Chapter #1
IISE’s First Professional Chapter (1949)
IISE’s First Virtual Chapter (2016)
IISE’s first Alumni Professional Chapter (2019)

IISE Annual Conference
Performance Excellence for ISE Practitioners
Sneak Preview

Info-Session Leaders

D. Scott Sink, The Poirier Group
Kaz Takeda, Disney
Kira Hansen, Harley Davidson

12 Dec 2019
<table>
<thead>
<tr>
<th>Time</th>
<th>Agenda Item</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>12:02</td>
<td>Scott tee-up and cover off overall Track Concept Design</td>
<td>This Webinar is provided in partnership with the following IISE ‘affinity groups’:</td>
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<tr>
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<td>• The Industrial Advisory Board</td>
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<td></td>
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<td>• The Young Professionals Group</td>
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<td>• The Council on Industrial and Systems Engineering</td>
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<td></td>
<td></td>
<td>• And, the Industry Practitioners that make up the Track Program Committee and speakers for the Annual IISE Conference in New Orleans in May 2020.</td>
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<tr>
<td>12:20</td>
<td>Kaz to cover the Industry Advisory Board Programming</td>
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<tr>
<td>12:30</td>
<td>Kira to cover off programming specifically aimed at our Young ISE Professionals</td>
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<tr>
<td>12:45</td>
<td>Scott to cover off wrap around experiences and other opportunities to network, build relationships, reconnect, etc.</td>
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Join Us for IISE Performance Excellence Event of 2020: Sneak Preview

IISE Performance Excellence Event of 2020: Sneak Preview
Join us for a webinar on Dec 12, 2019 at 12:00 PM EST.

Register now!

IISE’s Counsel on Industrial and Systems Engineering, Industry Advisory Board, and Young Professional Group have created a Track (Collection of invited developmental sessions) on a variety of Performance/Operational Excellence topics for our Annual Conference in New Orleans on the 31st of May and the 1st and 2nd of June.

This Webcast is a rare opportunity for you to get an Early Sneak Preview of our Program. Here is a sample of sessions we’ll ‘sneak preview’ for you:
- Navigating and Successfully Managing Organizational Politics
- Creating Cultures to Support Lean Deployments and Op Ex
- Operational Analytics: Driving Accelerated Benefits Realization
- Mastering Agile to Drive Rapid Results
- Managing Work Life Balance in the Face of 24/7 Hyperconnectivity

Participants who register will receive an invitation to our by invite only Leadership Mixer on Sunday evening, the 31st of May.
The Performance Excellence Track—New Orleans

- We have built a mini-conference specifically designed for ISE Students, soon to be or already Young Professionals, Seasoned ISE Practitioners, Leaders and Managers of the ISE Function in Business and Industry.

- Overarching Themes for our Offerings are:
  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.
- Balanced presentations across Industry Segments (Services, Healthcare, Manufacturing, Supply Chain and Logistics)
- The Goal is to make it efficient and fun for you to do some Personal and Professional Development in 2020

**Early Bird Registration Ends 12 April!!**
The Performance Excellence Track has been designed for ISE Students, soon to be young ISE professionals, Young ISE Professionals, Mid-Career and Peak of Career ISE Professionals. In short, the focus is on ‘reduction to practice’ of ISE Principles, Methods, Tools.

Annual IISE Conferences are an investment in yourself and satisfy a wide range of needs.
Tee-up for Webinar today

- Initial Launch of our Promotion of the Performance Excellence Track.

- Your three Industry Practitioner Track Chairs will share their rationales for the program they have assembled and provide you with ‘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 IIESE.
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Special Sessions

1. Finalists from the Outstanding Capstone Senior Design Competition
2. Finalists from the Outstanding Service Systems Engineering Award
3. Industry Advisory Board Town Hall
4. Young Professionals Town Hall
5. CISE/IAB/YP Leadership Mixer
6. Professional Excellence Plenary Kick-off Session

Juan Perez, Chief Information and Engineering Officer at UPS
IISE Outstanding Capstone Senior Design Award
Finalists Presentations

2020 IISE Annual Conference – New Orleans

Our Thanks to the Sponsors for this Award
Outstanding Capstone Sr Design Award Competition

Participate in this Award Process

Sunday, 19 May - Gatlin A Foyer
11:00-6:00 Posters on Display
3:30-5:15 Formal “Judging” of Projects
6:00-7:30 CISE Leadership Mixer,
Capstone Award Finalists Announced

Monday, 20 May
8:00-9:20 am Top 3 Presentations, Gatlin A-1
7:30-9:30 pm Winners Announced at H&A Banquet

20 Semi-Finalists from 15 Departments

• 2nd year for award
• Sponsored by CISE, Scott and Beatrice Sink, Va Tech ISE, NCState ISE, and OSU ISE in 2020.
• Poster Showcase on Sunday 11-3 pm
• Finalist Presentations Monday
• Winner Announcement at the Honors and Awards Banquet Monday evening.

