IIESE Annual Conference
Industry Practitioner Sneak Preview

Webinar Leaders

D. Scott Sink, ISE @ OSU

Kaz Takeda, Disney

Jared Frederici, The Poirier Group

21 March 2019
Tee-up for Webinar today

- Want to let you know about this unique opportunity.

- Your three Industry Practitioner Track Chairs will share their rationales for the program they have assembled given you ‘behind the scenes’ insights in terms of what to expect at our Annual Conference.

- We’ll make this hour informative but also something that adds value even if you can’t attend the conference.

- The visual to the right is a conceptual framework that guided our programming for you, the customers and members of IISE.
THE INDUSTRY PRACTITIONER TRACK ORLANDO 2019: SNEAK PREVIEW

Thursday, March 21, 12 p.m. Eastern time | Register now

**Presenters:** D. Scott Sink, Ph.D., PE, The Ohio State University; Jared Frederici, The Poirier Group; and Kaz Takeda, Disneyland

This is a sneak preview of the Industry Practitioner Track May 18-21 at the IIESE Annual Conference & Expo in Orlando, Florida. Active participants in the webinar will have a chance to win an additional $200 discount off the Early Bird Rate if they register before April 8.

The three track coordinators - Scott Sink from OSU, Kaz Takeda from Disney and Jared Frederici from The Poirier Group - will highlight, provide snippets from the majority of our 25 training and development sessions we’ll hold on Sunday, May 19 and Monday, May 20.

The topic categories, high level, are Industry 4.0, Service 4.0, Personal and Professional Mastery (Soft Skills Development) and Operational Analytics.

Specifically, in this webinar, you’ll get a glimpse at the broad and rich knowledge and skill development opportunity the track offers. It will give you a chance to see the line-up and decide if taking time out to gain altitude, refresh, learn, network, relax, have fun and grow at same time, makes sense for you based on the program we’ve developed for you.

The venue is fantastic, blending professional development, personal development, and a little time out for fun has been a smart choice for us over the years so join the webinar to see what our Industry Practitioner Track is all about.

Best of all, you will have a shot at a further discount on registration above and beyond the early bird discount of $170.

**D. Scott Sink**, Ph.D., PE, heads up the Integrated Lean Sigma Certification program in ISE at Ohio State. Scott was the vice president of business process improvement for MDS, a Global Life Sciences Company prior to joining OSU ISE. Scott is also the team lead for the IIESE Columbus Professional Chapter and a member of the Council on Industrial and Systems Engineering. Scott worked with the Manufacturing and Design Division and the two speakers to create this webinar offering and will facilitate the webinar.

**Jared Frederici** is a skilled industrial engineer and lean Six Sigma Master Black with significant expertise in operations leadership, manufacturing, and performance-centric turnarounds. He is passionate about reducing complexity and solving multi-faceted problems, delivering projects with high return on investment and creating powerful portrayals of data to drive decision support.

**Kaz Takeda** is an industrial engineering and resort manager at Disneyland. Kaz is responsible for development, process improvement, work measurement, space allocation, asset utilization, workforce planning, security and any area which will supports enhancing the guest experience to the Disneyland Resort with focus on hotels, security, facilities and asset maintenance.
We have built a mini-conference specifically designed for Young Professionals, Seasoned ISE Practitioners, Leaders and Managers of the ISE Function in Business and Industry.

Four Focus Areas with 6 great presentations in each of the four areas:

1. **Soft Skills Development**: Improving your change leadership and management knowledge and skills
2. **Career Development**: Trends and emerging opportunities in our field
3. Continuing to **broaden and deepen** your ISE foundational knowledge and skills
4. How to **create more Value** for your organization and in doing so advance your career faster

All Invited speakers will ensure every session is outstanding.

**Jim Tompkins** is our Industry Track Keynote speaker
If you haven’t heard Jim speak you are in for a treat!!

Balanced presentations across Industry Segments (Services, Healthcare, Manufacturing, Supply Chain and Logistics)

Goal is to make it efficient and fun for you to do some Personal and Professional Development in 2019
### Agenda

<table>
<thead>
<tr>
<th>Time</th>
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<td>12:02</td>
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<td>Scott to cover off wrap around experiences and other opportunities to network, build relationships, reconnect, etc.</td>
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This Webinar is provided in partnership with the following IISE ‘affinity groups’:

- The Industrial Advisory Board
- The Young Professionals Group
- The Society for Engineering and Management Systems
- The Society for Health Systems
- The Council on Industrial and Systems Engineering
- And, the Industry Practitioner Track Program Committee and speakers for the Annual IISE Conference in Orlando in May 2019.
Questions?

How We’ll Handle

Please write your question in the webinar question web form as we go along and we will integrate Q&A throughout!!

Disclaimer, this is not an example of a good ‘meeting deck’, it’s more of an overview deck. We’ve got too many slides and the slides are ‘abstractions’ that are intended to be viewed as a ‘gestalt’ point in a series of points, and this doesn’t stand alone without the trainer. We’ve decided to do this intentionally so that we have examples for you ready, in the right spots if we feel we need them to make a point. If we don’t, then we’ll skip slides—goal is to make our points not show all the slides nor discuss every slide in detail.
Great Keynote Presentations

12:02  Scott tee-up and cover off overall Track Concept Design

12:15  Kaz to cover the Industry Advisory Board Programming

12:30  Jared to cover off programming specifically aimed at our Young ISE Professionals

12:45  Scott to cover off wrap around experiences and other opportunities to network, build relationships, reconnect, etc.
Why Attend

IISE’s Industry Practitioner Track for Orlando 2019
Specifically Design for Young Professionals, Students, and Career Practitioners and ISE Managers and Leaders

Why Go to a Conference

- Get Answers to Your Questions
- Meet New People
- Learn More
- Connect with Community
- Get Inspired by Speakers
- Have Fun
- Visit with Old Friends

First Time Attendee, Orlando 2018

“The most valuable personal and professional development investment I’ve made in myself to this point in my career. I had no idea these conferences were such a great opportunity. I had so much fun, learned so much, met so many new peers and won’t miss another IISE conference. I highly recommend ISE Students, ISE Young Professionals, as well as Leaders and Managers in charge of the “ISE” Function take full advantage of these annual opportunities.”

