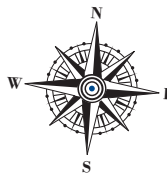


# AGENDA TRUE NORTH

SET THE COURSE, MAKE WAVES



TUESDAY SEPT 24	Employee Engagement & Problem Solving	Leadership - Embracing & Promoting Lean Philosophy	Lean Thinking in Healthcare	Simulations	General Sessions	Sponsor Sessions
Time/Room	BALLROOM 1	BALLROOM 2	OSTERVILLE	CAPE COD	CENTERVILLE	ORLEANS
7:15-8:15 AM	REGISTRATION					
8:15-8:30 AM	<b>GRAND BALLROOM</b> B. Hamilton & R. Miller: Welcoming Remarks					
8:30-9:20 AM	Keynote: Gary Peterson: Set the Course, Move Forward with Purpose.					
9:20-9:40 AM	Shingo Prize Award Video					
9:40-10:20 AM	AM BREAK					
10:20-11:10 AM	Morrow: Utilizing the 3M's as the Roadmap to Reliability	L. Murray: Using Standard Work & TWI Job Instruction for Leaders	Spear: Achieving Breakthrough Quality Access and Affordability	GBMP Simulation: 1x1 Processing	Jekiel: Finding the Real Value in Human Resources	Creaner   Brady pharmaMOOC - So You Want to Work in the Life Sciences Industry...
11:20-12:10 PM	Robinson: True North: The Direction for Innovation	McDonnell: 10 Ways to Premier Performance	Beakes: Achieving True North in the OR	GBMP Simulation: TWI for Zero Defects	Hudson: Learning is a Value Stream	Steven Waldner: Lean the Hess Way: Driving Excellence in the Customer Experience
12:15-1:15 PM	LUNCH ( BASS RIVER / HYANNISPORT )					
1:20-2:10 PM	Hackett: Designing Lean Learning for Growth	Bremer: Transition from Good to Great Performance Improvement	Gettleman: A Lean Design Case Study: Dana-Farber Cancer Institute	Pettry: Workplace Organization and Visual Systems Using Scrabble®	Gauvin: Navigating to Results: Clarity of Purpose Drives Performance	Kunz-Tax Credit Advisors, LLC: There's Money in that Kanban!
2:20-3:10 PM	Levy: Creating a Learning Organization: Lessons from the Soccer Field	Duggan: Applying OpEx Principles for Real Business Results	Levine: The Science Behind Effective Teams		Loscudo: A Small Company's Approach to Driving out Waste	Perrotti-Fuss & O'Neill: The Importance of Maintenance in Your Safety Program
3:10-3:40 PM	PM BREAK					
3:40-4:40 PM	Keynote: Art Byrne: The Lean Turnaround					
4:40-5:00 PM	Day One Wrap Up and Prize Drawings					
	<b>BALLROOM 1 &amp; BALLROOM 2 = GRAND BALLROOM</b>		"SHINGO-BY-THE-POOL" PARTY 5:30-8:00 PM			

WEDNESDAY SEPT 25	Employee Engagement & Problem Solving	Leadership - Embracing & Promoting Lean Philosophy	Lean Thinking in Healthcare	Simulations	General Sessions	Simulations
Time/Room	BALLROOM 1	BALLROOM 2	OSTERVILLE	CAPE COD	CENTERVILLE	ORLEANS
7:45-8:15 AM	REGISTRATION					
8:15-8:30 AM	Bruce Hamilton: Welcoming Remarks					
8:30-9:30 AM	Keynote: Dr. John Toussaint: Leading a Lean Healthcare Transformation					
9:30-9:50 AM	Silver Toaster Awards					
9:50-10:30 AM	AM BREAK					
10:30-11:20 AM	P. Murphy: Leveraging a Sustainable Lean Transformation through Policy Deployment	R. Miller: How the Shingo Model is Re-shaping the Role of Leaders and Managers	O'Hare: Fast Forward: Sustaining Change in Healthcare	Simulation: 1x1 Processing	Uliano: Built Lean	Thelen: Quick & Simple Simulations to engage employees and drive Lean understanding
11:30-12:20 PM	Konstantakos: Organizational Design for the Lean Value Stream	L. Miller: Transformational Change Management: Getting to Lean	Thomson: Why We Do What We Do: The Science that Makes Change Stick	Simulation: TWI for Zero Defects	Lawrence: Human Development – HR's Critical Lean Role	Thelen: Quick & Simple Simulations...
12:25-1:25 PM	LUNCH ( BASS RIVER / HYANNISPORT )					
1:30-2:20 PM	Virtual Plant Tour: Alpha Analytical: Single Piece Flow in a Batch World	Murli: Lean Transformation Planning & Management	Cronin: From Mice to Men: Introducing Lean to a New Healthcare Value Stream Sector	Vaczi: Developing Lean Leaders at IBM's Advanced Micro-electronics Solutions		
2:30-3:20 PM	Keynote: Tom Hartman: The Sustained Lean Culture: 17 years of Lean Culture-building Lessons-Learned at Autoliv					
3:20-3:30 PM	Prize Drawings & Closing Remarks by Bruce Hamilton					