

JANUARY 21-24, 2020

OMNI ORLANDO RESORT, CHAMPIONSGATE, FL





2020 SHOW REPORT

#OPEXweek

www.opexweek.com

Thank you from the producer:

THANK YOU FOR SHAPING THE TRANSFORMATION AGENDA WITH US

Dear colleagues and friends,

Thank you for spending a wonderful week with us in Orlando. I hope you enjoyed every moment as much as we did and hope the event served as a valuable platform for you to manage a tighter grip on the pulse of business transformation.

150+ speakers, 700+ attendees, 50+ exhibitors, 2 reception parties, 9 award winners, 4 days packed in keynotes, case studies and discussions; As the week went on, we learned a great deal

- Transformation is not only sinking in but also taking shape with key levers pointed out: Fortune 500 companies are driving their transformation with a holistic approach focusing on process, digital and culture transformation
- And it comes from C-level: Chief Transformation Officers, Chief Digital Officers, and Chief Operating Officers sharing the stage for the first time to discuss strategies, tools and challenges in driving enterprise wide digital and business transformation

 A convergence of functions: Transformation office, PMO, OPEX, Strategy, Automation & Data Science, Technology Infrastructure – many regretted they did not bring even more team members!

A global transformation leader's platform continues to shape up and drive a real difference in the community and today's business world. We are humbled and honoured to have shared these moments with you in Orlando and we cannot wait to see you again next January with even more exciting updates.

See you in 2021!





This years OPEX Week shared insights that other forums are still trying to provide. The collective presentment of "real world" business transformation progress helped me isolate best practices for modern automation. These tools are advancing at an alarming rate. Separating what provides value and what is still maturing allowed me to fine tune our strategic roadmap immediately for stronger return on investment."

SVP Director Corporate Continuous Improvement, Webster Bank



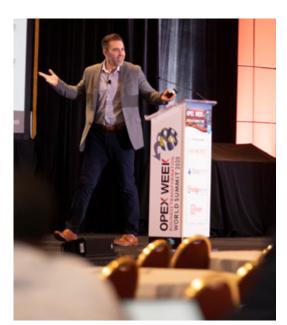
OPEX Week 2020 Highlights

EVENT DIRECTOR'S CHOICE OF SPEAKER:

In 2020, OPEX Week: Business
Transformation World Summit has
incorporated a very important topic as part
of its key theme: Diversity and Inclusion. **Ed Jervis, Head of Global LGBT+ Network, Serco** shared a truly eye-opening session
on how OPEX leaders can make a difference
driving a true open environment to promote
Diversity and Inclusion.



Ed Jervis, Head of Global LGBT+ Network, Serco



KEYNOTES:

We heard top-down transformation journeys from Freddie Mac, Walmart, Genworth Financial and U.S Air Force in our keynote sessions. Leaders from VM Ware, State Farm and TD Bank also provided many practical suggestions during the diversity of thought panel discussion.

Key takeaways from the energetic keynote presentations at OPEX Week 2020 include, how to leverage culture to advance the process maturity, how to break down traditional silos to drive business agility across the entire organization, the importance of fostering equality, belonging and transformational culture through a diversified workforce and much, much more.



WORKSHOPS:

We saw a shift of interest for deep-dive workshops that cover frameworks for combined toolkits like LSS, Agile, RPA and Analytics; we also got crucial updates on the latest in developing and refining processes in a digital environment and how that is becoming the new norm.

Some stand out Workshops include:

'Breaking down departmental silos and creating a culture of continuous improvement through root cause analysis and design thinking' from **Amway's**, **Monica Stitt**.

'Why Digital Transformations Fail' from the number 1 best selling author, **Tony Saldanha**

'Ensuring culture alignment post M&A: The Neuroscience approach' from Emotional Neuroscience Expert, **Ravi Rao**



MASTERCLASSES & FOCUS DAYS:

If you missed these, they are probably the most valuable sessions in terms of practical take-always. The depth of the conversation, the level of interaction and the openness from the speakers make these a must-attend for you to apply your learnings immediately when you get back to the office.

Attendees enjoyed masterclasses focused on women in leadership, key digital tools to help you save millions across your business services, transforming business DNA to drive business turnaround and growth and mastering your influence as a transformation leader.





