



# SHINGO

INTERNATIONAL CONFERENCE

Washington, DC April 25-29, 2016

## 28<sup>TH</sup> INTERNATIONAL SHINGO CONFERENCE

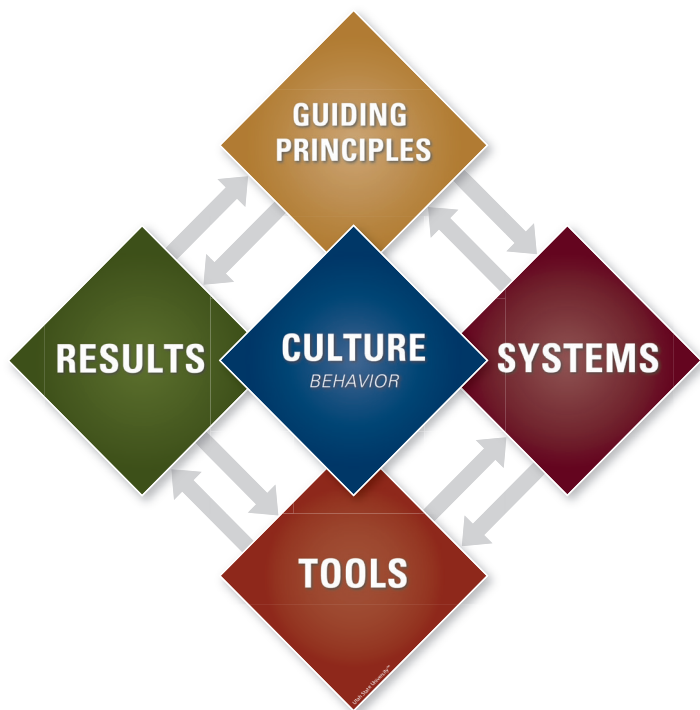
# AGENDA

APRIL 25<sup>TH</sup> – 29<sup>TH</sup> | 2016

# &

# MAPS

# THE SHINGO MODEL™



Download the  
**SHINGO** app



## MONDAY - APRIL 25<sup>TH</sup>

**6:45 am - 8:00 am**

Breakfast

Congressional Ballroom

**8:00 am - 5:00 pm**

**DISCOVER EXCELLENCE Workshops**

Mark Baker - EFESO Consulting (Dixon Valve)

Meeting Room 15

Chris Butterworth - S A Partners (Intralox)

Meeting Room 12

Abel Gomez & Alejandro Ponce - Opex Academy (Wright)

Meeting Room 13

Julian Winn - TMI (Sibley Memorial)

