

| Pre-Conference Workshop Day – Monday 16 <sup>th</sup> April |  |  |  |
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| 08:30   | Registration & Welcome Coffee Break  |  |  |
| 09:00   | <p><b>Workshop A</b></p> <p>Establish a process framework and drive global process ownership to reduce operational complexities</p> <p><b>Phil White</b><br/>Finance Change Director<br/><b>Deutsche Bank</b></p>  | <p><b>Workshop B</b></p> <p>Process digital transformation: Discover processes automatically, verify compliance and performances and monitor automation for continuous improvement</p> <p><b>Sophie Liem &amp; Stefano Pedrazzi</b><br/><b>Cognitive - myInvenio</b></p>           | <p><b>Workshop C</b></p> <p>Dealing with the challenges of large transformation initiatives across people, processes and systems</p> <p><b>Morphis Tsalikidis,</b><br/>Former Director, Operational Excellence &amp; Business Transformation,<br/><b>AXA Emerging Markets</b></p>                  |
| 10:30   | Morning refreshments   |  |  |
| 11:00   | <p><b>Workshop D</b></p> <p>Get your basics right before starting an end-to-end process transformation</p> <p><b>Bryan Oak</b><br/>COO/Head of Strategy &amp; Business Architecture<br/><b>Searchlight Consulting</b></p>                                | <p><b>Workshop E</b></p> <p>Build your own user centric business application to drive operational and process excellence</p> <p><b>Matt Potts</b><br/>Pre-Sales Solutions Engineer for Europe<br/><b>Skuid</b></p> <p><b>Jon Laughland</b><br/>European Sales<br/><b>Skuid</b></p> | <p><b>Workshop F</b></p> <p>Process improvement planning, configuration and deployment through powerful business process management</p> <p><b>Josh Knightley</b><br/>Business Solutions Manager<br/><b>Flovate</b></p> <p><b>Stuart Rudland</b><br/>Lead Businesses Analyst<br/><b>Flovate</b></p> |
| 12:30   | Networking Lunch   |  |  |
| 13:30   | <p><b>Workshop G</b></p> <p>Promote a company-wide culture around quality and innovation</p> <p><b>Nick Jones,</b><br/>Technical Training Specialist,<br/><b>Minitab</b></p>   | <p><b>Workshop H</b></p> <p>Make culturally sustained change</p> <p><b>Mark Stewart</b><br/>Director<br/><b>ProSolver Solutions</b></p>  | <p><b>Workshop I</b></p> <p>Is your business ready to be transformed with robotic process automation?</p> <p><b>Vikram Saini,</b><br/>RPA Consultant,<br/><b>Automation Anywhere</b></p>   |
| 15:00   | Afternoon refreshments   |  |  |
| 15:30   | <p><b>Workshop J</b></p> <p>From Silo to System: Your approach to successful business transformation</p> <p><b>Nick Warn,</b><br/>Managing Director of <b>Keypath Ltd</b></p> <p><b>Robin Pluim,</b><br/>Business Development Director, <b>Mavim</b></p> | <p><b>Workshop K</b></p> <p>How do you successfully implement Hoshin Planning... what I wish I'd known before I started!</p> <p><b>Paul Docherty,</b><br/>Founder &amp; Executive Director,<br/><b>i-nexus</b></p>   | <p><b>Workshop L</b></p> <p>Creating pace by building organisational agility</p> <p><b>Mel Newton,</b><br/>Partner – Organisation &amp; People,<br/><b>Baringa Partners</b></p> <p><b>Susie Young,</b><br/>Director, People &amp; Organisation,<br/><b>Baringa Partners</b></p>                    |
| 17:00   | End of Pre-Conference Workshop Day   |  |  |

| Conference Day One: Tuesday 17 <sup>th</sup> April 2018  |   |   |   |   |
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| 08:00 Registration & Welcome Coffee Break  |   |   |   |   |
| 08:30 Chair's Opening Remarks<br><b>Guy Kirkwood</b> , Chief Evangelist, <b>UiPath</b>   |   |   |   |   |
| 08:35 Morning PEXercise<br><b>Zara Pittman</b> , Instructor, <b>Love Yogi/Live Karma Yoga</b>  |   |   |   |   |
| 08:45 "Accelerating Think Forward": How ING link customer journeys to internal processes across the global end-to-end value chain<br><b>Iassen Deenitchen</b> , Head of Global Process Management, <b>ING</b>                  |   |   |   |   |