Thank you to the sponsors of this new award
See the top 20 project posters/presentations and participate in selecting the top 3.
Service Enterprise Engineering: Best in Class Innovations in the Service Sector

2020 IISE Annual Conference – New Orleans

Vittal Prabhu, Penn State University
TBD

Companies/Organizations to be determined as part of the competition process.
Our new Service Systems Engineering Award!!
31 Jan Application Deadline

Outstanding Innovation in Service Systems Engineering Award Competition

Get recognized for your achievements in the application of industrial and systems engineering principles to address real process problems. Apply to the Outstanding Innovation in Service Systems Engineering Award competition today!....

Are you a part of a team or organization that strives to implement effective industrial and systems engineering principles to address real process problems?

https://www.iise.org/Details.aspx?id=47493
Last year we had 6 applications: Wind-farm optimization, Prison space optimization, Snow Removal at PSU optimization, Move-in Lean at OSU, PSU Healthcare—improving outcomes and cost, Interim Healthcare—Employee Value Exchange Optimization
This is our first time using Go2Webinar so bear with us as we learn how to tap into its functionalities. We’ll address questions as best we can as we go along.
Sunday, May 31

Pooja Dovan, Ph.D.
Vice President & Chief Data & Analytics Officer, Otis

Pooja Dovan is the vice president and chief data & analytics officer for Otis Elevator Company. In this critical role, she leads the company's data science and analytics capabilities, identifying opportunities to accelerate growth and efficiency. She is responsible for driving the data and analytics vision, strategy, and execution, and she owns the data management roadmap driving sustainable business growth and profitability, internal efficiencies through improved data structures, consistent data cleanliness and insight, and efficient data governance and process.

Monday, June 1

Andres Medaglia, Ph.D.
Professor of Industrial Engineering
Universidad de los Andes

Andrés L. Medaglia is professor of industrial engineering at Universidad de los Andes (Bogotá, Colombia) and director of the research center Centro para la Optimización y Probabilidad Aplicada (COPA – Center for Applied Optimization and Probability). He holds a Ph.D. (2001) in Operations Research (OR) from North Carolina State University (United States).

Tuesday, June 2

James A. Tompkins, Ph.D.
Chairman and CEO
Tompkins International & MonarchFX

Dr. James A. Tompkins is an international authority on designing and implementing end-to-end supply chains. As the founder and CEO of Tompkins International, his focus over the last several years has been in the areas of digital commerce, omnichannel, and supply chain reinvention, helping companies connect supply chain processes with the customer journey to increase long-term profitable growth. Jim coined the phrase 'Sell Everywhere,' which is the strategy of selling through a wide range of online and offline channels where consumers shop, buy and enjoy products, offering a seamless, end-to-end customer experience.
Our Team of Session Leaders

- Kaz Takeda, Disney
- Kira Hansen, Harley Davidson
- Scott Sink, OSU/Va Tech/The Poirier Group
- Juan Perez, UPS
- Sreekanth Ramakrishnan, IBM
- David Poirier, CEO, The Poirier Group
- Ben Amaba, CTO, IBM
- Joan Tafoya, Sandia National Labs
- Caitlyn Spargo, International Systems Mgmt Corp.
- Renee Theising, SIMIO
- Alicia Miller, Microsoft
- Joan Wagner, Boeing
- Carl Kirpes, Marathon Petroleum
- Doug Rabeneck, West Monroe Partners
- Chris Kelling, John Deere
- Jared Frederici, The Poirier Group
- Elizabeth Schweizer, PwC, UK
- Adewole Akanni, PwC
- Brandon Vargo, Disneyland Resort
- Derek Egbert, Sr. IE, Disneyland
- Liz Gentry, Univ. of Louisville
- Katie Coperich, FedEx
- Vittal Prabhu, Penn State
- Matheus Scuta, Ford
- Cody Havaich, Tempur Sealy
- Mindy Holmes, Intel
- David Reid, Chick-fil-A
- William Craddock
- Sven Vanhengel
- Kevin McManus
- Richard Schonenberger
- Gurram Gopal
- Mark Poulin
- Vivian Sullivan
- Dawn Armstrong
- Kathy Malone
- Wagner Amoorim de Andrade
- Jessica Grela, E&Y
- Vanessa Serrona, LYFT
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Creating Cultures to Support Full Potential Performance and Great Operational Excellence

