

# 2018 AGENDA: THURSDAY - SEPTEMBER 27

WiFi: Utah Ops  
Password: Success18

|                |  |   |   |   |  |  |   |   |  |   |
|----------------|--|---|---|---|--|--|---|---|--|---|
| 8:00 to 8:30   | <b>Registration and Continental Breakfast</b><br>Grand America Hotel   |   |   |   |  |  |   |   |  |   |
| 8:30 to 10:00  | <b>Opening Plenary Session</b><br><b>State of Utah Welcome:</b> <i>Kristen Cox, Executive Director, Governor's Office of Management and Budget</i><br><b>Remarks:</b> <i>Lt. Governor Spencer J. Cox</i><br><b>Keynote: Start by Stopping. 7 Solutions to Avoid in Order to Achieve Breakthrough Results, <i>Kristen Cox</i></b>                           |   |   |   |  |  |   |   |  |   |
| 10:15 to 11:05 | <b>WORKSHOPS WITH A FOCUS ON GOVERNMENT OPERATIONS</b>   |   |   |   |  | <b>WORKSHOPS WITH A FOCUS ON PRIVATE SECTOR OPERATIONS</b>   |   |   |  |   |
|                | <b>IMPERIAL A</b>  | <b>IMPERIAL B</b>   | <b>IMPERIAL C</b>   | <b>IMPERIAL D</b>   | <b>SAVOY</b>   | <b>MURANO</b>  | <b>MILANO</b>   | <b>RIVIERA</b>  | <b>FONTAINBLEAU</b>  | <b>IMPERIAL RECEPTION C</b>   |
|                | <b>The Shortcut to SUCCESS in Social Services</b><br><i>Staci Ghneim</i>   | <b>Telling Your Story</b><br><i>Jessica Larsen<br/>Isaac Holyoak<br/>Michael Brian<br/>Keira Farrimond<br/>Alex Cabrero</i> | <b>SUCCESS Framework 101</b><br><i>Steve Cuthbert<br/>Greg Gardner</i>                | <b>Got Smarts? The Use of Integrated Workflow Intelligence to Improve Processes and Results</b><br><i>Rick Little</i> | <b>Keep it Simple: Agile Procurement in the Public Sector</b><br><i>Chris Hughes<br/>Windy<br/>Aphayrath</i>           | <b>Yes, We've Always Done It this Way, but... Why not Do It Better, Faster, Cheaper?</b><br><i>Lowell Keig</i> | <b>Extreme Performance, Extreme Collaboration</b><br><i>Andrew Hargrove</i>           | <b>The Champion's Mindset</b><br><i>William Thomas</i>                                      | <b>Bulletproof Operations</b><br><i>Alvaro Lozano<br/>Edwin Gonzalez</i> | <b>Graduating More Students at Medgar Evers</b><br><i>Nancy Oley</i>      |
| 11:20 to 1:15  | <b>Plenary Lunch Session</b><br><b>Keynote: USU Quality Workforce Initiative for Student Success,</b> <i>President Noelle Cockett, Utah State University</i><br><b>Goldratt Consulting Welcome:</b> <i>Rami Goldratt, Chief Executive Officer, Goldratt Group</i><br><b>Keynote: It's A Miracle!,</b> <i>Dr. Ajai Kapoor, Partner, Goldratt Consulting</i> |   |   |   |  |  |   |   |  |   |
| 1:30 to 2:20   | <b>IMPERIAL A</b>  | <b>IMPERIAL B</b>   | <b>IMPERIAL C</b>   | <b>IMPERIAL D</b>   | <b>SAVOY</b>   | <b>MURANO</b>  | <b>MILANO</b>   | <b>RIVIERA</b>  | <b>FONTAINBLEAU</b>  | <b>IMPERIAL RECEPTION C</b>   |