| 09:15 Key responsibilities and the role of Process Management in the digitalisation of the core value chain<br><b>Mark Saul</b> , Head of SAP Process Management, <b>SAP</b>   |   |   |   |   |
| 09:45 Driving Performance Through Capability with CMMI V2.0<br><b>Kirk Botula</b> , CEO, <b>CMMI@ Institute</b>  |   |   |   |   |
| 10:15 How Process Mining helps you transform your business processes<br><b>Richard Cooper</b> , Global Process Lead - Finance Transformation, <b>Vodafone</b><br><b>Bertram Lutz</b> , Head of Data Science UK, <b>Celonis</b> |   |   |   |   |
| 10:45 Networking Coffee Break  |   |   |   |   |
| A: End-to-end Transformation<br>Track Host <b>Webcon</b>   |   | Process Improvement<br>Stream Sponsored by: <b>Guy Kirkwood</b> ,<br>Chief Evangelist, <b>UiPath</b>  | Next Gen PEX  |   |
| 11:10  | Pace-Layered Application strategy as a Foundation of Digital Transformation<br><b>Shem Prokop</b><br>Partner Channel Manager<br><b>Webcon</b>                                     | The UBS PEX Way: Deliver transformational global change using Robotic Process Automation<br><b>David Buckley</b> , Director,<br>Change Architect, <b>UBS</b><br><b>Richard John</b> , Director,<br>Lean Academy, <b>UBS</b> | Realise tangible outcomes from your digital transformation projects<br><b>Stephan Schluchter</b> ,<br>Product Management, <b>SAP</b>                |   |
| 11:40 Opportunity to change streams  |   |   |   |   |
| 11:45  | Spark: Transforming the BBC through lean innovation and efficiency<br><b>Adrian Ruth</b> ,<br>Director, Lean Transformation,<br><b>BBC</b>  | How Deutsche Bank have developed their global process ownership over the last 6 years<br><b>Phil White</b> ,<br>Finance Change Director,<br><b>Deutsche Bank</b>  | Develop an operating model to support our 2030 strategy<br><b>Helen Bliss</b> ,<br>Head of Group Operating Model,<br><b>Wilko</b>                   |   |
| 12:15 Opportunity to change streams  |   |   |   |   |
| 12:20  | Create a more process-centric architecture to drive business growth<br><b>Katie McConochie</b> ,<br>Director, Business Process and Change, <b>Inmarsat</b>                        | Driving continuous improvement within a major transformation for 2,000 global business services (GBS) employees<br><b>Fabrice Etcheverry</b><br>Head of WW Process Excellence & Data Management<br><b>Solvay</b>            | It's all about the people<br><b>Dennis Narlock</b><br>General Manager<br><b>Catalent</b>  |   |
| 12:50 Networking Lunch   |   |   |   |   |
| 13:50 Reinvigoration Session<br><b>Zara Pittman</b> , Instructor, <b>Love Yogi/Live Karma Yoga</b>   |   |   |   |   |
| 14:05  | IDG A<br>The challenges and benefits of embedding a digital-first workforce<br><b>Marc Gray</b> ,<br>Operational Excellence Programme Director,<br><b>Imperial College London</b> | IDG B<br>To what extent will your culture evolve during change management<br><b>Mel Newton</b> ,<br>Partner – Organisation & People,<br><b>Baringa Partners</b>   | IDG C<br>Digital transformation that will improve the customer experience<br><b>Elizabeth Lown</b> ,<br>Operations Director,<br><b>Hayman Group</b> | IDG D<br>The leadership needed behind data analytics<br><b>Dirk Stoltenberg</b> ,<br>Head of Human Resources,<br><b>Apetito</b> |

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|       | <p>IDG E<br/>End-to-end processes that can better enable transformation initiatives</p> <p><b>David Bennett</b><br/>Head of Operational Excellence<br/><b>AXA</b></p>                                | <p>IDG F<br/>Building a business process architecture to efficiently accommodate transformations</p> <p><b>Elke Hollmann,</b><br/>Head of Global Process Development,<br/><b>Stratec</b></p> | <p>IDG G<br/>Fully maximise a bottom-up culture to meet your businesses strategy and minimise resistance to change</p> <p><b>Inge van Weert,</b><br/>General Manager,<br/><b>QO Amsterdam</b></p>  | <p>IDG H<br/>Embed creative problem solving through lean approaches</p> <p><b>Anthony Savell,</b><br/>Operational Excellence Lead,<br/><b>Close Brothers</b></p> |
