

Disruptive Innovation in Service Systems Engineering

MODERATED BY



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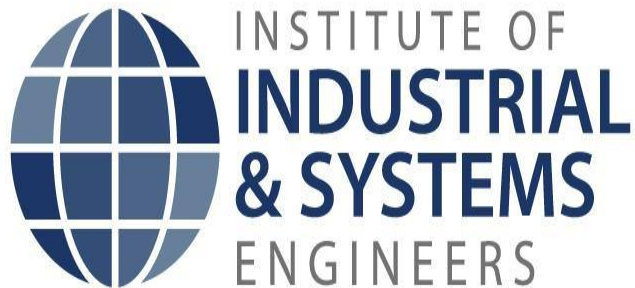
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Chick-fil-A



David Poirier
CEO, The Poirier Group
President, IISE



Webinars that Matter in Times of Turbulence

7 Jan 2021

Agenda & Panel Questions

- 11:00 Scott to Tee up
- 11:05 Vittal quick introduction to the Outstanding Innovation in Service Systems Engineering Award and SEE at PSU
- 11:10 Panel Dialogue (integrating Questions from audience)
- 11:50 Close-out



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IISE Professional Affinity Groups



Outstanding
Innovation in
Service Systems
Engineering
Award

OISA Award finalists stand out as pioneers in 21st century engineering

UNIVERSITY PARK, Pa. — Service Enterprise Engineering (SEE 360) in Penn State's Harold and Inge Marcus Department of Industrial and Manufacturing Engineering, partnered with the Institute of...

[Read More](#)



SERVICE ENTERPRISE
ENGINEERING 360

Engineering the 21st Century Service Economy





Our Global Personal and Professional Development Series for IISE Members and Customers.....



THEMES:

- Enterprise Transformation and OpEx
- Operational Analytics
- Cultures to support Perf Excellence
- Integration of People, Strategy, Process and Technology
- Integrated LeanSigma
- Industry, Service, Healthcare 4.0
- Personal and Professional Learning and Development
- Change Leadership and Management
- Navigating through Turbulent (VUCA) times
- Supply Chain and Logistics Optionality

Performance Excellence

Service Systems Engineering Related

- Benchmarking Industry: How to Engineer Performance Excellence
- Pioneering and Engineering a New World
- Risk Management and Resilience Engineering Strategies for Supply Chains
- Business Continuity Strategies and Tactics in Periods of Major Disruption
- Smart Supply Chains and Industry 4.0
- Restarting the Economy: Guidance on the Backside of the Disruption
- Rapid (AGILE) Deployment and Execution of Integrated Systems Engineering Principles and Methods in Times of Major Disruption
- Creating Cultures that Support Full Potential Performance/Operational Excellence



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<https://www.iise.org/details.aspx?id=46729&>



This Webinar is a Natural Evolution from Recent Global IISE Webinars

- Benchmarking Industry: How to Engineer Performance Excellence
- Pioneering and Engineering a New World
- Creating Cultures that Support Full Potential Performance/Operational Excellence
- Risk Management and Resilience Engineering Strategies for Supply Chains
- Business Continuity Strategies and Tactics in Periods of Major Disruption
- Smart Supply Chains and Industry 4.0
- Restarting the Economy: Guidance on the Backside of the Disruption
- Rapid (AGILE) Deployment and Execution of Integrated Systems Engineering Principles and Methods in Times of Major Disruption

This Link gets you to these great Archived Webinars in our Virtual Learning Library

<https://www.iise.org/details.aspx?id=46729&>

Housekeeping



A webinar recording will be made available after the session, follow up e-mail you will receive tomorrow.



Download the presentation **DURING** the Webinar, before it ends!! and request extra handouts after the webinar.



Questions? Scott will review them as they come in and integrate into the dialogue as appropriate and time permits



Follow up questions are welcomed and contact information is provided at the end of the presentation.