|                | <b>The Shortcut to SUCCESS in Social Services</b><br><i>Staci Ghneim</i>   | <b>Telling Your Story</b><br><i>Jessica Larsen<br/>Isaac Holyoak<br/>Michael Brian<br/>Keira Farrimond<br/>Alex Cabrero</i> | <b>SUCCESS Framework 101</b><br><i>Steve Cuthbert<br/>Greg Gardner</i>                | <b>Got Smarts? The Use of Integrated Workflow Intelligence to Improve Processes and Results</b><br><i>Rick Little</i> | <b>Keep it Simple: Agile Procurement in the Public Sector</b><br><i>Chris Hughes<br/>Windy<br/>Aphayrath</i>           | <b>Applying TOC in Academic Medicine</b><br><i>Heidi Cozart<br/>Randy Cox</i>                                  | <b>FOCUS on First Flight</b><br><i>Mike Thompson</i>                                  | <b>Accelerating Results in Aerospace R&amp;D</b><br><i>Frank Doerner</i>                    | <b>Paradigm Shifting</b><br><i>Rebecca O'Hara</i>                        | <b>Removing Family Business Constraints</b><br><i>Aureo Villagra</i>      |
| 2:35 to 3:25   | <b>IMPERIAL A</b>  | <b>IMPERIAL B</b>   | <b>IMPERIAL C</b>   | <b>IMPERIAL D</b>   | <b>SAVOY</b>   | <b>MURANO</b>  | <b>MILANO</b>   | <b>RIVIERA</b>  | <b>FONTAINBLEAU</b>  | <b>IMPERIAL RECEPTION C</b>   |
|                | <b>Real People, Real Projects, Real Results</b><br><i>Bryce Bird<br/>Scott Ericson<br/>Clint Bunnell</i>   | <b>Family Employment</b><br><i>Stephen Lisonbee<br/>Tonia Jones</i>   | <b>Making Your Case for Funding</b><br><i>Phil Dean<br/>Nate Talley<br/>and Panel</i> | <b>Marketing with SUCCESS</b><br><i>Jay Kinghorn<br/>Rachel Stone</i>   | <b>Elaboration of USU's Quality Workforce Initiative for Student Success</b><br><i>Robert Wagner<br/>John Louviere</i> | <b>Applying TOC in Academic Medicine</b><br><i>Heidi Cozart<br/>Randy Cox</i>                                  | <b>30 Years of Success at General Motors</b><br><i>Jeffrey Miller<br/>Kevin Kohls</i> | <b>Managing the Portfolio of Information Technology (IT) Solutions</b><br><i>Boaz Ronen</i> | <b>Stability in Turbulence</b><br><i>Thomas Hoffmann</i>                 | <b>Breaking the Cycle of Poverty</b><br><i>Bill Crim<br/>Scott McLeod</i> |
| 3:40 to 4:20   | <b>Afternoon Plenary Session</b><br><b>Keynote: Keep Climbing,</b> <i>Gil West, Senior Executive Vice President and Chief Operating Officer, Delta Air Lines</i><br>& <i>David Garrison, Senior Vice President, Delta Connection, Delta Global Services, and CEO Endeavor Air</i>  |   |   |   |  |  |   |   |  |   |
| 4:30 to 5:30   | <b>Special Event</b><br><b>The Essence of the Toyota Production System: The Roots of Lean,</b> <i>Nampachi Hayashi, Advisor, Toyota Motor Corporation</i>  |   |   |   |  |  |   |   |  |   |