OPEX Week 2020 Highlights

OPEX Week 2020 hosted a variety of case studies from organizations such as; S&P Global Ratings, Hertz, Western Union, Nestle, Pfizer, Edward Jones and Discover.

Over two days of the event, the in-depth case studies were separated into specific theme led tracks, creating the freedom for attendees to pick and choose which sessions best suited their needs. Those themes were; **Turnaround**, **Growth & Holistic Transformation**, **Process Transformation**, **Digital Transformation**, **Culture Transformation and Innovation & Business Agility**.

Here's five of the case studies that were presented during the event.

Strategizing and executing large scale business and process transformation across five lines of business



Benjamin Vesely, Director, Business Process Transformation, Prudential

Turn it around!

Establishing Operational Excellence "as a way of life" to drive Top Quartile



Ýr Gunnarsdóttir,
Operational
Excellence/
Continuous
Improvement
Deployment Lead,
Shell International

Nokia's Triple play of Business Excellence, Innovation, and Competence Scaling for Competitive Advantage



Vic Nanda, Head, Quality Capabilities & Consulting, Nokia Integrating CI, Data Science, Innovation and Strategy to achieve business and customer excellence



Angela Marano,
Managing Director,
Business,
Transformation
Southwest Airlines

Re-imagine business models and processes and save multi million dollars per year by strategically leveraging digital workforce technologies



Hemant Purkar,
Executive Director,
Digital Workforce COE,
JP Morgan Chase

My third year attending OPEX Week and it did not disappoint!
The opportunity to listen to improvement professionals sharing their perspective on integrating various disciplines (Agile, lean, design thinking, digital transformation, LSS, ...) was invaluable."

VP, Continuous Improvement, Capital Group Companies

The event was very valuable. It gave me a number of ideas I have already started to use in my organization. It was also a team building exercise for me as I came with four colleagues. I think we will all work differently this year because of this conference."