<https://www.iise.org/details.aspx?id=46729>

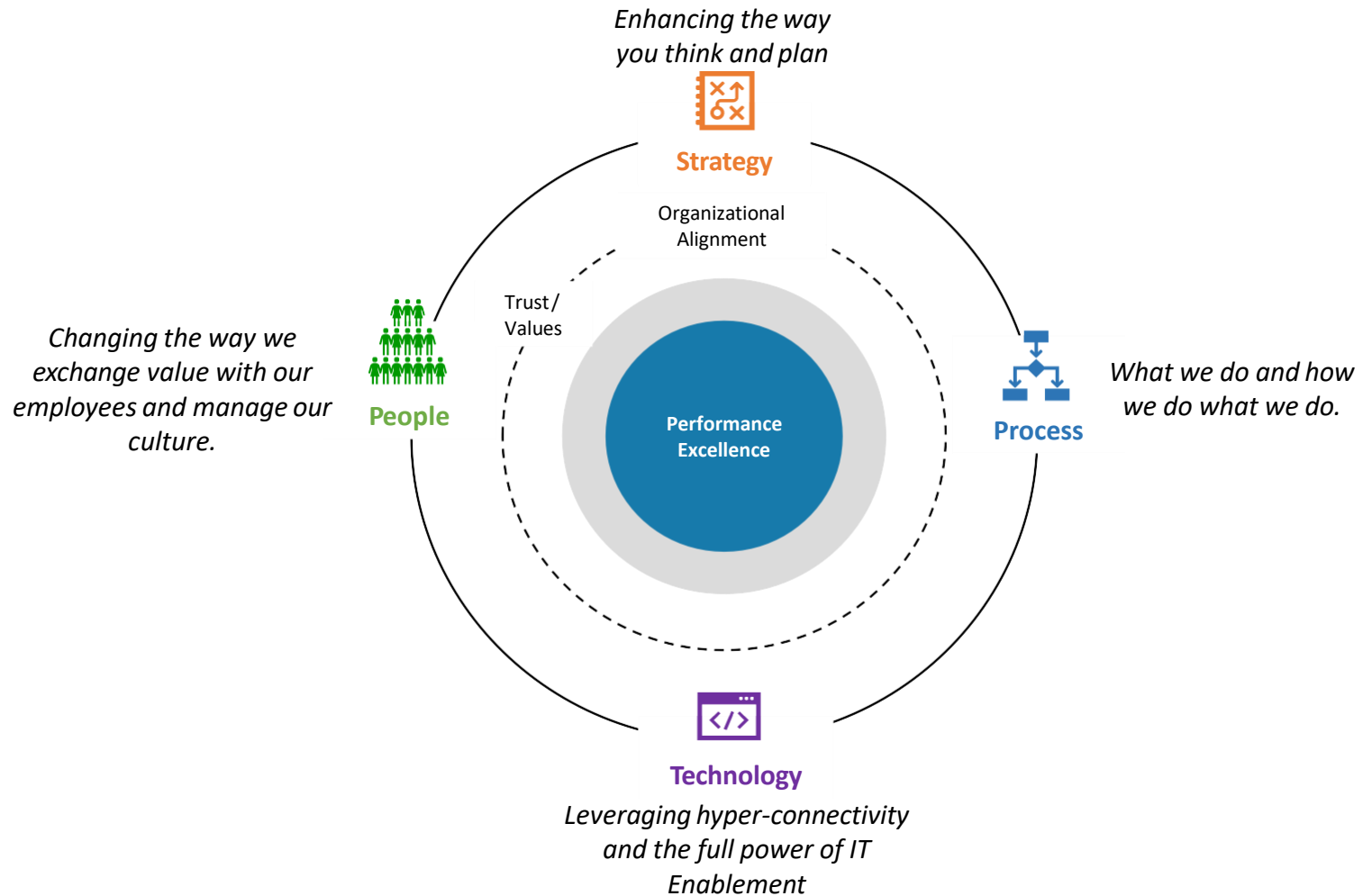
And, the Recording and Presentation pdf will be available on IISE's website for IISE members shortly after the webinar date—Training/Webinars/Performance Excellence.



Certificates of attendance are mailed 2 hours after the webinar is completed

Membership Has Privileges!!

