

Event Schedule & Agenda

Day 1 – Tuesday, October 21 – Greater Tacoma Convention & Trade Center

8:00 Registration

9:00 Welcome, *Exhibit Hall B*

9:30 Opening Remarks by Governor Jay Inslee, *Exhibit Hall B*

9:45 Keynote Presentation by John Shook, *Exhibit Hall B*

11:00 Lunch – or – Breakout Sessions

Choose one	<p>The Lean Transformation Model: A Panel Discussion with John Shook and Friends</p> <p>LEI, Results Washington</p> <p><i>Exhibit Hall B</i></p>	<p>Are we Lean enough? Moving from Process Improvement to Culture Change</p> <p>Judy Hall, Jessica Todorovich</p> <p><i>Ballroom A</i></p>	<p>Legacy to Lean – Transitioning 60 years of tradition into a lean, mean, relevant machine</p> <p>Robin King, Dan Bechtol</p> <p><i>Ballroom BC</i></p>	<p>Lean – Why is it Important & How Does it Work?</p> <p>Chris Lindstrom</p> <p><i>Ballroom D</i></p>	<p>Toyota Kata Improving and Coaching your way to Success</p> <p>Paul Hamacher</p> <p><i>Room 315</i></p>
	<p>Why Lean Doesn't Feel Lean: The Problem with Launching Continuous Improvement in Government, and What to Do About It</p> <p>Carlos Venegas</p> <p><i>Room 316</i></p>	<p>How Lean is Transforming the Construction and Manufacturing Industries in the Puget Sound</p> <p>Paul Le Febvre</p> <p><i>Room 317</i></p>	<p>Pre-Agile: Don't Build The Best Wrong Thing</p> <p>Zac Cohn</p> <p><i>Room 318</i></p>	<p>Engaging Mid-level Managers in Lean Transformation</p> <p>André Helmstetter</p> <p><i>Room 407</i></p>	<p>Lunch on your own</p>

12:15 Lunch – or – Breakout Sessions

Choose one	<p>The Dark Matter and Dark Energy of Lean Thinking: How to see and make sense of the critical, invisible people side</p> <p>Bob Brown</p> <p><i>Exhibit Hall B</i></p>	<p>Enterprise Planning at the Department of Enterprise Services</p> <p>Chris Liu, Renee Smith Nyberg</p> <p><i>Ballroom A</i></p>	<p>Lean-Agile Introductory Workshop</p> <p>William Rowden</p> <p><i>Ballroom BC</i></p>	<p>Bridging The Relational Gap With Lean How to increase your organizational influence up, down, and sideways.</p> <p>Scott Purcell, Denise Jubber</p> <p><i>Ballroom D</i></p>	<p>Daily Management for Teams and Leaders</p> <p>Julie Fry</p> <p><i>Room 315</i></p>
	<p>Lean Knowledge Work: Learn faster, work smarter using Lean visualizations of your work</p> <p>Jim Benson</p> <p><i>Room 316</i></p>	<p>The Lean Management System</p> <p>Joe Murli</p> <p><i>Room 317</i></p>	<p>One team, many places: creating collaboration networks for distributed workgroups</p> <p>Arun Kumar</p> <p><i>Room 318</i></p>	<p>Introduction to Job Instruction Training – A TWI Program</p> <p>Don Dinero</p> <p><i>Room 407</i></p>	<p>Lunch on your own</p>

1:30 Results Washington Overview by Wendy Korthuis-Smith, *Exhibit Hall B*

2:30 Breakout Sessions

Choose one	<p>Developing Problem Solving Capability in Others through Coaching</p> <p>Hollie Jensen</p> <p><i>Exhibit Hall B</i></p>	<p>Leading Big, Hairy System Improvements – Make the Invisible Visible!</p> <p>John Dickson</p> <p><i>Ballroom A</i></p>	<p>How Do I Fix This Mess Central Stores Case Study</p> <p>Peter Hutchinson</p> <p><i>Ballroom BC</i></p>	<p>Improvements That Cross Agencies – The Role of the Leader</p> <p>Pat Kohler</p> <p><i>Ballroom D</i></p>	<p>Visualizing & Focusing Project Delivery Success</p> <p>John Holbrook</p> <p><i>Room 315</i></p>
	<p>The Five Keys to Executive Team Alignment</p> <p>Tom Moore, Kelly Johnston</p> <p><i>Room 316</i></p>	<p>Using the Improvement Kata to Continuously Improve Technology Development and Delivery</p> <p>Adam Light</p> <p><i>Room 317</i></p>	<p>Lean Processes: How Cloud Based Systems Helped LCB Deliver the Mandate of I-502</p> <p>Dennis Brooke, Shardrach White</p> <p><i>Room 318</i></p>	<p>The Five Catalysts of Lean Implementation Success</p> <p>Debra Evans</p> <p><i>Room 407</i></p>	