Voice of Member/Customer

“Provide an efficient, cost effective way for me to combine unwinding, getting altitude, networking and developing myself personally and professionally.”

Voice of Member/Customer

“We listened and we have created the program below and have wrapped around the development sessions some networking and fun things to round out your experience. You voiced, we did something about it.”
**Sampling of what you’ll get to participate in—let’s zoom in on some of it**

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### Strengthening Your Soft Skills

**The Next Seven Habits of Highly Successful Young Professionals**

Highly Successful ISE Young Professionals come together to summarize what comes after you master the Seven Habits of Highly Effective People. They share and coach you on their condensed version of the habits that help accelerate career progress and success (make more money faster, create more value) for Young Professionals.

**Transitioning from Entry Level Engineering Role to Manager and to Leader**

Three senior leaders of the ISE function will discuss career choice points and provides learnings and tips on how to drive your career for more rapid growth and success.

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### Industry 4.0 – ISE in Manufacturing, Production, Distribution

**Introduction to Industry 4.0**

There is a Tsunami of Technology Innovation headed towards Manufacturing firms. Understanding, at a high level, what this is all about, from a systems perspective and how ISE’s will be impacted and can contribute to firm success with the transformation is essential.

**Supply Chain Optimization – The Physical Internet**

Jim Tompkins, David Poitier and Benoit Monfreuil from the Georgia Tech Physical Internet Lab will discuss the 4th Industrial Revolution from the End2End Supply Chain perspective.

**Positioning ISE for Optimal Organizational Impact**

UPS, GM, Disney, The Poitier Group Senior Leaders discuss how ISE should be positioned and deployed for optimal Enterprise impact.

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### Service 4.0 – ISE in the Service Sector

**Healthcare 4.0**

Examples of thought and doer Leaders in Healthcare discuss how the fourth industrial revolution is impacting data and implementation sciences, Operational Excellence in Healthcare.

**Award Finalists for the ISE/PSU Outstanding Innovation in Service Systems Engineering**

Listen to best in class organizations discuss innovations in Service Systems Engineering and Reengineering. Unique opportunity to benchmark to best in class.

**Top 3 ISE Capstone Senior Design Projects**

Come see what the top 3 ISE Capstone Senior Design Project ‘teams’ were able to do with their 3SIDE knowledge and skill sets during their last year.

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### Creating More Value with Your ISE Knowledge and Skills

**SmartAnalytics**

How to systematically develop your ability to do better measurement, analysis and evaluation work to support more rapid process improvement.

**Integrated LeanSigma and Operational Analytics**

How to more effectively blend Smart Analytics into Process Excellence Projects.

**What Managers Look for When Promoting ISE’s**

Industry Advisory Board members share tips and learnings.

**Making Magic: How Disney ISE’s Bring New Experiences to Life**

Disney ISE’s share tools, principles, methods they apply to continue to rapidly improve experiences of their quests.
Sunday, 19 May—DAY 1

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<tr>
<th>5/19/19</th>
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<th>ST IP 2</th>
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<td>Executive Roundtable</td>
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<tr>
<td>10:45-12:00</td>
<td>TRACK Keynoter (Dave, CISE and Bob, IAB and YP Pres)</td>
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**Track Sub Focus**

- **Personal and Professional Mastery:** How to become a more effective change master—Michael Giuliano
- **Making Magic:** How Disney’s bring new experiences to life—Kaz
- **YP—Next 7 Habits:** Jared F., Matheus Scuta, Milli Singh
- **SSE Award carry over:** What Managers Look for in Promoting ISE’s—Kaz, Erin Youngs, Felix Negron, Juan Perez, Derrek Waters
- **SSE Award Finalists—the Service Systems Engineering Slot—PSU Health:** ILSS & Op Analytics YP Council Panel—Milli Singh, Cody Havaich, Matheus Scuta
- **Creating More Value in your organization:** Positioning and Leading the ISE Function—Steve Savoie, GM Jim, Disney

**Track TEE-UP:** David Poirier, The Poirier Group and Bob Pudlo, FedEx, and Nathan Crabel, Monroe Partners will Keynote and Kick-off the Industry Practitioner Track for 2019 right after the Conference Keynote.

- Then we’ll have three consecutive, 80-minute, “Panel and TedX type” presentations in each of the four Track Sub Focusses.

- Industry Practitioners (Students about to graduate, Young Professionals, Mid-Career Professionals) can select from 3-4 session in each of the three afternoon sub-tracks.

- End the first day by joining, by special invitation, our Leadership Mixer—a superb way to network, add relationships, reconnect, and have some fun and relax.

- And then migrate to the IAB/Young Professionals Informal Mixer to unwind and have fun!!
Sampling of Speakers for Sunday—Day 1

- **Industry 4.0:**
  - Jack Feng, VP of Op Ex and Digital, Commercial Vehicle Group
  - Paul Cohen, Distinguished Professor, ISE at NCState
  - Ben Amaba, Chief Innovation Officer, Industrial Sector, IBM

- **ILSS & Smart Analytics:**
  - Jared Frederici, Sr. Consultant, The Poirier Group
  - Matheus Scuta, Global Manufacturing Analytics Scientist, Ford; Cody Havaich, TempurSealy; Mili Singh, The Poirier Group

- **Positioning and Leading the ISE Function/Role**
  - Steve Savoie, Sr. Manager, IE Process & Integration, GM
  - Jim Dobson, Sr. Manager, IE, The Walt Disney Company
  - David Poirier, President, The Poirier Group
  - Sean Genovese, Lockheed Martin

- **Service 4.0**
  - The Six Finalists for the Prestigious IISE Service Systems Engineering Award will share details on their innovations
    - Interim Health Care—Innovative applications of “Relationship Management” to reduce employee turnover
    - OSU Student Life—Optimizing Flow for Annual Fall Move-in
    - Optamo LLC—Application of OR in Corrections: Inmate Assignment Problem and Inmate Transportation
    - Penn State Health—Value Improvement in Total Hip and Kneew Arthroplasty—Improving Outcomes and Decreasing Costs
    - FIR at RWTH Aachen—Interactive and dynamic task and resource mgmt for offshore wind farms
    - Penn State SEE 360 Initiative—Realtime Optimization for Adaptive Removal of Snow

- **Soft Skills**
  - Michael Giuliano--How to become a more effective Change Master
The leaders from IAB, CISE, and Young Professionals will lead things off.