Lean Sigma Master Black Belt, UL llc

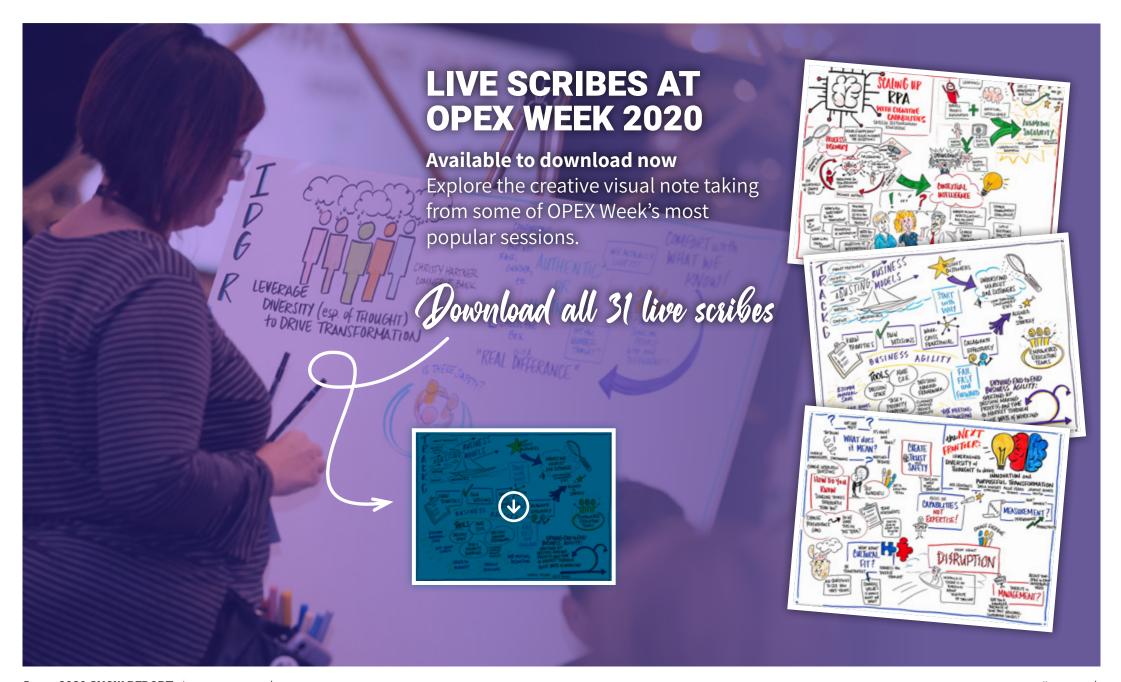






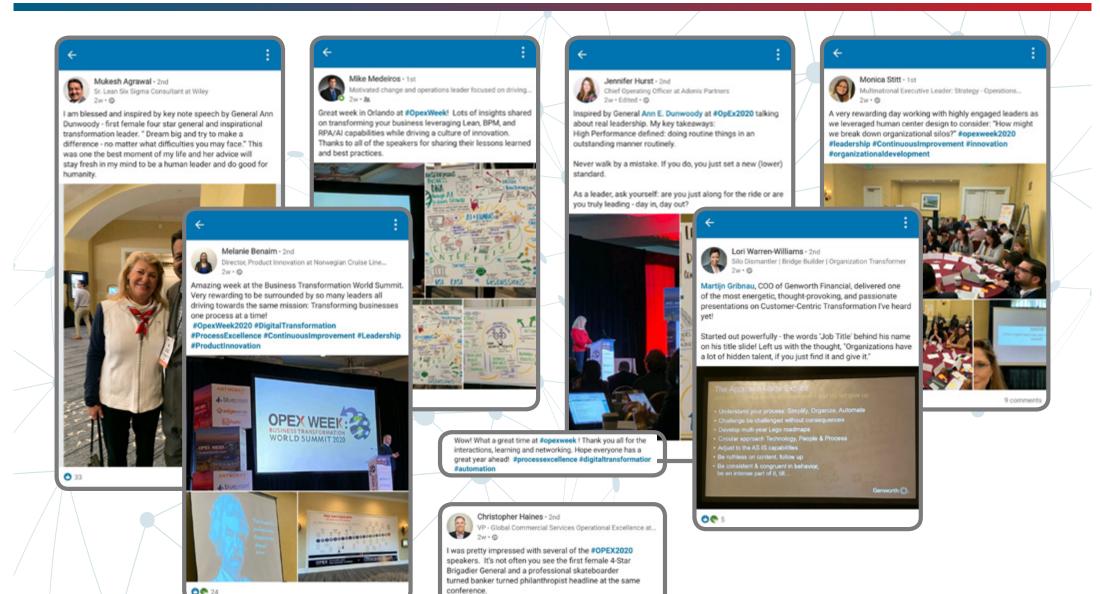


Live Scribes - Visualised Presentations





A Word from the Attendees





Parties and Celebrations at PEK Week!



















#opexweek

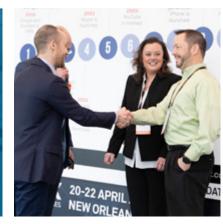
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Networking at OPEN Week



"This is my first OPEX week. I found the event extremely valuable for me. I take a lot from this event and already it is adding value to my work as well as giving me great ideas for my future projects." Director, Advania Iceland







"It was very valuable to meet like-minded professional and see what others are doing with their transformation program" **Head of LEAN Business Transformation and**

Acceleration, Nestle



"This is the first OPEX conference I attended. It was very informative and engaging. I learned a lot of practical solutions."

Sr. Advisory Continuous Improvement Specialist, eVestment





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A small selection of #@PEX Week attendees

