

# Event Schedule



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

12:15 Lunch – or – Breakout Sessions

Choose one	The Dark Matter and Dark Energy of Lean Thinking: How to see and make sense of the critical, invisible people side  <b>Bob Brown</b>  <i>Exhibit Hall B</i>	Public Records Requests and Employee Empowerment  <b>Alison Chadez, Rick Garza, James Goodman</b>  <i>Ballroom A</i>	Lean-Agile Introductory Workshop  <b>William Rowden</b>  <i>Ballroom BC</i>	Bridging The Relational Gap With Lean: How to increase your organizational influence up, down, and sideways.  <b>Denise Jubber, Scott Purcell</b>  <i>Ballroom D</i>	Daily Management for Teams and Leaders  <b>Julie Fry</b>  <i>Room 315</i>
	Lean Knowledge Work: Learn faster, work smarter using Lean visualizations of your work  <b>Jim Benson</b>  <i>Room 316</i>	The Lean Management System – What is it, what does it do, how do we transform into it?  <b>Joe Murli</b>  <i>Room 317</i>	One team, many places: creating collaboration networks for distributed workgroups  <b>Arun Kumar</b>  <i>Room 318</i>	Introduction to Job Instruction Training – A TWI Program  <b>Don Dinero</b>  <i>Room 407</i>	Lunch on your own

1:30 Building a Path to Results by Wendy Korthuis-Smith, *Exhibit Hall B*

2:30 Breakout Sessions

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

3:45 Breakout Sessions

Choose one	Lean – Why is it Important & How Does it Work?  <b>Chris Lindstrom</b>  <i>Exhibit Hall B</i>	Enterprise Planning at the Department of Enterprise Services  <b>Renee Smith Nyberg</b>  <i>Ballroom A</i>	Trust Repair in a Lean Culture  <b>Wendy Fraser</b>  <i>Ballroom BC</i>	Burn the Popcorn  <b>Carol Knight-Wallace</b>  <i>Ballroom D</i>	LEADERSHIP EXCELLENCE: Getting the Best from Yourself & Others  <b>Brett Cooper</b>  <i>Room 315</i>
	Daily Management – Learning to Lead in a New Way  <b>Jennifer Haury</b>  <i>Room 316</i>	Modern Product and Service Development  <b>Ben Vaught</b>  <i>Room 317</i>	Personal Productivity: Reducing waste in your personal value streams  <b>Kirk Justus</b>  <i>Room 318</i>	Developing People through Continuous Improvement  <b>Brett Jackson, Becky Nowlin-Baird</b>  <i>Room 407</i>	

# Event Schedule

## 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	<b>LEADERSHIP EXCELLENCE: Getting the Best from Yourself &amp; Others</b> <b>Brett Cooper</b> <i>Exhibit Hall B</i>	<b>Lean at Department of Retirement Systems: Timely and Accurate Benefit Payments</b> <b>Mark Feldhausen</b> <i>Ballroom A</i>	<b>Value Stream Maps are a Management Tool</b> <b>Holly Valkama</b> <i>Ballroom BC</i>	<b>Bridging the gap between Lean and Agile to eliminate UW procurement encumbrances</b> <b>Laurie Hunt, Jeanne Marie Isola, Heriberto Rodriguez</b> <i>Ballroom D</i>
	<b>Trust Repair in a Lean Culture</b> <b>Wendy Fraser</b> <i>Room 315</i>	<b>The Results Leader: Seeing the Opportunity in Resistance</b> <b>John Bernard</b> <i>Room 316</i>	<b>Process Transformation in K-12 Education</b> <b>Fred Bentsen</b> <i>Room 317</i>	<b>One team, many places: creating collaboration networks for distributed workgroups</b> <b>Arun Kumar</b> <i>Room 318</i>

11:15 Lunch – or – Breakout Sessions

Choose one	<b>Learning from behind the Green Apron</b> <b>John Byers, Stephen Crowley</b> <i>Exhibit Hall B</i>	<b>Building a Problem Solving Culture – Developing Senior Leaders' Coaching Skills</b> <b>John Elshaw, Nathan Petty</b> <i>Ballroom A</i>	<b>Developing Problem Solving Capability in Others through Coaching</b> <b>Hollie Jensen</b> <i>Ballroom BC</i>	<b>How Do I Fix This Mess: Central Stores Case Study</b> <b>Peter Hutchinson</b> <i>Ballroom D</i>	<b>Burn the Popcorn</b> <b>Carol Knight-Wallace</b> <i>Room 315</i>
	<b>Leading the Lean Office Charge</b> <b>Shawna Gilleland</b> <i>Room 316</i>	<b>Personal Productivity: Reducing waste in your personal value streams</b> <b>Kirk Justus</b> <i>Room 317</i>	<b>Developing People through Continuous Improvement</b> <b>Brett Jackson, Becky Nowlin-Baird</b> <i>Room 318</i>	<b>Lunch on your own</b>	

12:30 Lunch – or – Breakout Sessions

Choose one	<b>Toyota Kata: Improving and Coaching your way to Success</b> <b>Paul Hamacher</b> <i>Exhibit Hall B</i>	<b>Launching Lean Thoughtfully – King County Finance &amp; Business Operations Division</b> <b>Carol Basile, Ken Guy, Jay McNally, Tracy O'Rourke</b> <i>Ballroom A</i>	<b>Engaging Mid-level Managers in Lean Transformation</b> <b>André Helmstetter</b> <i>Ballroom BC</i>	<b>Start with Why: How DSHS has transformed to a Lean organization</b> <b>Kevin Quigley</b> <i>Ballroom D</i>
	<b>Introduction to Job Instruction Training – A TWI Program</b> <b>Don Dinero</b> <i>Room 316</i>	<b>Process Transformation in K-12 Education</b> <b>Fred Bentsen</b> <i>Room 318</i>	<b>Lunch on your own</b>	

1:45 The Washington State Results Model by Brett Cooper, Darrell Damron, and Hollie Jensen, *Exhibit Hall B*

3:00 Breakout Sessions

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

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