The Kick-off Plenary Panel for the Performance Excellence (Industry) Track

IISE Annual Conference
Orlando
2019

Robert Pudlo (Chair IAB)
VP Network Engineering at FedEx Ground

David Poirier
CEO at The Poirier Group
And, Chair, CISE

Kaz Takeda
Disneyland Resort Manager,
Industrial Engineering

Nathan Crabel (President, YP Group)
Senior Consultant
at West Monroe Partners

D. Scott Sink
Integrated Systems Engineering

The Ohio State University
College of Engineering
And, hear from the top 6 Service Systems Engineering Award Applicants

Service Systems Engineering

From SEBoK (Systems Engineering Book of Knowledge):

“Service systems engineering (SSE) is a multidisciplinary approach to manage and design value co-creation of a service system. It extends the holistic view of a system to a customer-centric, end-to-end view of service system design. Service systems engineers must play the role of an integrator by considering the interface requirements for the interoperability of service system entities, not only for technical integration, but also for the processes and organization required for optimal customer experience during service operations.”

Finalists:
- Interim Healthcare—Employee Retention
- Optamo—Inmate Assignment and Transportation
- OSU Student Life—Annual Move-in Flow and Reduction of Parent wait times
- PSU SEE—Real Time Optimization for Snow Removal
- FIR—Dynamic Task and Resource Management for Offshore Windfarms
- PSU Health—Value Improvement in Total Hip and Knee Arthroplasty—Improving Outcomes and Costs

Committee: Gloria Bender, Roman Hlufkowsky, Tarun Mohan Lal, Lauren Todd, Sreekanth Ramakrishnan
Every industry is impacted by Industry 4.0.

Paul Cohen, NCState; Jack Feng, SVP, CVG; and Ben Amaba, IBM will Drill down on the Industry 4.0 side of things

Renee Thiesing, Simio LLC and Elizabeth Gentry will discuss how ISE’s will impact Industry, Service and Healthcare 4.0.
Get up to speed on Industry 4.0

Industry 4.0: How ISE’s can and will play a key role in this Transformation

Jack Feng, VP Operational Excellence and CVG Digital

Paul Cohen, Ph.D., Woolard Distinguished Professor, NC State University

Ben Amaba, Ph.D., P.E. Chief Innovation Officer, IBM
The Industry 4.0 Ecosystem

- **Cyber Security**
  - Stronger protection for internet-based manufacturing
  - Technology products with longer life cycle

- **Cloud Computing**
  - Zero default / deviation
  - Reactivity
  - Predictability

- **Big Data**
  - Give sense to complexity
  - Creativity
  - Collaborative manufacturing

- **Advanced Manufacturing Systems**
  - Cyber Physical Systems (CPS)
  - Numerical command
    - Full automation
    - Totally interconnected systems
    - Machine to machine communication

- **Sensors**
  - Zero default / deviation
  - Reactivity
  - Predictability

- **3D Printing/Additive Manufacturing**
  - Scrap elimination
  - Mass customization
  - Rapid prototyping

- **Nanotechnology/Advanced Materials**
  - Smart value added products
  - Technical differentiation
  - Connectivity

- **Robot**
  - Real-time - Autonomy - Productivity
  - Full transparency on data reporting

- **Autonomous Vehicle**
  - Flow optimization
  - Increased security
  - Lower costs

- **Cluster of Suppliers**
  - Suppliers
  - Full integrated supply chain
  - Interconnected systems
  - Perfect coordination

- **Logistics 4.0**
  - Fully integrated supply chain
  - Interconnected systems
  - Perfect coordination

- **Mass Customization**
  - Perfect match with customer's needs with production mass efficiency
  - On demand manufacturing

- **Internet of Things**
  - Object tagging
  - Internet-object communication
  - Real time data capture
  - Optimized stocks
  - Reduced wastes

- **Plant of the Future**
  - Plant of the Future A
  - Plant of the Future B
  - Cluster of Plants

- **Resources of the Future**
  - Clean and renewable energies everywhere
  - Energy Storage
  - Alternative raw materials

- **Wind**
- **Solar**
- **Geothermal**
MICHAEL GIULIANO

Michael will share his Blueprint for being a Great ChangeMaster (for yourself and others!!)

PRESENCE
"BE HERE, NOW." ENGAGED AT ALL TIMES. ON THE FIELD. OFF THE FIELD.

INTENSITY
"GAME SPEED." THE FIRST ONE LOOKS THE EXACT SAME AS THE LAST ONE. (EACH REP, EACH PLAY, EACH SERIES, EACH QUARTER, EACH HALF, EACH GAME.) "NO FAKE HYPE."

FOCUS
"RIGHT PLACE, RIGHT TIME, EVERY TIME." (X's & O's, NO DISTRACTIONS, NO " HOLLYWOOD STUFF."

PRIDE
"NO ONE IS MORE PREPARED MENTALLY, NO ONE OUTWORKS YOU PHYSICALLY." (PLAY FOR EACH OTHER, COACH PEER TO PEER, BUILD EACH OTHER'S CONFIDENCE.)

FLOW
"THE FRONT OF THE JERSEY IS MORE IMPORTANT THAN THE BACK OF THE JERSEY." #1 IS THE EXACT SAME AS THE LAST GUY ON THE BENCH. CHOREOGRAPHY AND COMMUNICATION... SWARM MENTALITY. MOVE AS A SINGLE UNIT, NOT A GROUP OF INDIVIDUALS, ON AND OFF THE FIELD.