Sreekanth Ramakrishnan, IBM
David Poirier, The Poirier Group
Scott Sink, CISE
Culture Modeling Tools to Measure an Organization’s Lean Transformation Effectiveness

Lessons Learned from the IBM Path Forward to Lean Transformation Methodology

Sreekanth Ramakrishnan, Ph.D.
Advisory Engineer, Scientist; Lean Master, Lean Six Sigma Black Belt
The Path Forward Approach to Business Transformation

Adaptive Culture

Success

Process Excellence

Business Performance

Balanced Scorecard
- Customer Value
- Financial Excellence
- Process Excellence
- People Learning & Growth

Path Forward Change Paradigm

Leadership

Transformational Leadership

Innovation and continuous improvement enabled through process excellence and high performing organization culture

“Teach your associates to teach themselves and in that way you will strengthen the entire organization” – IBM Founder, Thomas J. Watson, Sr. 1947
Culture has a significant impact on an organization’s long-term economic performance:

Results from an 11 year study, contrasting cultures of more than 200 companies, shows organizations with Adaptive cultures consistently produced superior business results.*

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<thead>
<tr>
<th></th>
<th>Unadaptive Culture</th>
<th>Adaptive Culture</th>
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<tbody>
<tr>
<td>Revenues</td>
<td>166%</td>
<td>682%</td>
</tr>
<tr>
<td>Work Force</td>
<td>36%</td>
<td>282%</td>
</tr>
<tr>
<td>Stock Price</td>
<td>74%</td>
<td>901%</td>
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<tr>
<td>Net Income</td>
<td>1%</td>
<td>756%</td>
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Office 365 Tools That Every ISE Should Know

2020 IISE Annual Conference – New Orleans

Kaz Takeda
Manager, Industrial Engineer
The Walt Disney Company

Alicia Miller
Customer Service Manager
Microsoft

Grant Earl
Power Platform
Microsoft

The Walt Disney Company
The Art of Navigating Organizational Politics

Kira Hansen, Harley-Davidson (and President of the Young Professionals Group)

Sue Davis, GM

Chris Kelling, John Deere
Relationship Among Social Influence, Control, Power, and Politics
Performance Excellence Track Abstract:

**Becoming Great at Operational Analytics**

Jared Frederici, The Poirier Group
Matheus Scuta, Ford
Ben Amaba, IBM
Scott Sink, CISE
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’
Sustaining Work-Life Balance in the Age of Hyperconnectivity

Kira Hansen, Harley-Davidson (and President of the Young Professionals Group)
Jared Frederici, The Poirier Group
Jessica Grela, E&Y
Chris Kelling, John Deere
ISE’s Integrating Agile Methodology to enable Rapid Innovation and Improvement

Joan Tafoya, Sandia National Labs
Caitlin Spargo, International
Image from Ahmed Sidky, Riot Games and ICAgile reproduced with permission

Agile is a mindset, described by the four values and the twelve principles of the Agile Manifesto, and manifested through an unlimited number of practices, tools and processes. Implementing the practices, tools and processes without the Agile mindset, values and
The Manifesto

**AGILE MANIFESTO**

- **‘ITERATIVE AND INCREMENTAL’**
  The final outcome is achieved through a set of incremental iterations. Every iteration is a complete development cycle, leading into a potentially marketable product.

- **‘SUSTAINABILITY’**
  ‘Done’ is not inherently applicable in the face of divergent assumptions. The fundamental requirement to deliver the final products and features requires a generic and global applicability of ‘done’.

- **‘COLLABORATION AND ADAPTABLE’**
  Team interaction that leads to better productivity.

- **WELCOME AND RESPOND TO ‘CHANGE’**
  In order to retain competitiveness, it is important to identify, acknowledge and welcome ‘change’.