3:45 Breakout Sessions

Choose one	<p>Lean – Why is it Important & How Does it Work?</p> <p>Chris Lindstrom</p> <p><i>Exhibit Hall B</i></p>	<p>Public Records Requests and Employee Empowerment</p> <p>Rick Garza, Alison Chadez, James Goodman</p> <p><i>Ballroom A</i></p>	<p>Trust Repair in a Lean Culture</p> <p>Wendy Fraser</p> <p><i>Ballroom BC</i></p>	<p>Burn the Popcorn</p> <p>Carol Knight-Wallace</p> <p><i>Ballroom D</i></p>	<p>Daily Management-Learning to Lead in a New Way</p> <p>Jennifer Haury</p> <p><i>Room 315</i></p>
	<p>Are You A Leader? Hint: You Better Say “YES!” Your Agency Depends On It</p> <p>Brett Cooper</p> <p><i>Room 316</i></p>	<p>Modern Product and Service Development</p> <p>Ben Vaught</p> <p><i>Room 317</i></p>	<p>Personal Productivity: Reducing waste in your personal value streams</p> <p>Kirk Justus</p> <p><i>Room 318</i></p>	<p>Developing People through Continuous Improvement</p> <p>Becky Nowlin-Baird & Brett Jackson</p> <p><i>Room 407</i></p>	

Event Schedule & Agenda

Day 2 – Wednesday, October 22 – Greater Tacoma Convention & Trade Center

8:30 Welcome, *Exhibit Hall B*

8:45 Keynote Presentation by Natalie Sayer, *Exhibit Hall B*

10:00 Breakout Sessions

Choose one	Are You A Leader? Hint: You Better Say "YES!" Your Agency Depends On It Brett Cooper <i>Exhibit Hall B</i>	Lean at Department of Retirement Systems: Timely and Accurate Benefit Payments Mark Feldhausen <i>Ballroom A</i>	Value Stream Maps are a Management Tool Holly Valkama <i>Ballroom BC</i>	Bridging the gap between Lean and Agile to eliminate UW procurement encumbrances Laurie Hunt, Heriberto Rodriguez, Jeanne Marie Isola <i>Ballroom D</i>
	Trust Repair in a Lean Culture Wendy Fraser <i>Room 315</i>	The Results Leader Seeing the Opportunity in Resistance John Bernard <i>Room 316</i>	Process Transformation in K-12 Education Fred Bentsen <i>Room 317</i>	One team, many places: creating collaboration networks for distributed workgroups Arun Kumar <i>Room 318</i>

11:15 Lunch – or – Breakout Sessions

Choose one	Our Managers Wear Green Aprons ...Building a Retail Management System at Starbucks John Byers, Stephen Crowley <i>Exhibit Hall B</i>	Building a Problem Solving Culture – Developing Senior Leaders' Coaching Skills Nathan Petty, John Elshaw <i>Ballroom A</i>	How Do I Fix This Mess Central Stores Case Study Peter Hutchinson <i>Ballroom BC</i>	Developing Problem Solving Capability in Others through Coaching Hollie Jensen <i>Ballroom D</i>	Burn the Popcorn Carol Knight-Wallace <i>Room 315</i>
	Leading the Lean Office Charge Shawna Gilleland <i>Room 316</i>	Developing People through Continuous Improvement Becky Nowlin-Baird, Brett Jackson <i>Room 317</i>	Process Transformation in K-12 Education Fred Bentsen <i>Room 318</i>	Lunch on your own	

12:30 Lunch – or – Breakout Sessions

Choose one	Toyota Kata Improving and Coaching your way to Success Paul Hamacher <i>Exhibit Hall B</i>	Launching Lean Thoughtfully – King County Finance & Business Operations Division Carol Basile, Ken Guy, Jay McNally, Tracy O'Rourke <i>Ballroom A</i>	Engaging Mid-level Managers in Lean Transformation André Helmstetter <i>Ballroom BC</i>	Start with Why: How DSHS has transformed to a Lean organization Kevin Quigley <i>Ballroom D</i>
	Introduction to Job Instruction Training – A TWI Program Don Dinero <i>Room 316</i>	Personal Productivity: Reducing waste in your personal value streams Kirk Justus <i>Room 318</i>	Lunch on your own	

1:45 TBD, *Exhibit Hall B*

3:00 Breakout Sessions

Choose one	Daily Management for Teams and Leaders Julie Fry <i>Exhibit Hall B</i>	Huddles and Coaching for Results at Enterprise Services Chris Liu, Renee Smith Nyberg <i>Ballroom A</i>	Lean Tools and Successes in an Academic Research Institute Application of Principles of the Toyota Production System James Bassuk <i>Ballroom BC</i>
	Lean Knowledge Work: Learn faster, work smarter using Lean visualizations of your work Jim Benson <i>Ballroom D</i>	Daily Management- Learning to Lead in a New Way Jennifer Haury <i>Room 316</i>	

4:15 Closing Remarks by John Shook, *Exhibit Hall B*