ISE's Create Value by Integrating People, Strategy, Process and Technology ***IN SERVICE SYSTEMS***



ISE's Create Value by Integrating People,
Strategy, Process and Technology ***IN SERVICE SYSTEMS***

Points of View from various Service System Domains:

- Vittal Prabhu—Enterprise Service Engineering
- David Poirier (The Poirier Group)—Enterprise Shared Services (HR, Finance, IT, Supply Chain, BPM/I, etc.)
- David Reid (Chick-fil-A)—Food Services
- Vanessa Serrano (Lyft)—Transportation Services
- Tarun Mohan (Navicent Healthcare)—Healthcare Services

ISE's Create Value by Integrating People,
Strategy, Process and Technology ***IN SERVICE SYSTEMS***

The Questions and Dialogue (plus we'll weave in Questions from participants):

1. What are the biggest opportunities for improved 'value' in the 'industry/domain' you are currently working in?
2. What are the most significant innovation disruptors you are working to 'install'?
3. What are the possibilities, your vision for how this 'domain' can be, can perform with the proper application of ISE Principles and Methods?
4. Why are you devoting your life's energy to the work you are doing in Service Systems?

How'd We Do?



Customer and Member Satisfaction and Feedback Survey

Disruptive Innovation in Service Systems Engineering



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You can download the deck (handouts)
You will receive an e-mail tomorrow with link to recording.
You can go to this IISE link soon and get deck and recording.
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IISE MEMBERSHIP HAS PRIVILEGES

GLOBAL ISE WEBINARS THAT MATTER

Quarter 1 Webinar Program/Lineup is a WOW!!!

Jan 19: Industry Benchmarking: Best ISE and Op Ex Practices in Small and Medium Sized Businesses **Registration URL** <https://attendee.gotowebinar.com/register/2063559436575537675>

Jan 25: Supply Chain 4.0: Innovative Concepts & Methods driving Transformation
Registration URL <https://attendee.gotowebinar.com/register/8493767318556175371>

Feb 2: Industry Benchmarking: Operational Excellence Best Practices
Registration URL <https://attendee.gotowebinar.com/register/8999875819356527883>

Feb 16: Operational Analytics: IISE's new Certificate Opportunity for you
Registration URL <https://attendee.gotowebinar.com/register/8785162089172971787>

Mar 9: Data Sciences Overview—Strategy, People, Process and Technology (AI/ML/Decision Sciences/Benefits Realization)
Registration URL <https://attendee.gotowebinar.com/register/8255002871166158605>

Mar 18: Using Control Towers to Integrate your Digital Supply Network OR Using Control Towers to Digitize your Supply Chain
Registration URL <https://attendee.gotowebinar.com/register/7872822524972939276>

IISE's Annual Conference



Attend our
Performance
Excellence Track



Membership Has Privileges—Consider joining IISE?

<https://www.iise.org/Details/?id=560>

IIESE Virtual Annual Conference(s)



IIESE ANNUAL
CONFERENCE & EXPO 2021
VIRTUAL CONFERENCE • MAY 22 – 25, 2021

SUBMIT YOUR ABSTRACTS!
DEADLINE: NOV. 29, 2020

WWW.IIESE.ORG/ANNUAL

Present your research & solutions at #IIESEAnnual2021
Click on image above to submit your abstract by Nov. 29,

- over 850 professionals, academicians, students attended our most recent Virtual Annual Conference.
- We envision over 2000 at next years Virtual Annual IIESE Conference.
- No Travel, lower registration fees, pick and choose live sessions, have access to session recordings and presentations for up to a year!
- Virtual Networking worked great!!
- Can purchase access to our library of sessions from the conference even if you did not get a chance to attend.
- Sampling of Sessions on next slide



Sampling of Sessions just from the Performance Excellence Track for May 2021

Industry Best Practices Virtual Benchmarking:

- Healthcare
- ISE Consulting
- ISE in Small and Medium Size Enterprises
- ISE Deployments in Large Enterprises
- Simulation to accelerate Benefits Realization

Industry 4.0, Smart Factories

Operational Analytics

Strategies for Designing and
Executing Disruptive Innovation

Very difficult to get this kind of compressed learning at the price of registration anywhere, so please consider our upcoming Conference and Track.

Thank You!

An e-mail tomorrow from Go2Webinar will provide a link to the recording and you can also access the presentation and recording on the IISE website.

<https://www.iise.org/details.aspx?id=46729>



Contact us for More Info or to provide feedback:

For IISE Webinar Sponsorship opportunities Trent Sexton:

- tsexton@iise.org

For IISE Webinar Ideas, Suggestions, Feedback, Requests, Scott Sink:

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