th>
<th>Transition to next session</th>
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<td>2:45</td>
<td><strong>Breakout Sessions</strong></td>
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**Choose one**

<table>
<thead>
<tr>
<th>3:45</th>
<th>End Day 1</th>
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<tr>
<th>Coaching leaders to create a culture of engagement and improvement</th>
<th>Mapping your journey in continuous improvement</th>
<th>Leading Lean for success; how to drive out fear</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ariana Wood &amp; Paul Houle, Dept. of Enterprise Lean Transformation Services Rick Garza &amp; James Goodman, Liquor and Cannabis Board Sean Heron &amp; Job Pangilinan, King County Housing Authority</td>
<td>Brian Wakeham, State of Wisconsin – Dept. of Administration <strong>Room 318</strong></td>
<td>Karen Howells &amp; Kelly Johnston, The Howells Group <strong>Room 407</strong></td>
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<tr>
<th>2:30-2:45</th>
<th>Building better teams will improve your Lean effort Brett Cooper &amp; Evans Kerrigan, Integris Performance Advisors</th>
<th>Delivering results: lessons learned from across the world Shrupti Shah &amp; Wendy Korthuis-Smith, Deloitte Ballroom A</th>
<th>Pin the Tail on the Donkey: Measuring the complexity of Lean improvement efforts Charley Haley &amp; Fisher Qua, Back Loop Consulting Ballroom BC</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:45</td>
<td>Building organizational capacity for continuous improvement Ted Burley, The Regional Municipality of York <strong>Room 317</strong></td>
<td>5 Leader behaviors to grow learners and get results Hollie Jensen and Lean Fellows, Results Washington <strong>Room 318</strong></td>
<td>Conversation with the experts Dean Schroeder Chris Liu Andres Hermosilla <strong>Room 407</strong></td>
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<td><strong>Room 407</strong></td>
<td>From 10,000 feet to Sea Level: Building engagement at all levels to reduce preventable readmissions Andrew Hansen &amp; Kathy Mullin, Seattle Children’s Hospital <strong>Room 315/316</strong></td>
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### Day 2 – Wednesday, October 19 – Greater Tacoma Convention & Trade Center

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:30-9:00</td>
<td>Registration</td>
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<td>9:00</td>
<td>Welcome, Exhibit Hall B</td>
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<td>9:15</td>
<td><strong>Keynote Presentation - Peter Hutchinson</strong> “Leadership Lessons: What 2nd Graders Already Know”</td>
<td>Exhibit Hall B</td>
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<tr>
<td>10:15-10:30</td>
<td>Transition to next session</td>
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<tr>
<td>10:30</td>
<td><strong>Breakout Sessions</strong></td>
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Choose one:

- **There are no barriers to innovation**
  - Brian Elms, City and County of Denver
  - Exhibit Hall B
- **Embracing employee ideas**
  - Tracy O’Rourke, Integris
  - Alex Ogunji, Los Angeles County
  - Ballroom A
- **Building organizational capacity for continuous improvement**
  - Ted Burley, The Regional Municipality of York
  - Room 317
- **50 things we learned while implementing Lean**
  - Debra Hentz, Washington State Auditor’s Office
  - City and County panel members
  - Room 318
- **Transformation Design: Using Lean internally to help maximize impact externally**
  - Lauren Hudspeth, Tiffany Nguyen, and Brandi Bogosian, Bill & Melinda Gates Foundation
  - Ballroom BC
- **“Mining The Gold” : Making the most of employee ideas**
  - Becky Nowlen-Baird, Tom Cahill, Brett Jackson, Christina Webber & Ed Schott, Premera Blue Cross
  - Ballroom D
- **Accelerating results: tips for surfacing, sponsoring & sustaining problem Solving**
  - Tom Moore & Suzanne Hoffman, Mass Ingenuity
  - Annette Schuffenhauer, Health Care Authority
  - Room 315/316