|       | <p>IDG I<br/>How to ensure that top leadership support your operational initiatives</p> <p><b>Laura Beverley,</b><br/>Head of Strategic Planning &amp; Assurance,<br/><b>Rail Delivery Group</b></p> | <p>IDG J<br/>RPA 101: What, where, why, when and how?</p> <p><b>Jake Howard,</b><br/>Business Development Director,<br/><b>Softomotive</b></p>   | <p>IDG K<br/>How to measure the performance of your process excellence practice</p> <p><b>James Lascelles,</b><br/>Partner – Intelligent Automation &amp; <b>Matt Jones,</b><br/>Senior Manager - OE and Intelligent Automation,<br/><b>Baringa Partners</b></p> | <p>IDG L<br/>How BPM can make your business more efficient</p> <p><b>Peter Franz</b><br/>Managing Director, Co-CEO<br/><b>BPM-D</b></p>                          |
| 15:45 | <i>Solution Demo Drive</i>   |  |  |  |
| 16:15 | <i>Networking Break</i>  |  |  |  |
| 16:35 | <p>Robotic Process Automation: The next step for true process excellence PEX+RPA+AI = The future of process excellence<br/><b>Guy Kirkwood, Chief Evangelist, UiPath</b></p>                         |  |  |  |
| 17:05 | <p><i>Get your organisation focused: How to approach implementation challenges at Swarovski</i><br/><b>Peter Ryffel, VP Global Process Management F&amp;A, Swarovski</b></p>                         |  |  |  |
| 17:35 | <p>The Search for Perfection<br/><b>Graham Duff</b></p>  |  |  |  |
| 18:05 | <p><u>Chair's Closing Remarks</u><br/><b>Guy Kirkwood, Chief Evangelist, UiPath</b></p>  |  |  |  |
| 18:10 | <b>Party with PEX!</b>   |  |  |  |

| Conference Day Two – Wednesday 18 <sup>th</sup> April  |   |   |  |
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| 08:00 Registration & Welcome Coffee Break  |   |   |  |
| 08:30 <b>Chair's Opening Remarks</b><br><b>Guy Kirkwood</b> , Chief Evangelist, <b>UiPath</b>  |   |   |  |
| 08:35 Digitally Transforming BT into a company for the future<br><b>Gourav Datta</b> , Senior Transformation Lead, <b>BT</b><br><b>Kelvin Kwok</b> , Transformation Manager, <b>BT</b>   |   |   |  |
| 09:05 Organisational structures of the future and what future leadership teams look like<br><b>Hash Ladha</b> , Chief Operating Officer, <b>Oasis &amp; Warehouse</b>  |   |   |  |
| 09:35 The digital workforce as the future of process excellence<br><b>Barry Spenceley</b> , Head of Shared Service Centre, <b>2 Sisters Food Group</b><br><b>Jonathan Heeley</b> , SSC Automation Programme Manager, <b>2 Sisters Food Group</b> |   |   |  |
| 10:05 Networking Coffee Break  |   |   |  |
| 10:30 Interactive Discussion Groups  |   |   |  |
|  | IDG M<br>Align Lean and modern technologies to enhance your service   | IDG N<br>Lead business transformation that targets cost-cutting   | IDG O<br>Lead a culture of continuous improvement<br><br><b>Simon Williams</b> ,<br>Head of Business Change<br>Project Management,<br><b>Transport for London</b>        |
|  | IDG P<br>What do you need to do to ensure a transparent process infrastructure?<br><br><b>Elke Hollmann</b> ,<br>Head of Global Process Development,<br><b>Stratec</b>  | IDG Q<br>Robotic Process Automation:<br>Bridge the gap between PEX and digital<br><br><b>Rob Maguire</b> ,<br>Partner OE & Intelligent Automation<br>Excellence,<br><b>Baringa Partners</b> | IDG R<br>Show leadership and staff why and how change impacts them<br><br><b>Damian Ellacott</b> ,<br>Vice President Operations<br>Steering & Improvement,<br><b>RAF</b> |