3M	Alcatel-Lucent (1) Enterprise	Allianz (ll)	% Ameren	Aow	BBRAUN	вмо 😂	BNY MELLON	>> bpg	Z Bi Z design	₽ ♥ NC	♣ blue prism
businessoptis	• CDK • Global.	⊕ CME Group	Insurance	Citizens Bank	COVANCE	Delaware North.	dentsu AEGIS network	DIAGEO	FireStart	Forrester	Freddie Mac
%	<u>GM</u>	☐ GM FINANCIAL	Genworth $\frac{3^{1/2}}{86^{3}}$.	Goldman Sachs	Goldman Sachs	Prended equitions	H&R Block	īGrafx°	▲ IpX	intel	Janssen)
KOCH INDUSTRIES INC	<i>LEGO</i>	LexisNexis	Liberty Mutual.	⊠ Liferay	LIGHTHOUSE	MIT LINCOLN LABORATORY	MSKESSON	moderna	MoreSteam*	ODYSSEY SYSTEMS	Panasonic Automotive
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Southwest*	STATE STREET	□TIAA Bank	THOMSON REUTERS	## TRACKVIA	U.S. AMP FORCE	U.S.ARMY	usbank.	USAA*	vm ware [.]	 ○ V€OLIA	VOLKSWAGEN FINANCIAL SERVICES THE SERVER
Walmart %	Webster*	WESTFIELD.	WILEY	workato	BioReference	Securitie Scientific	Capital One	capsifi	Commerce Bank	DISCOVER	edgeverve
HCSC Health Case Service Corporation	i-nexus Strategy Execution Software	€ AT&T	Munich RE 🗲	Nationwide	NOKIA	Northwest	BPTIMUX CONSULTING	RenaissanceRe-	RUSHMORE par trouble	Schneider Electric	
& State Farm™	WOLSELEY 🗘	JPMORGAN CHASE & CO.	Fannie Mae	Northwestern Mutual	svb >	VOVA	TD	SOCIETE GENERALE	VISA	Hertz	MAGRIOTT



Big Ideas Keynote Speaker

General Ann Dunwoody

THE FIRST EVER FEMALE FOUR-STAR GENERAL

Keynote General Ann Dunwoody has been a truly inspirational keynote speaker to set the tone for a human-centric leadership. Her message on leadership, diversity and individual grit resonated so well that she received a full minute standing ovation after her speech, first I have seen at any event! Many attendees have mentioned that it was

THE BEST leadership speech they have heard!

I am blessed and inspired by the keynote speech by General Ann Dunwoody - first female four star general and inspirational transformation leader. "Dream big and try to make a difference - no matter what difficulties you may face." This was one the best moments of my life and her advice will stay fresh in my mind to be a human leader and do good for humanity."

It was an honor and humbling to share the same stage with the first four-star female General, Ann Dunwoody. Her speech was inspiring and encouraging."

"If you don't like change, you will hate irrelevance even more"

"Find a way to make a difference in the world."

"The first time you walk past a problem and do not correct it, that becomes the new standard."

> "High performing organizations perform routine things in an outstanding manner, routinely"

> > "How do you solve problems if everyone you bring to the table thinks the same way as you... To build your team of the future, you must have diversity of thought. If everyone has the same education, the same backgrounds, and same experiences, how can you have diversity of thought?"



WILEY



Exclusive Book Signings

THE LAUNCH OF 'DARE!'

Behind the Scenes of the Best Business Transformation Project in the World

Launching the book "Dare! – Behind the Scenes of the Best Business Transformation Project in the World" at OPEX Week Business Transformation World Summit 2020 was an amazing experience as it is a natural continuation of receiving the Award last year by **Apa Nova Bucharest**, **a Veolia Company**. We wanted to tell the real story behind the project, with its ups and downs, to share our thinking and get people a little bit closer to success in their own transformation journeys. The engagement and enthusiasm we felt from the audience was truly rewarding and exceeded all our expectations.

Some people actually read the book overnight and came back next day to talk to us about its content. The dialogue continued even further, reaching the finer points and subtleties of the book within the Business Process Management Masterclass held at OPEX Week 2020. Judging by the questions we received and the community's reaction to our answers, we believe the book started to reach its target by making a relevant contribution to a seemingly over-studied field – it has become a model to be potentially replicated around the world.

We would like to thank all of you for the overwhelming interest shown, hope you enjoy the book and we invite you to continue the dialogue.













OPEX AWARDS

The annual Global OPEX Awards honors, recognizes and promotes individuals and teams who have made a commitment to driving superior operational excellence and business transformation initiatives.

At OPEX Week we celebrated these commitments with the 2020 OPEX Awards ceremony. Hosted by the CX Rockstar, James Dodkins, we saw organisations from around the world take the stage to collect their trophies and celebrate their achievements. A key take-away from the evening was provided by all of the award winners, and that message was, people and the importance of collaboration and teams to deliver a world class transformation project or program.

Celebrate your team's achievements with the 2021 OPEX Awards. Entries open again soon, register your interest here to be the first to receive updates and to learn about the new categories.