11:30-11:45 Transition to next session
11:45 Lunch – or – Breakout Sessions
<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Speaker(s)</th>
<th>Room</th>
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<tbody>
<tr>
<td>9:00-10:00</td>
<td>Agency Leadership Panel: Leading into the future together</td>
<td>Moderated by Peter Hutchinson, Brian Bonlender, Jody Becker-Green, Tracy Guerin, Vikki Smith</td>
<td>Exhibit Hall B</td>
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<td>Office Lean: staying organized and focused</td>
<td>Chris Lindstrom, Ceptara</td>
<td>Room 317</td>
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<td>Solving problems should be easy – using the 4 Step visual tool</td>
<td>Jennifer Haury, All Angles Consulting, LLC</td>
<td>Ballroom A</td>
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<td>Case Study: Building change capability within a large government enterprise</td>
<td>Gary Vansuch, Colorado Dept. of Transportation</td>
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<td>Accepting your power to lead</td>
<td>Brett Cooper and Evans Kerrigan, Integris Performance Advisors</td>
<td>Exhibit Hall B</td>
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<td>Choose one</td>
<td>Fostering collaboration and trust across divisions</td>
<td>Jody Becker-Green and Tracy Johnson, Dept. of Corrections</td>
<td>Ballroom A</td>
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<td>Lean is not an event</td>
<td>Karl Kraber, Employment Security Dept.</td>
<td>Ballroom BC</td>
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<th>9:00-9:15</th>
<th>Lean contains multitudes: where to begin</th>
<th>How to measure performance when happiness is your metric</th>
<th>State agencies work better together</th>
<th>Lunch on your own</th>
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<td>Brian Kerr and Craig Fitzgerald, Koné Consulting &lt;br&gt; *&lt;br&gt; Room 317</td>
<td>Anders Maul, Live Stories &lt;br&gt; *&lt;br&gt; Room 318</td>
<td>Lila Kirkeby, Washington State Patrol&lt;br&gt; Linda Kleingartner, T.A.S. &lt;br&gt; *&lt;br&gt; Room 407</td>
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**2:00-2:15 Transition to next session**

### 2:15 Breakout Sessions

**Choose one**

| **Applying Lean IT at DSHS** Jim Benson, Modus Cooperandi<br> *<br> Exhibit Hall B | **Getting Unstuck: Strategies to repair trust in groups** Wendy Fraser, Fraser Consulting, LLC<br> ***<br> Ballroom A | **Solving problems should be easy – using the 4 step visual tool** Jennifer Haury, All Angles Consulting, LLC<br> **<br> Ballroom BC | **Cultivating compassionate and skillful leaders using Job Relations** Dave Hyem & Lis McNicholl, The Boeing Company<br> **<br> Ballroom D | **From 10,000 feet to Sea Level: Building engagement at all levels to reduce preventable readmissions** Andrew Hansen & Kathy Mullin, Seattle Children’s Hospital<br> **<br> Room 315/316 |
| Jim Benson, Modus Cooperandi<br> *<br> Exhibit Hall B | Wendy Fraser, Fraser Consulting, LLC<br> ***<br> Ballroom A | Jennifer Haury, All Angles Consulting, LLC<br> **<br> Ballroom BC | Dave Hyem & Lis McNicholl, The Boeing Company<br> **<br> Ballroom D | Andrew Hansen & Kathy Mullin, Seattle Children’s Hospital<br> **<br> Room 315/316 |

| **Short Talks - State Agency Panel: hear their success stories and what they learned** Allyson Brooks & Morgan McLemore, DAHP<br> Marina Parr & Jim Parker, Washington Workforce Board<br> Melissa Wideman & Nichole Seick, OFM<br> Moderated by Tammy Firkins & Rebecca Orbeck, Results WA<br> *<br> Room 317 | **It’s a Bird! It’s A Plan! No, It’s Janice: 6 Secrets to becoming a management SUPERHERO (You won’t believe #4!)** David Mott, Hawes Financial Group<br> ***<br> Room 318 | **Implementing and sustaining change following a Lean workshop** Jeff Watson, JWC International<br> ***<br> Room 407 | |

### 3:15 End Day 2