"BPO": BEST POSSIBLE OUTCOME
1 x 1 x 1 x 1 x 1 = 100%
0.9 x 1 x 1 x 1 x 1 = 90%
0.9 x 0.9 x 0.9 x 0.9 x 0.9 = 59%
0.9 x 0.9 x 0.9 x 0.9 x 0.9 x 0.9 x 0.9 x 0.9 x 0.9 = 31%
(...90% by 11 people works 31% of the time AT BEST)

COPYRIGHT MICHAEL GIULIANO (ALL RIGHTS RESERVED)... NOW GO KICK ASS!!!
## Industry Practitioner Track—Monday, 20 May
### Day 2

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<td>Outstanding Capstone Sr Design Finalist Panel—Elaine J</td>
<td>How to App Without Knowing Code—Karen C., Emily C., (Kaz)</td>
<td>Additive Manufacturing: Eliminating waste one layer at a time—Jeremy K</td>
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<tr>
<td>11:00-12:30</td>
<td>TRACK Keynoter—ISE Thought Leader (Jim Tompkins)</td>
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<td>12:30-1:50</td>
<td>Transitioning from entry level technical ISE to a Manager and then a Leader—Elaine Johns, Gloria Bender, Tandy Bailey</td>
<td>SmartLogistics: Physical Internet (Ga Tech)—Jim Tompkins, Dave Poier, Benoit Montreuil, GaTech</td>
<td>Project Management Basics—Karen C, Steve S (Kaz)</td>
<td>HowISE’s will impact Service and Industry and Healthcare 4.0—Renee Theising</td>
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<tr>
<td>2:00-3:20</td>
<td>Coaching and Guiding the next Generation of ISE’s into Management—Danny Faucette</td>
<td>Healthcare 4.0—Data and Implementation Sciences—Elizabeth Conry, Univ of Louisville; Victoria Jordan, VP Quality Emory Healthcare; Scott Sink, OSU</td>
<td>ISE Tools Used to Support the Magic (Kaz)</td>
<td>UPS—ISE role in Corporate Transformations: how UPS is rising to the Challenge</td>
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<tr>
<td>3:30-4:50</td>
<td>CAPSTONE TRACK KEYNOTE PANEL—Dave, Rob, Nathan, Scott, and selected Presenters</td>
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- ISE’s and Transformations
- ISE’s and Additive Manufacturing
- ISE’s and Project Management
- ISE’s and Healthcare 4.0
- ISE’s transitioning from Engineer to Manager to Leader
- ISE’s and Smart Logistics
- ISE’s taking advantage of three huge MegaTrends
Very Exciting and unique, rare opportunity!!

Jim Tompkins, President/CEO Tompkins International is our Track Keynoter (see next slide)

After Jim’s keynote he will join Benoit Montreuil, Ga Tech and David Poirier, the Poirier Group to discuss Connected Ecosystems (Hyper connectivity and it’s impact on Logistics—e.g Smart Supply Systems)
Our Industry Track
Keynoter for 2019

90 Minutes of Reflection, Realty, and Reinvention with Dr. James A. Tompkins

Dr. James A. Tompkins
CEO & Chairman | Tompkins International & MonarchFx
Past IISE President, IISE Fellow, and Recipient of the Frank and Lillian Gilbreth Award

More than 1,800 PRESENTATIONS & KEYNOTES
Authored and Contributed to over 30 BOOKS Business & Supply Chain
Recipient of more than 50 AWARDS Industry Service & Professional Excellence

KEYNOTE SPEAKER
Speaking at the largest industrial and systems engineering event of the year!

IIESE ANNUAL CONFERENCE & EXPO
MAY 20, 2019 - 11:00AM - 12:30PM
ORLANDO, FLORIDA

On the Three Megatrends Impacting the Past, Present, and Future of Our Profession, Our Organizations, and Our Future
Jim will join Benoit after his keynote for a focus on Benoit’s cutting edge research and practice.
And David Poirier will be part of that panel with Jim and Benoit

- David is our incoming President-Elect for IISE!

- He has held numerous Senior Exec Positions at Loblaws, Hudson’s Bay Company, MDS and Sears Canada and he has been accountable for Enterprise Shared Services, to include Supply Chain Management in all of those assignments (directly or indirectly).

- David will join Jim and Benoit and bring a ‘user/customer/practitioner’ perspective to the discussion. What’s it like to be running/leading a business and Supply Chain and try to accommodate, integrate all this rapidly evolving ‘innovation’?
Sampling of sessions and speakers for Monday—Day 2

- Outstanding Capstone Sr. Design Finalist Presentations
  - The top 3 ISE Capstone Sr. Design Projects ‘Bake-off’—not to be missed!!

- Transitioning from Entry Level Engineer to Manager and then Leader
  - Tandy Bailey, Enterprise Transformation Dept. Mgr, UPS
  - Elaine Johns, President/CEO, EnerVision
  - Gloria Bender, Principle, Transform Solutions

- Healthcare 4.0 and Service 4.0 and Industry 4.0
  - Elizabeth Gentry, Dir Eng Mgmt and Professor, Univ. of Louisville
  - Renee Thiesing, VP Strat Alliances, Simio
  - Jeromy Knapp, Application Engineering Lab Mgr, Stratasys

- ISE Role in Corporate Transformations—How ISE is rising to the challenge at UPS
  - Tandy Bailey and members of her team

- Smart Logistics:
  - Jim Tompkins, Tompkins International
  - Benoit Montreuil, Georgia Tech
  - David Poirier, The Poirier Group

- Soft Skills
Learn from our ISE Students—Brand New!!

Outstanding ISE Capstone Sr. Design Award

Participate in the ISE Capstone Showcase on Sunday and vote for the top 3 from the top 20 Capstone Projects in the WORLD!!