Winning the OPEX award was wonderful recognition for the team and the results they have achieved. It encourages us to continue to strive for excellence and endorsed our belief that we are on the right path to support our organisation's transformation."



- Congratulations to the 2020 Award Winners -



Best Achievement in Transforming Organizational Culture

Novelis



Best Digital
Transformation Project

The University of Auckland



Best Operational Excellence
Transformation Program Over 2 Years
Experian

Best Operational Excellence
Transformation Program Under 2 Years

SafeRack, LLC

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Best Process Transformation Project Under 90 Days

S&P Global Ratings



Best Transformation Project Delivering Customer Excellence

DTE Energy



Best Enterprise Wide Transformation Project

Sodexc



Business Transformation Leader of the Year

Dr. Charles Brandon III - US Army



The OPEX World Summit in Orlando had top class speakers this year-good job PEX Network! We learned a lot from the experiences of the various participating companies. The awards were exciting, as it was the first time that Sodexo has been shortlisted in 4 categories. Sodexo really enjoyed the whole processputting together our stories, presenting & answering questions from the judges and winning in one category. Good questions from the judges is effectively my favourite part, as they help us test the level of depth we are going to in our programmes and the clarity for an external & independent judge to understand our story and the work we are doing in Sodexo delivering an excellent service to clients. Winning the award for Enterprise Wide Transformation was satisfying and great recognition for all the hard work and resilience put in by the teams over 3 years. I highly recommend the awards.

sodex*o



Best Achievement in Transforming Organizational Culture

Experian

Best Operational Excellence Transformation Program Over 2 Years

US Army - BPIPO

Best Process Transformation Project Under 90 Days

OCBC Bank

Best Enterprise Wide Transformation Project

GAF - Roofing Manufacturers

Best Digital Transformation Project

VMWare Inc

Best Operational Excellence Transformation Program Under 2 Years

EMC

Best Transformation Project Delivering Customer Excellence

Blue Cross Blue Shield of Michigan

Business Transformation Leader of the Year

David O'Toole -World Wide Technology









🛪 Register your interest in the 2021 OPEX Awards here. Good luck with your submission! 🥆



Thank You to our Partners

































































































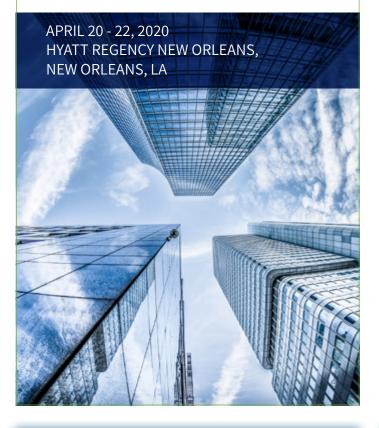






NEXT IN THE SERIES



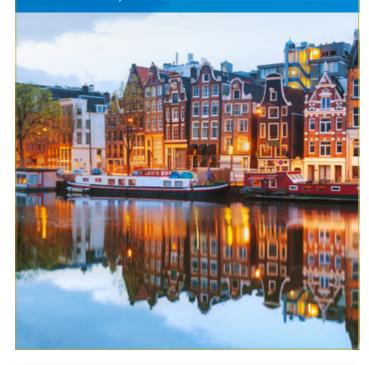








28 - 30 SEPTEMBER, 2020 AMSTERDAM, THE NETHERLANDS











SEE YOU NEXT YEAR





OPEX WEEK 2021 HIGHLIGHTS:

- → 150+ speakers
- → 800+ Transformation Leader Attendees
- → COO & Chief Transformation Officers Summit
- → 26 Interactive Discussion Groups
- → 4 Breakout themes covering key transformation elements through people, process and technology
- → 1 single platform for transformation insights you can't find anywhere else!

KEY THEMES FOR 2021:

- → Translating strategy into OPEX and transformation reality
- → A double barrel transformation approach on business
 - & digital transformation
- → Progressive OPEX: from cost stripping to value adding
- → Cultural transformation to achieve business excellence

- → Customer centric-transformation and co-creation
- → Embedding Robotics into your BPM infrastructure
- → A new layer of data and analytics on business transformation
- → Developing sustainable change program