Meeting Room 11

**8:00 am - 5:00 pm**

**ENABLE Workshop (Emergent Bio Solutions)**

Meeting Room 14

Robert Miller - Arches Leadership

**8:00 am - 5:00 pm**

**IMPROVE Workshop (Smith Midland)**

Meeting Room 6

Bruce Hamilton - GBMP

**8:00 am - 5:00 pm**

**ALIGN Workshop (Marlin Steel)**

Meeting Room 16

Eilish Henry - SISU Consulting Group

**10:00 am & 2:30 pm**

**Networking Breaks**

Meeting Room Level Pre-function

**Noon - 1:00 pm**

**Networking Lunch**

Congressional Ballroom

## TUESDAY - APRIL 26<sup>TH</sup>

**6:00 am - 8:00 am**

Breakfast

Congressional Ballroom

**7:00 am - 5:30 pm**

Please meet in Congressional Ballroom C 15 min. before departure

**DISCOVER EXCELLENCE, ENABLE, IMPROVE & ALIGN GEMBAS**

Dixon Valve / Baker

Bus departs at 7:00 am

Emergent Bio Solutions / Miller

Bus departs at 7:00 am

Intralox / Butterworth

Bus departs at 7:00 am

Marlin Steel / Henry

Bus departs at 7:00 am

Sibley Memorial / Winn

Bus departs at 7:30 am

Smith Midland / Hamilton

Bus departs at 7:00 am

Wright Manufacturing / Gomez & Ponce

Bus departs at 7:00 am

## TUESDAY - APRIL 26<sup>TH</sup> (Cont.)

**8:00 am - Noon**

**Connecting the Lean Dots for the Organization: Align Your Lean Initiative to Maximize Your Full Business Potential**

Meeting Room 13

Bill Baker - Speed to Excellence & Ken Rolfes - KDR Associates

**How to Transform Healthcare Processes and Get 1,000s of Ideas Every Week**

Steve Hoeft & Robert Pryor - Baylor Scott & White Health

Meeting Room 16

**The Role of Lean in Achieving Operational Excellence in Our Healthcare System**

Meeting Room 14

Patricia Gabow & Philip Goodman - Formerly Denver Health

**10:00 am & 2:30 pm  
Networking Breaks**

Meeting Room Level Pre-function

**Noon - 1:00 pm  
Networking Lunch**

Congressional Ballroom

**1:00 pm - 5:00 pm  
Building the Fit Organization**

Daniel Markovitz - Markovitz Consulting

Meeting Room 13

**Developing Lean Leaders at All Levels**

George Trachilis - Lean Leadership Institute Inc.

Meeting Room 12

**Leading with Respect: Enabling Engagement, Teamwork & Accountability**

Mike Orzen - GBMP

Meeting Room 14

**Rising Above It All**

John Lee - Alpha Training & Consulting

Meeting Room 16 & Congressional Ballroom A/B

**6:30 pm - 9:00 pm**

**Opening Social and Awards Gala**

Grand Ballroom

Lite Dinner & Entertainment provided by Euphonism,  
Exhibits Open, Recognition for Shingo Prize, Silver Medallion,  
Bronze Medallion, and Research & Professional Publication Awards  
Attire: Business Professional

## WEDNESDAY - APRIL 27<sup>TH</sup>

**6:45 am - 8:00 am**

**Breakfast**

Renaissance Ballroom

**8:00 am - 8:30 am**

**Welcome**

Kenneth Snyder, Executive Director - Shingo Institute

Grand Ballroom

**8:30 am - 9:20 am**

**Keynote Presentation**

Patricia Gabow, Former CEO - Denver Health

Grand Ballroom

**9:30 am - 10:30 am**

**Shingo Basics Concurrent Session**

Francisco Ramírez, Executive Director - Lensys &

Fernando Ramirez Garza, Director of Quality - Deacero & Shingo Board Member

Grand Ballroom

**Manufacturing Concurrent Session**

W. Brou Gautier, President, Government Sector - Total Systems Development

Renaissance Ballroom West

**Healthcare Concurrent Session**

Steve Hoeft, Chief of Operations Excellence &

Robert Pryor, President, COO & CMO - Baylor Scott & White Health

Renaissance Ballroom East

**Special Topics Concurrent Session**

Richard Schonberger, President - Schonberger & Associates, Inc. and

Shingo Board Member

Congressional A/B

**10:30 am - 11:00 am**

**Networking Break**

Ballroom Level Pre-function

**11:00 am - 11:50 am**

**Keynote Presentation**

Ellis Jones, GM, Innovation Center Manufacturing - Goodyear Tire & Rubber Co.

Grand Ballroom

**11:50 am - 1:00 pm**

**Networking Lunch**

Renaissance Ballroom

**1:00 pm - 1:50 pm**

**Keynote Presentation**

Sunnie Giles, Executive Coach & Leadership Consultant, President - Quantam

Leadership Group

Grand Ballroom

**1:50 pm - 2:20 pm**

**Networking Break**

Ballroom Level Pre-function

## WEDNESDAY - APRIL 27<sup>TH</sup>

**2:20 pm - 3:20 pm**

**Shingo Basics Concurrent Session**

Randy Cook, Senior Expert - McKinsey

Grand Ballroom

**Manufacturing Concurrent Session**

Jens Baumeister, Director Continuous Improvement - MTU America

Renaissance Ballroom West

**Healthcare Concurrent Session**

Brad Parson, CEO & Skip Steward, Chief Improvement Officer - NEA Baptist Memorial Hospital

Renaissance Ballroom East

**Special Topics Concurrent Session**

Dwane Lay, VP of Customer Experience - Dovetail Software

Congressional A/B

**3:30 pm - 4:30 pm**

**Panel Discussion: Building Excellence**

Rick Edgeman, Director of Research - Shingo Institute, *Moderator*  
Joseph DeFeo, Chairman & CEO - Juran Global  
Shaun Barker, Assistant Executive Director - Shingo Institute  
Harry Hertz, Director Emeritus - Baldrige Performance Excellence Program