Then on Monday Morning come hear in-depth about the top three projects you voted for on Sunday.
See the top 20 project posters/presentations and participate in selecting the top 3
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Industry Advisory Board Programming

What Leaders Look For In Promoting IE's Into Management
2019 ISEE Annual Conference - Orlando
Kazuo Takeda
Manager, Industrial Engineering
ISE Fellow, Past IAB Chair
Juan Perez and Derrick Waters – UPS; Felix Nagron – Medtronic; Erin Youngs – Disney

Making Magic How Disney IEs Bring New Experiences to Life
2019 ISEE Annual Conference - Orlando
Kazuo Takeda
Manager, Industrial Engineering
ISE Fellow, Past IAB Chair
Additional session speakers pending

ISE Tools Used to Support the Magic
2019 ISEE Annual Conference - Orlando
Kazuo Takeda
Manager, Industrial Engineering
ISE Fellow, Past IAB Chair
Additional session speakers pending

Coaching and Guiding The Next Generation of ISE Leaders, a Panel Discussion
2019 ISEE Annual Conference - Orlando
Karen Craig
President, Karen Craig Consulting

Project Management Basics
2019 ISEE Annual Conference - Orlando
Karen Craig
President, Karen Craig Consulting
Steve Snelling
Boeing Co., Retired

Covert Industrial Engineers: A Discussion of Non-Traditional IE Roles
2019 ISEE Annual Conference - Orlando
Sean Genovese
Industrial Engineering Manager, Lockheed Martin Aeronautics

Additive Manufacturing: Eliminating waste one layer at a time
2019 ISEE Annual Conference - Orlando
Jeremy Knoepf
Application Engineering Lab Manager, Stratasys
Agenda

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The essence of the challenge we all face with Industry 4.0

A Tsunami of Technological Innovation and connectivity capability is hitting the factory floor, the back offices, the research labs, our healthcare systems, all service systems—

How do we cope?
How do we take advantage of it?
What’s the right migration strategy?

Industry Week Webinar—Oracle (6 March 2019)
The Framework we have been presenting for the Webinar Series (follow the Yellow Brick Road)

**Above the line** analyst role
1. What are the fundamental Questions that have to be answered?
2. What data elements do those questions require?
3. Organize the data and facts and then export to your analytics app.
4. Extract features from data through integration and manipulation of data that move us closer to answers. (torture the data)
5. Apply business acumen to data & analyses – create new knowledge
6. Apply data visualization techniques to aid in telling the right story – as in life, so in business: the best story wins …

**Foundational data role**
1. What do we need to know in order to achieve the performance objectives—what are the questions we have to answer?
2. Architect/Create the Measurement and Analytics Plan (Data Model included)
3. Select and gather data from many sources, preferably through automated extract, transfer, & load (ET&L) process
4. Create (observation, interviews, etc.) any data elements that don’t exist (ISE Measurement)
5. Assure data are cleaned & ready for analysts or you to use – data quality monitors
6. Assure data are integrated & can be joined with other data – think LEGOs
7. Assure data storage is high reliability & user-friendly – SSAS cubes, databases
8. Integration and organization of foundational data elements as well as derivative data and other key metrics of interest

- Most ISE/ILSS Process Improvement Projects require that the ISE/Belt do both roles, certification requires that
- Data is almost never stored in a common place and are not trusted nor available
- the current state process in many large organizations splits data and analytics
- Data are stored in a common place, and are trusted and available
5. Data Integration – Challenges, Advice, Examples

Disconnected Silos

- Program Management
- Shared Drives
- ECAD
- Doc Vault
- Quality CAPAs
- Separate Tools
- Engineering BOM’s
- NCMRs
- ERP
- Supplier BOM
- ECO Form
- CM File Directories
- ECO database
- Engineering X Drive
- PDM Vault
- SCM
- SolidWorks
- MES
- Mfg Operations
- Suppliers
- Customers
- Supplier Qualification
- SCAR’s
- Customer Complaints
Operational Analytics: Provoke timely and effective decisions and actions (shorten ‘latency’)

- “Above the line” analyst role
  - Extract features based on questions you have to answer by ‘torturing’ the data until it speaks to you and others. Pick right metrics of interest!!
  - Apply curiosity & business acumen to data & analyses – create new knowledge, insights, ‘aha’s’
  - Apply data visualization techniques to aid in telling the right story – as in life, so in business: the best story wins …Develop the Art of Great Story Lines and Powerful Visualizations and stay focused on driving the ‘end game’
Ford Motor Company & Analytics

Matheus Scuta
02/26/2018
What is Ford’s Analytics Vision?

Analytic Impact

- Vehicle Life
- Quality
  - Increase quality
  - Lower defects
- Maintenance
  - Preventative/Predict
  - Scheduled
- Delivery
  - Automated
  - Just in Sequence
- Safety
  - Worker Safety
  - Customer Safety
- Environment
  - Energy Optimization
  - Emissions
- Cost
  - $SSS savings
  - Cost avoidance
We’ll balance and blend ‘Hard Skill Focus’ with Soft Skill Focus both days and address YP expressed needs.

Top 10 Soft Skills

- Strong Work Ethic
- Dependable
- Positive Attitude
- Self Motivated
- Team Oriented
- Organized
- Works Well Under Pressure
- Effective Communicator
- Flexible
- Confident

There are many ‘lists’ of top soft skills, we’ll present seasoned ISE’s views on their lists of Skills, Habits, Disciplines.
What we learned is that what you’d call ‘soft skills’, change management skills were most often cited as an area they struggled with and we learned more….

Key Takeaways from IAB/YP Survey: Perceived Weaknesses out of School

IAB/YP surveyed over 70 IISE young professionals throughout the country.

How well Prepared did you feel in the following areas?

- Confrontation/Politics: 3.50
- Managing Others: 3.40
- Technical Skills: 3.30
- Written Communication: 3.20
- Perception of Others: 3.10
- Time Management: 3.00
- Verbal Communication: 2.90
- Project Management: 2.80
- Conceptual: 2.70
- Relationship Skills: 2.60
- Quality: 2.50
- Project Management: 2.40
- Analytical Skills: 2.30
- Professionalism/Attitude: 2.20
- Feedback: 2.10
- Well Rounded: 2.00
- Experience: 1.90
- Application: 1.80
- Foreign Language: 1.70
- Business/Finance: 1.60
- Change Management: 1.50
- Prioritization: 1.40
- Perfectionism: 1.30
- Application: 1.20
- Analysis: 1.10
- Experience: 1.00

Biggest Weaknesses out of School
**Biggest Challenges to Overcome—IAB, YP Survey of Young IISE Members**

"The biggest Challenge I had to overcome was to understand Industrial Engineering from a business perspective. Learning what really mattered to my ‘customers’"

The rules for success change dramatically. My habits that I was successful with in HS and College, many, didn’t work well in real world. I almost had to completely reengineer my habits.