# 2018 AGENDA: FRIDAY - SEPTEMBER 28

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|  |   |  |  |   |  |  |  |   |  |  |
|--|---|--|--|---|--|--|--|---|--|--|
| 8:45 to 9:15   | <b>Registration and Continental Breakfast</b><br>Grand America Hotel  |  |  |   |  |  |  |   |  |  |
| 9:15 to 9:45   | <b>Morning Plenary Session</b><br>Welcome and Presentation of SUCCESS Awards: <i>Kristen Cox</i>  |  |  |   |  |  |  |   |  |  |
| 10:00 to 10:50   | <b>WORKSHOPS WITH A FOCUS ON GOVERNMENT OPERATIONS</b>  |  |  |   |  | <b>WORKSHOPS WITH A FOCUS ON PRIVATE SECTOR OPERATIONS</b>   |  |   |  |  |
|  | <b>IMPERIAL A</b>   | <b>IMPERIAL B</b>  | <b>IMPERIAL C</b>  | <b>IMPERIAL D</b>   | <b>SAVOY</b>   | <b>MURANO</b>  | <b>MILANO</b>  | <b>RIVIERA</b>  | <b>FONTAINBLEAU</b>  | <b>IMPERIAL RECEPTION C</b>  |
| <b>Intense Focus. Extreme Results.</b><br><i>Greg Gardner<br/>Staci Ghneim<br/>Rick Little<br/>Susan Burke</i> | <b>The Truth About IT: Adding Value to the Business</b><br><i>Steve Cuthbert<br/>Mike Hussey<br/>Dr. Ajai Kapoor</i>                            | <b>Achieving Breakthrough Performance at the Utah State Hospital</b><br><i>Dallas Earnshaw<br/>Madhu Gundlapalli<br/>Alex Knight</i> | <b>Real People, Real Projects, Real Results</b><br><i>Bryce Bird<br/>Scott Ericson<br/>Clint Bunnell</i>                             | <b>Making Your Case for Funding</b><br><i>Phil Dean<br/>Nate Talley<br/>and Panel</i> | <b>Elaboration of USU's Quality Workforce Initiative for Student Success</b><br><i>Robert Wagner<br/>John Louviere</i> | <b>The Catalyst of Breakthrough Performance</b><br><i>Gary Adams</i>   | <b>The TOC Journey at Sport Zone</b><br><i>Miguel Teles</i>              | <b>Value Creation in Non-Profit Organizations</b><br><i>Boaz Ronen</i>                                      | <b>Personal Growth Navigator</b><br><i>Nami Sawai</i>  |  |
| 11:05 to 11:55   | <b>IMPERIAL A</b>   | <b>IMPERIAL B</b>  | <b>IMPERIAL C</b>  | <b>IMPERIAL D</b>   | <b>SAVOY</b>   | <b>MURANO</b>  | <b>MILANO</b>  | <b>RIVIERA</b>  | <b>FONTAINBLEAU</b>  | <b>IMPERIAL RECEPTION C</b>  |
|  | <b>Intense Focus. Extreme Results.</b><br><i>Greg Gardner<br/>Staci Ghneim<br/>Rick Little<br/>Susan Burke</i>                                  | <b>The Truth About IT: Adding Value to the Business</b><br><i>Steve Cuthbert<br/>Mike Hussey<br/>Dr. Ajai Kapoor</i>                 | <b>Achieving Breakthrough Performance at the Utah State Hospital</b><br><i>Dallas Earnshaw<br/>Madhu Gundlapalli<br/>Alex Knight</i> | <b>Family Employment</b><br><i>Stephen Lisonbee<br/>Tonia Jones</i>                   | <b>Marketing with SUCCESS</b><br><i>Jay Kinghorn<br/>Rachel Stone</i>  | <b>Yes, We've Always Done It this Way, but... Why not Do It Better, Faster, Cheaper?</b><br><i>Lowell Keig</i> | <b>10 Indicators You are Decorating the Fish</b><br><i>Yishai Ashlag</i> | <b>Leveraging TOC for Breakthrough Results in M&amp;A</b><br><i>Rakesh Sinha<br/>Radhakrishna Jagannath</i> | <b>Focus on the Finish Line</b><br><i>Guilherme Venanzi De Almeida</i>                         | <b>Measures That Hurt, Measures That Help</b><br><i>Javier Arevalo</i> |
| 12:15 to 1:30  | <b>Plenary Lunch Session</b><br>Special Guest Speaker: <i>Steve Starks, President, Utah Jazz and Larry H. Miller Sports &amp; Entertainment</i> |  |  |   |  |  |  |   |  |  |
| <b>GOLDRATT INTERACTIVE WORKSHOPS</b>  |   |  |  |   |  |  |  |   |  |  |
| 2:00 to 4:00   | <b>SAVOY</b>  |  | <b>MURANO</b>  |   |  | <b>RIVIERA</b>   |  |   | <b>MILANO</b>  |  |
|  | <b>Dealing with Uncertainty</b><br><i>Sridhar Chandrasekaran</i>  |  | <b>Leadership and Culture to Sustain the Change</b><br><i>Andrew Busch</i>   |   |  | <b>The Haystack Syndrome of Metrics in Large Organizations</b><br><i>Jaideep Srivastav<br/>Andy Ferland</i>    |  |   | <b>Pride and Joy: Using TOC to Improve Healthcare</b><br><i>Alex Knight<br/>Vinny Monteiro</i> |  |