Grand Ballroom

**4:30 pm - 5:30 pm**

**Information Session: Lean Certification**

Joanne Deys, Sr. Consultant - Brightside Alliance LLC & Shingo Lead Examiner;  
Jill Stark, Lean Certification Program Manager - SME

Grand Ballroom

## THURSDAY - APRIL 28<sup>TH</sup>

**6:45 am - 8:00 am**

**Breakfast**

Renaissance Ballroom

**8:15 am - 8:30 am**

**Welcome**

Kenneth Snyder, Executive Director - Shingo Institute

Grand Ballroom

**8:30 am - 9:20 am**

**Keynote Presentation**

Stephen M. R. Covey, Co-founder - CoveyLink and The FranklinCovey Global Speed of Trust Practice

Grand Ballroom

**9:30 am - 10:30 am**

**Shingo Basics Concurrent Session**

Jacob Raymer, President - The Institute for Enterprise Excellence;  
Scott Powell, Director of Operational Excellence & Elaine Richardson, Senior Advisor of Operational Excellence - Export Development Canada

Grand Ballroom

**Manufacturing Concurrent Session**

Michael Tamasi, President & CEO - AccuRounds

Renaissance Ballroom West

## THURSDAY - APRIL 28<sup>TH</sup> (Cont.)

**9:30 am - 10:30 am cont.**

**Healthcare Concurrent Session**

Renaissance Ballroom East  
John Black, President and CEO & Kristina Hallberg, Executive Consultant - John Black & Associates

**Special Topics Concurrent Session**

Congressional A/B  
Thomas Paider, Associate VP, IT Build Capability Leader - Nationwide

**10:30 am - 11:00 am**

**Networking Break**

Ballroom Level Pre-function

**11:00 am - 11:50 am**

**Keynote Presentation**

Grand Ballroom  
Daniel Bowes, General Manager, Collections & Customer Solutions &  
Martin Lindsay, General Manager, Direct Lending - Commonwealth Bank

**11:50 am - 1:00 pm**

**Networking Lunch**

Renaissance Ballroom

**1:00 pm - 1:50 pm**

**Keynote Presentation**

Grand Ballroom  
Matthew Dixon, Group Leader, Financial Services and  
Customer Contact Practices & Head of New Product Development- CEB

**1:50 pm - 2:20 pm**

**Networking Break**

Ballroom Level Pre-function

**2:20 pm - 3:20 pm**

**Shingo Basics Concurrent Session**

Grand Ballroom  
Mike Martyn, Founder - SISU Consulting & Sarah Young, MD - Christie Clinic

**Manufacturing Concurrent Session**

Renaissance Ballroom West  
Larry Thompson, Vice President - Boeing

**Healthcare Concurrent Session**

Renaissance Ballroom East  
Nathan Hurle, Senior Director Continuous Improvement - Cleveland Clinic

**Special Topics Concurrent Session**

Congressional A/B  
Mark Martinez, Associate Director of Operations - Lawrence Livermore  
National Laboratories

**3:30 pm - 4:30 pm**

**Keynote Presentation**

Grand Ballroom  
Andrew Dillon - Andrew Dillon and Associates

**5:00 pm - 7:30 pm**

**Fireside Chat**

Penn Quarter (Lobby Level - 2nd floor)  
Ritsuo Shingo, President - Institute of Management Improvement

**Fireside Chat**

Franklin Square (Meeting Level)  
George Koenigsaecker, President - Lean Investments, LLC

## FRIDAY - APRIL 29<sup>TH</sup>

**6:00 am - 7:00 am**

**Breakfast**

Meeting Room 15

**7:00 am - 1:00 pm**

**Dixon Valve & Coupling Company**  
**Emergent Bio Solutions**  
**Wright Manufacturing**

Please meet in lobby 15 min. before departure

Each bus departs at 7:00 am and all tours end at 11:30 am. Buses will meet on K Street just outside lobby doors near gift shop.

Each bus will return to the Renaissance DC Downtown by approximately 1:00 pm.