In school we did things in pretty homogeneous peer teams. That never happens in real world, I have teams that are tremendously heterogeneous and managing all those relationships is challenging.

One of my professors kept talking about relationships and trust and I just heard blah, blah, blah. I just didn’t get that establishing credibility, learning how to get to know people, really know them, was so important to really getting things done. I thought a great solution will sell itself.

My professor kept talking about ‘use case’ for projects and meetings and I never got it. Now I do. I’ve learned I have to cater to the needs of my teams and the customer, I have to do more pull than push. I have to be more patient.

I’m a year out of school and I’m trying to change people who are 20 years into their career, very challenging.

- Confrontation/Politics
- Leader Communication/Feedback
- Technical Skills
- Relationship Skills; Networking
- Work Life Balance
- Understanding/Follow-up
- Industry/Company Specific
- Explaining IE
- School Environment --> Work
- Personal Life (Goals/Perfection/Confidence)
- Prioritization; Direction; Scope
- Gaining Trust
- Communication

S
So we’ll start with Brand and Brand Foundations.

PERSONAL BRANDING: 10 STEPS TOWARD A NEW PROFESSIONAL YOU

A snapshot of ideas from a new book by Mel Carson, Founder & Principal Strategist at Delighted Communications

1. GET A PROFESSIONAL HEADSHOT
   Your new professional image starts with an image. Squinting, wrinkling, and dressing poorly makes you more approachable, likable, and influential.

2. BE DISCOVERABLE ONLINE
   Someone somewhere will be searching for you at some point in your career. Use your real name on the internet and optimize your social media profile for discovery.

3. HAVE A PROFESSIONAL PURPOSE
   What gets you out of bed in the morning? What helps you do better at what you do? A professional purpose is way more than a paycheck.

4. LEARN TO LISTEN & PRACTICE EMPATHY
   To have a well-rounded personal brand, you need to strike the balance between what you know and what you have yet to learn and understand.

5. PRACTICE WRITING
   Think before you type and share your thoughts online and hone your writing skills over time.

6. REENGINEER YOUR DIGITAL PRESENCE
   Keep all your social profiles up to date and add social channels to all your professional touch points.

7. ANALYZE YOUR COMPETITORS
   Make time to understand what other people in your niche are doing, saying, and how successful they are.

8. CRAFT YOUR PERSONAL BRANDING STATEMENT
   Include your audience, mission, values, and avoid using buzzwords!

9. EMBRACE AND EXPLOIT YOUR EXPERIENCE
   We all have great experience and stories. Start weaving a professional narrative more completely.

10. BE SOCIAL BY DESIGN
    Use social media tactics to boost discoverability, speaking engagements, in-person interaction, and more.
We’ll introduce you to The Next 7 Habits of Highly Effective Young Professionals

1. Pick and Use Great Mentors
2. Build Relationships
3. Manage your Brand
4. Toot your own Horn
5. Develop Curiosity and T-Shaped Mastery
6. Establish Thought Leadership
7. Build and Sustain Trust

Adapted from Benjamin Loh’s Linkedin Post of 8 April, 2014.
https://www.linkedin.com/pulse/20140408051527-47618221-5-great-habits-of-successful-young-professionals-that-you-need-to-develop
12:02  Scott tee-up and cover off overall Track Concept Design

12:20  Kaz to cover the Industry Advisory Board Programming

12:30  Jared to cover off programming specifically aimed at our Young ISE Professionals

12:45  Scott to cover off wrap around experiences and other opportunities to network, build relationships, reconnect, etc.
And perhaps the most important aspects of all….

We’ll help you achieve these two objectives with:

1. You’ll get a special invitation to the Council on Industrial and Systems Engineer Leadership Mixer on Sunday night after the last session. You’ll network with the top Industry Practitioners at the Conference and members of CISE.

2. More Mixing and Mingling Sunday night with the Industry Advisory Board and the IIESE Young Professionals Group.

3. Hall Walk and Talks, great connections are made in the Exhibit Hall during coffee breaks!

4. And don’t forget that you’ll be in Orlando at a wonderful Conference Hotel so Take Time for Fun and Unwinding.
So, First things First, take some time out and invest in yourself.

It Pays Off—I’ve attended 30+ IISE Conferences and the Return on Investment has been 25+:1 !!!
THE AGILE/SCRUM PROCESS FOR PROCESS AND
PRODUCT IMPROVEMENT: AN ISE'S PERSPECTIVE

Thursday, April 18, 12 p.m. Eastern time | Register now

Presenters: B. Scott Sink, Ph.D., The Ohio State University and Joan Tafoya, Intel Corp.

Process improvement projects whether they are DMAIC or DCDOV/DMADV or business process reengineering typically take far longer than business desire or require. This is true for product as well as service process development. In the world of software and application development, Agile/Scrum principles and methodologies are pervasive and common. Computer science engineering capstone projects require the student teams apply this approach.

ISEs focused on improving new product design and development and/or business process reengineering or just process improvement are rapidly jumping on the bandwagon and learning how to apply the principles and methods of Agile and Scrum. The two presenters have been studying and learning how to practice and deploy this approach for just a short bit but have a lot of learnings and tips to share in this webinar offered by ISE.

Joan Tafoya is a director and senior principal engineer at Intel Corp. in New Mexico. Tafoya joined Intel directly from Stanford (MSIE) and has been in various positions for 26+ years. She has lived in Asia for ~8 years (China, Vietnam, Malaysia) improving Intel’s factories in the region and traveled extensively to many other countries. Adding value for the customer! Using diverse people and experiences to make the work more efficient, effective and clearly tied to the business goals and objectives.

Tafoya has been part of a classic “Industrial Engineering” department in over 20 years yet the work is always about Industrial and Systems Engineering. Moving from a manufacturing cost center to a business unit that had full P&L responsibility; the conversation is very different: Where is the revenue?

She is currently starting up UAV (Drone) Business for Intel.

B. Scott Sink, Ph.D., P.E., is director, Integrated LeanSigma Certification Program, ISE at The Ohio State University. Sink is team lead for ISE Chapter #1, Columbus. He was previously vice president of business process improvement, MDS, Int'l. and vice president of business process reengineering at ESL Inc.

