



2022 Summit on Operational Excellence: Growing a Culture of Continuous Improvement

The Scottsdale Resort at McCormick Ranch

Scottsdale, Arizona

September 16-18, 2022

Friday, September 16 (Apache Room)

- | | |
|--------|--|
| 2:00pm | Registration Opens |
| 3:00pm | Operational Excellence Summit Kick Off <ul style="list-style-type: none">• Pam Goins, Executive Director, NASCA |
| 3:15pm | Opening Address: Developing Your Process Improvement Culture <ul style="list-style-type: none">• Patrick Adams, CEO, LEAN Solutions |
| 4:45pm | Where Are You in Your Journey? <ul style="list-style-type: none">• John Baranzelli, Deputy Director, Department of Central Management Services, State of Illinois (Retired) |
| 5:45pm | Break |
| 6:00pm | Networking Reception (Garden Court) |

Saturday, September 17 (Apache Room)

- | | |
|---------|--|
| 8:00am | Networking Breakfast (Garden Court) |
| 9:00am | Welcome and Introductions <ul style="list-style-type: none">• Pam Goins, Executive Director, NASCA |
| 9:15am | Inspiring, Aligning, and Activating <ul style="list-style-type: none">• Julie Hannah, Chief Strategy Officer, Department of General Services, State of Tennessee |
| 10:00am | Missouri's Transformation Journey <ul style="list-style-type: none">• Cindy Dixon, Director of Operational Excellence, State of Missouri |
| 10:45am | Break |
| 11:00am | Leaders Enabling a Culture of Continuous Improvement <ul style="list-style-type: none">• Jeanine Inman, Deputy Director, Arizona Government Transformation Office• Travis Done, Senior Lean Coach, Arizona Government Transformation Office• Vincent LaBella, Lean Consultant, State of Arizona |
| 11:45am | Transition to lunch |
| 12:00pm | Networking Luncheon (Garden Court) |
| 1:15pm | What Government Can Learn from Business and the Reverse <ul style="list-style-type: none">• Dean Schroeder, Senior Research Professor, Valparaiso University |
| 2:30pm | Building a Data Driven Culture to Accelerate Operational Excellence <ul style="list-style-type: none">• Drew Erdmann, Chief Operating Officer, State of Missouri (Former) |



3:15pm	Break
3:30pm	Innovation Town Hall: Creative Public and Private Projects <ul style="list-style-type: none">• Clifton Peay, Director of Office of Customer Focused Government, State of Tennessee
4:15pm	Reflection Activity <ul style="list-style-type: none">• Patrick Adams, CEO, LEAN Solutions
5:00pm	Adjourn

Sunday, September 18 (Apache Room)

7:30am	Networking Breakfast (Garden Court)
8:30am	Welcome and Agenda Review <ul style="list-style-type: none">• Pam Goins, Executive Director, NASCA
8:45am	Key Leadership Tenets when Growing Culture Change <ul style="list-style-type: none">• Scott Wayne, Director, Envoy Portfolio
10:15am	Break
10:30am	Key Takeaways Activity
11:15am	Closing Comments and Evaluation
11:30am	Summit Ends