- **FLEXIBLE ROLES AND ‘EQUALITY’**
  Cross-functional teams, without structural linkages prove to be more collaborative.

- **CONTINUOUS IMPROVEMENT**
  The delivery process is a learning journey and the team should continuously re-evaluate and adjust the process accordingly.
The Principles

The 12 agile principles*

1. Satisfy the **customer**
2. Welcome **change**
3. Deliver **frequently**
4. Work **together**
5. Trust and **support**
6. Face-to-face **conversation**
7. Working **software**
8. Sustainable **development**
9. Continuous **attention**
10. Maintain **simplicity**
11. Self-organizing **teams**
12. Reflect and **adjust**
For ISE, I see Agile as a ‘method’ for our BPI work
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To Simulate or Not: Including a Case from a Galaxy Far, Far Away

2020 IISE Annual Conference – New Orleans

Renee Thiesing
VP Strategic Alliances
Current IAB Chair

Noah Livingston
Associate Industrial Engineer
Disney Parks, Experiences and Products

Simio
Forward Thinking

The Walt Disney Company

IAB
IISE Industry Advisory Board
Systems View of how to integrate Simulation into BPM/OE Programs
Continuing Education and Development Options and Guidance

Kira Hansen, Harley Davidson (and President of the Young Professionals Group)

Katie Coperich, Fed Ex Ground

Elizabeth Gentry, University of Louisville

Scott Sink, The Poirier Group
Leveraging the Flipped Classroom for Professional Development and Continuing Education

READINGS, EXAMPLES, AND TOOLS
Personal and Professional Plans of Study and Development—You Own IT!
The Art & Magic of Disney Data

2020 IISE Annual Conference – New Orleans

Kaz Takeda
Manager, Industrial Engineer
The Walt Disney Company

Derek Egbert
Senior Industrial Engineer
The Walt Disney Company

Brandon Vargo
Senior Industrial Engineer
The Walt Disney Company

The Walt Disney Company

The Walt Disney Company

The Walt Disney Company
Successful Women in Industry for the Performance Excellence (Industry) Track

2020 IIESE Annual Conference – New Orleans

Mindy Holmes
Risk & Controls PM
Intel
IISE IAB Past Chair, Member

Tandy Bailey – UPS, Katie Coperich – FedEx, Tiff Cremer – Amazon, Renee Thiesing – Simio, Julie Leeman – Raytheon
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So, First things First, take some time out and invest in yourself

It Pays Off—We’ve attended over 50 IISE conferences and the Benefits are Great!
Jan:  How to design, develop and execute great Value Stream, Flow Workshops with cross-functional teams: Method and case examples from both manufacturing and healthcare  Scott Sink, CISE

Feb:  Lean Simulation (on steroids): a glimpse of the Great Assembly Line Simulation that ISE at Auburn has created and exposes its students to

March:  Industry 4.0 Overview and Update from Greg Harris, Auburn ISE. Director, Southern Alliance for Advanced Vehicle Manufacturing

April:  Best in Class Integrated LeanSigma Certification Capstone Projects (blend of ‘transactional process improvement’, healthcare and manufacturing)

May:  Deploying Lean and ISE at Chick-fil-A.  David Reid

June:  Snippets of what you missed at the IISE Annual Conference and very early promotion for Montreal 2022
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<tr>
<td>Aug</td>
<td>Becoming More Skillful with Performance Measurement and Operational Analytics.</td>
<td>Scott Sink, Virginia Tech</td>
</tr>
<tr>
<td>Sept</td>
<td>Empowering and Engaging Employees to Accelerate Performance Improvement: 2-second Lean, Huddles, Sprints, etc.</td>
<td>Blend of small businesses using 2-second lean with healthcare examples using Tiered Huddles</td>
</tr>
<tr>
<td>Oct</td>
<td>The Art and Science of Successfully Navigating (and leveraging) Organizational Politics.</td>
<td>Selected CISE Members</td>
</tr>
<tr>
<td>Nov</td>
<td>Creating Better Work-Life Balance in a 24/7, hyper-connected World of Work.</td>
<td>Panel of Road Warrior, Fast Paced Young Professionals</td>
</tr>
<tr>
<td>Dec</td>
<td>Creating Cultures that Support Full Potential Performance.</td>
<td>David Poirier and Scott Sink, The Poirier Group</td>
</tr>
</tbody>
</table>

Sneak Preview of IISE Annual Conference 2022—Montreal, CA