From 1984-1997, Sink was a professor and director at Virginia Performance Center, ISE, Virginia Tech and president of ISE in 1992. Upon earning his Ph.D. in interdisciplinary studies (based in ISE), Sink joined the faculty at Oklahoma State University.
24 April—Our most Popular Webinar each Year

BEST IN CLASS ISE INTEGRATED LEANSIGMA CAPSTONE CERTIFICATION PROJECTS

Wednesday, April 24, 12 p.m. Eastern time | Register now

Facilitator: D. Scott Sink, Ph.D., P.E., The Ohio State University

ISE at Ohio State has an innovative and unique Integrate LeanSigma Certification Program that produces some outstanding BSISEs that also have a Black Belt Certificate and a Green Belt Certification. The Program has been in existence since Jan 2008 and has trained more than 500 BSISEs in ILLS, Change Management, Operational Analytics. More than 250 BSISEs at OSU have been “Dark” Green Belt Certified.

This is the fourth year we have provided this Webinar Showcase of the top three projects from the 2018-19 Academic Year.

The specific projects and presenters won’t be known until mid April so we can’t share specifics, but we strive to provide a blend of industry type in our project selection — Service Sector and Manufacturing/Production.

If you like seeing what our great young ISEs are doing on Capstone Projects, come to Orlando and see posters for the top 20 projects in the world and then listen to the top three do more detailed presentations.

D. Scott Sink, Ph.D., P.E., heads up the Integrated LeanSigma Certification program in ISE at Ohio State. Scott was the VP of Business Process Improvement for MDS, a Global Life Sciences Company prior to joining OSU ISE. Scott is also the team lead for the ISE Columbus Professional Chapter and a member of the Council on Industrial and Systems Engineering.

three of the best capstone projects from the Integrated LeanSigma Certification Program at OSU will be presented. They will be from 3 of these organizations:

- Mount Carmel or OSU Med Center
- Abbott Nutrition
- Peerless Saw
- Columbus City Schools
- Transmet
- Lbrands
- Central Ohio Trauma System
- Sutphen
- NiSource
Kaz Session’s Abstracts
Jim Tompkins is our Track Keynote Speaker!!!
What Leaders Look For In Promoting IE’s Into Management

2019 IISE Annual Conference - Orlando

Kazuo Takeda
Manager, Industrial Engineering
IISE Fellow, Past IAB Chair

Juan Perez and Derrick Waters – UPS, Felix Negron - Medtronic, Erin Youngs- Disney
Purpose:
To share best practices from ISE Leadership on what they look for in promoting their own ISE’s into leadership positions

Abstract:
Are you an engineer that wonders why you have not been considered for promotion into management? Or are you a leader of engineers and find yourself recruiting externally because you feel that your own engineering team lacks the qualities to have them considered for promotion? This panel discussion is focused to address these questions by having high level leaders within service, manufacturing and knowledge management industries speak to their experiences on this topic. Past panel members included C-Level, VP and Director level leaders from Disney, Boeing, FedEx, UPS, Accenture, Tesla, Hersey’s and Health Care organizations along with several past IISE Presidents and Keynote speakers.

Within this panel session, these leaders will share what they look for when promoting engineers along with describing examples of what they find in coaching opportunities to help their own team improve chances to be considered for promotion. Speakers are often from a broad demographic range to enhance a connection with the audience and will take questions as the end of the session.

Objectives/Key Points:
• What are the attributes of engineers that get promoted?
• What are leaders looking for within their engineering team to recommend them for that next level?
• Are there things that we do that may lead us to be discounted for being selected as a possible manager?
Coaching and Guiding The Next Generation of ISE Leaders, a Panel Discussion

2019 IISE Annual Conference - Orlando

Danny Faucett
Vice President – I.E. and Process Improvement
IISE Past IAB Chair

Purpose:
To share best practices from industry leaders on coaching ISEs to become the next generation of leaders

Abstract:
- A panel discussion on Coaching and Guiding the next generation of ISE leaders by former chairs from IISE’s Industry Advisory Board (IAB). The panelists will describe the coaching and advising they have utilized in working with younger ISEs. The panel will speak to some planned topics as well as take questions from the audience, with approximately half of the session dedicated to each.
- This popular panel discussion was chartered by senior industrial engineers from the Boeing Company and has been featured for at least the past six IISE Annual Conferences.
- The session will start with an introduction of each of the panelists, including their coaching/advising backgrounds.
- Theme of this year’s presentation will be finalized well in advance of the Conference and will be similar to the theme of the presentation at the 2018 Conference—"Engineer to Manager, Manager to Executive".

Objectives/Key Points:
- Benefits of finding and maintaining a relationship with a Coach
- Tips to prepare for significant career transitions
- How coaching/mentoring can help with career transitions and your ultimate success
ISE Tools Used to Support the Magic

2019 IISE Annual Conference - Orlando

Kazuo Takeda
Manager, Industrial Engineering
IISE Fellow, Past IAB Chair

Additional session speakers pending
ISE Tools Used to Support the Magic

Purpose:
To demonstrate and share how ISEs use of analytical tools to exceed business objectives

Abstract:
To solve problems and drive business decisions, IEs across all industries often use the same core tools to identify problems and present options to drive business decisions. Spreadsheets, databases, simulation, data collection and others are all examples which are common within all industrial engineers, yet depending on the industry they are often used differently.

This session is crafted to provide best practices and hands on examples of how various tools like
- Excel Pivot Tables, VLookups for spreadsheets
- Filemaker and PowerApps on data collection
- PowerBI and Tableau on presenting complex data and scorecards.

This and other tools used by Disney IEs to support driving analysis to enhance the Guest experience will be presented by various IEs who work with these tools daily to help support the Magic for the Disney Parks and Resorts.