## LOBBY LEVEL

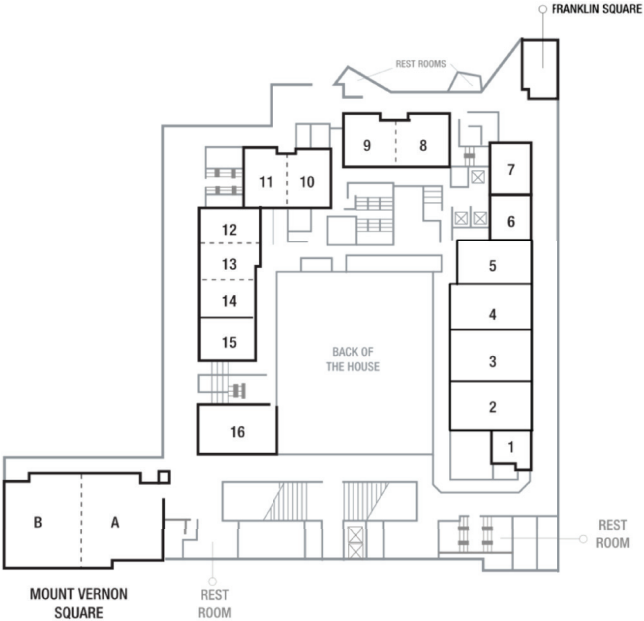
### LOBBY LEVEL





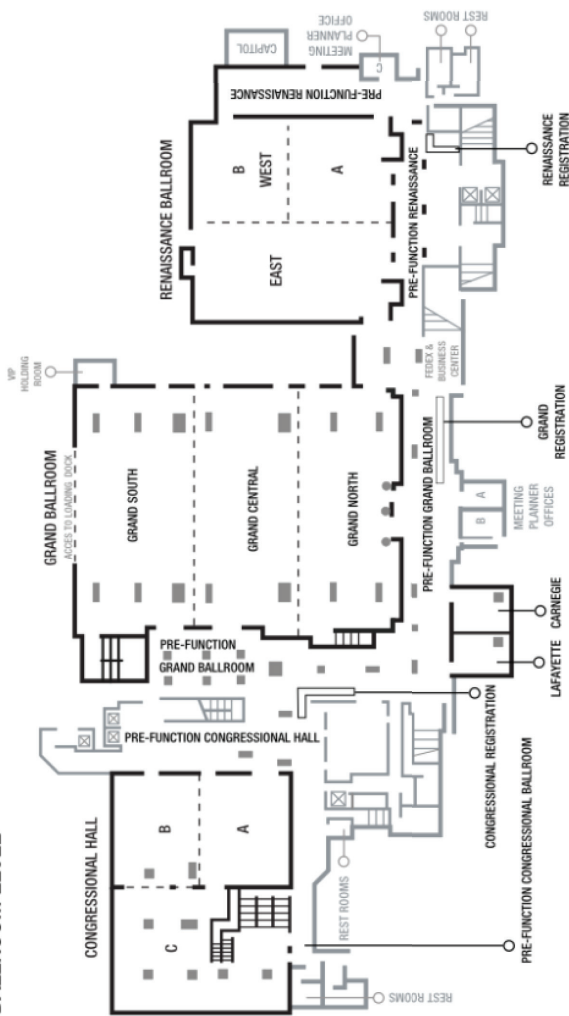
# MEETING LEVEL - ONE LEVEL BELOW LOBBY

## MEETING ROOM LEVEL

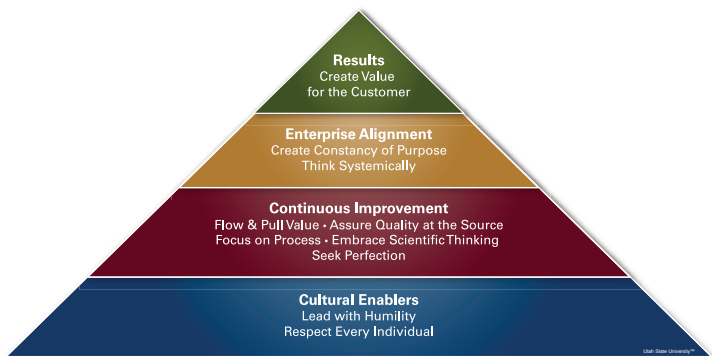


BALLROOM LEVEL - TWO LEVELS BELOW LOBBY

BALLROOM LEVEL



# THE GUIDING PRINCIPLES



## THREE INSIGHTS OF ENTERPRISE EXCELLENCE™

1. Ideal Results Require Ideal Behavior
2. Beliefs and Systems Drive Behavior
3. Principles Inform Ideal Behavior

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#shingoconf



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