|  | IDG S<br>Implement design thinking to ensure strategies are formulated around processes<br><br><b>Matt Potts &amp; Jon Laughland Skuid</b>  | IDG T<br>Machine Learning and AI: Decipher the myths around what they can do for you<br><br><b>Seth Adler</b><br>Host, B2BIQ<br><b>PEX Network</b>  | IDG U<br>Drive innovation by managing your business processes and change<br><br><b>David Bennett</b><br>Head of Operational Excellence<br><b>AXA</b>                     |
| 11:10  | The NHS Procurement Transformation Programme that will save £2.4 billion in 4 years and involve 1.4 million health service employees<br><b>Howard Blackith</b> , Director, NHS Procurement Transformation Programme, <b>UK Department of Health</b> |   |  |
| 11:40  | Make the link between strategy and deployment in a service world<br><b>Peter Evans</b> , Director LCI for Business Service Operations, <b>LEGO</b>  |   |  |
| 12:10  | Demystify process design and put process excellence on the strategic table<br><b>Anne-Sophie Andre</b> , Head of Global Process Architecture, <b>BP</b>   |   |  |
| 12:40 Networking Lunch   |   |   |  |
|  | D: Change is nature<br>Stream Sponsored by: <b>James Lascelles</b> ,<br>Partner – Intelligent Automation,<br><b>Baringa Partners</b>  | E: I have an obsession... with my customers<br>Stream Sponsored by: <b>Guy Kirkwood</b> ,<br>Chief Evangelist, <b>UiPath</b>  | F: Be the leader you would follow and create a culture you want to be a part of  |
| 13:40  | How market conditions forced an OpEx program to be established and a major cultural change in the trading division at Vattenfall<br><br><b>Gill Graham</b> , Chief Operating Officer,<br><b>Vattenfall</b>  | "You had me at Merlot": Truly understand your customers to offer the ultimate personalised service<br><br><b>Laura Evans</b> ,<br>Chief Operating Officer,<br><b>Naked Wines</b>            | Employee engagement: Align performance with the business' objectives<br><br><b>Marie Helene Morvan</b> ,<br>Director, Transversal Change Agent,<br><b>Air France</b>     |
| 14:15  | Re-think approach to continuous improvement and change to increase efficiency<br><br><b>Kevin Dearing</b> ,<br>Head of Continuous Improvement,<br><b>Marks &amp; Spencer</b>  | Organise to win: Build a strong organisation and push your capabilities for rapid growth<br><br><b>Wojtek Gajewski</b> ,<br>Director, Continuous Improvement,<br><b>Refresco</b>            | Deliver OPEX strategies upon a workforce risk perspective<br><br><b>Dirk Stoltenberg</b> ,<br>Head of Human Resources,<br><b>Apetito</b>                                 |

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| 14:50 | <p>Successfully implementing The Patient First Improvement Programme to transform the way services are delivered at the NHS</p> <p><b>Anil Mathew,</b><br/>Group Director of Continuous Improvement, <b>NHS</b></p> | <p>How Monzo built a customer-focused digital business from scratch</p> <p><b>Leah Templeman,</b><br/>Head of Operations,<br/><b>Monzo Bank</b></p> | <p>Lead a physical business transformational, strategic and large matrix project</p> <p><b>Kit Erlebach,</b><br/>Strategic &amp; Transformational Venture Director, <b>Fujifilm</b></p> |
| 15:20 | Prize Giveaways & Networking Break  |   |   |
| 15:40 | <p>Siemens' Digital Factory division digitalises the whole value chain to support process flexibility and efficiency</p> <p><b>Georg Arnsward,</b> Head of Strategy &amp; Business Excellence, <b>Siemens</b></p>   |   |   |
| 16:10 | <p>Support the internal customer's journey through analytics, robotics and end-to-end processes</p> <p><b>Christian Boesch,</b> Head of Sanofi Business Services - Program Management Office, <b>Sanofi</b></p>     |   |   |
| 16:40 | <p>Leap-frog into 10X disruptions: Driving next generation business outcomes and organizational excellence</p> <p><b>John Barraclough,</b> SMART Transformation Leader, <b>Procter &amp; Gamble</b></p>             |   |   |
| 17:10 | Closing Remarks   |   |   |