Objectives/Key Points:
- Share best practices on the use of business tools to drive business decisions
- Tools demonstrated will include
  - Quick data and analysis tools such as spreadsheets
  - Handheld data collection
  - Visual Analytics and Scorecards
  - User input forms
Making Magic How Disney IEs Bring New Experiences to Life

2019 IISE Annual Conference - Orlando

Kazuo Takeda
Manager, Industrial Engineering
IIESE Fellow, Past IAB Chair

Additional session speakers pending
Purpose:
To share how ISE’s can merge innovation and imagination into reality utilizing our core industrial engineering skill sets

Abstract:
Walt Disney Parks & Resorts is known worldwide for creating magical experiences for our Guests and their families, and continually pushing the envelope on creating immersive parks and lands. Walt Disney once said that “You can design and create, and build the most wonderful place in the world. But it takes people to make the dream a reality”.

Did you ever wonder how Disney Industrial Engineers help bring these new offerings to life?

In this session you will learn how Disney Industrial Engineers play a critical role in the life cycle of new parks and lands from initial concept to grand opening. Highlighted examples will include recent openings of Shanghai Disney Resort in mainland China, and Pandora – The World of Avatar at Disney’s Animal Kingdom theme park at the Walt Disney World Resort in Orlando, FL.

Objectives/Key Points:
• Understanding the importance of balancing your customer expectations, your employees and business objectives
• Predicting what customers are looking for and exceeding their expectations
How to App – Without Knowing Code

2019 IISE Annual Conference - Orlando

Karen Craig
President, Karen Craig Consulting
How to App – Without Knowing Code

Purpose:
To share new technologies for data collection and data analysis to solve Industrial Engineering problems

Abstract:
Have you ever wondered if there was a more efficient way to collect your data? We are Industrial Engineers after all! You may have been intrigued by creating an app to collect your data, but you’re no programmer, nor do you care to be one. What if you could create an app without knowing code?

This session will show you just how easy it is to create data collection apps and deploy to mobile devices. Then, it will go a step further to show you how to connect to a variety of data analytic tools and dashboards to jump start data analysis while you’re collecting the data.

Before you even leave the session, you’ll be inspired to let technology play its part. You’ll be looking up app platforms so that you can get rid of the archaic methods like paper and stopwatches, and branch out to solve problems faster.

Objectives/Key Points:
• See live examples of creating time studies and data collection forms using applications such as PowerApps, FileMaker, Google App Maker, and more
• Review examples of data analysis and dashboards that can be connected to the application platforms for collecting data, such as Power BI and Tableau
Project Management Basics

2019 IISE Annual Conference - Orlando

Karen Craig  
President, Karen Craig Consulting

Steve Snelling  
Boeing Co., Retired
Purpose:
To share project management methodologies and tools to use on Industrial Engineering projects

Abstract:
Are you just starting out your career and have practical questions around project management? Have you been a project manager for awhile, without knowing there are tools and methodologies to help you? No matter where you are at in your career, come learn some basic project management skills.

This session will cover the basics for starting a large scale project. Learn how to scope a project, choose a project team, schedule a project plan, and deal with ongoing change. Discover what the 5 Project Stages are and their main outputs. Then be advised on the early warning signs you might discover during each stage and how to take corrective action on each.

Finally, as a more senior Industrial Engineer, learn how to advise newer Industrial Engineers on their projects and how to conduct coaching review sessions.

Objectives/Key Points:

Part 1:
• How to scope a project
• How to build a project team
• How to create a project plan and project schedule (estimates vs. actuals)
• How to keep track of ongoing change with change management and understand the impact of change

Part 2:
• What are the 5 Stages of a project
• What are early warning signs for each stage of a project and corrective action for each
• How to perform Project Coaching with newer Industrial Engineers
Covert Industrial Engineers: A Discussion of Non-Traditional IE Roles

2019 IISE Annual Conference - Orlando

Sean Genovese
Industrial Engineering Manager, Lockheed Martin Aeronautics
Industry Advisory Board
Covert Industrial Engineers: A Discussion of Non-Traditional IE Roles

Purpose:
Present the case that one does not have to have the job title of “industrial engineer” in order to practice industrial engineering.

Abstract:
Covert industrial Covert industrial engineers apply their skills as IE’s in roles that may not be typically associated with the profession. These roles often have non-traditional titles and responsibilities, but are tailor made for the industrial engineering skillset. The members of this panel have diverse experience in a variety of industry sectors. Regardless of their company position, they find ways to unleash the power of industrial engineering principles as practitioners, managers, and advisors, yet don’t have “industrial engineer” in their job title.

Attendees will learn about the career path each panelist has taken, whether it was deliberate or unintentional, and strategies to consider should they decide to follow a similar path. The session will begin with a few thought-provoking stats about industrial engineering in industry, followed by pre-selected questions from the moderator and plenty of time for the audience to participate.

All are welcome and will extract value, but students and recent graduates will be especially delighted by this robust panel of professionals.

Objectives/Key Points:
• Introduce the panelists and learn about their industrial engineering journey.
• Focused storytelling wherein members of the panel share examples of how they apply industrial engineering principles to solve a wide range of problems.
• There are no “former IE’s.” A job title change does not mean you stop viewing the world through an IE lens.
Additive Manufacturing: Eliminating waste one layer at a time

2019 IISE Annual Conference - Orlando

Jeromy Knapp
Application Engineering Lab Manager
Stratasys
Purpose:

Provide real world examples of when additive manufacturing can support continuous improvement projects

Abstract:

Additive manufacturing systems can play a key role in implementing lean principles through waste elimination programs and catalyzing continuous improvement. Additive will be demonstrated in this session to proliferate 5S principles, maximize kaizen event outcomes, enable visual management, and carry out total productive maintenance programs.

Objectives/Key Points:

- Understand how Lean and 3D printing comes together
  - How are companies eliminating waste with a 3D printer.
  - Learn how companies are taking their kaizen event ideas and turning them into reality in hours instead of days.

Placeholder for the session speaker to describe what this panel will be about and how it relates to the target audience. Think of this as what the conference program will display. By default this should be the same or similar. Keep this as one page only. Be default this will be the only submission that will be re-published. If you wish to have your more detailed session pushed into the conference web site, you are welcome but that is not expected.

Feel free to expand on what this session will expand on and how it relates to the audience. Remember that your session is targeted to reach industry attendees. Suggestion to note something like…

We will focus on explaining xxxx and how it can be used to improve how ISE is positioned in your organization.

Suggestion for last line would be…

The session will be interactive and we will allow for ample time for the audience to ask questions.