



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

2:00pm	Registration Opens
3:00pm	Operational Excellence Summit Kick Off
3:15pm	Opening Address: How We Grow a Culture of Continuous Improvement
4:00pm	Where Are You in Your Journey?
4:45pm	State Panel
5:30pm	Break
6:00pm	Networking Reception

Saturday, September 17

8:00am	Networking Breakfast
9:00am	Welcome and Introductions
9:15am	Creating Robust Customer Experiences
10:00am	Embracing Employee Engagement in System Redesign
10:45am	Break
11:00am	How to Evaluate Organizational Health
12:00pm	Networking Luncheon
1:15pm	Best Practices from the Private Sector
2:00pm	Gaining Insight Through Data Dashboards
2:45pm	Break
3:00pm	Innovation Town Hall: Creative State Projects
3:45pm	Key Takeaways Activity
4:30pm	Adjourn

Dinner on your own

Sunday, September 18

7:30am	Networking Breakfast
8:30am	Welcome and Agenda Review
8:45am	Key Leadership Tenants when Growing Culture Change with Envoy
10:15am	Break
10:30am	Reflection Activity
11:15am	Closing Comments and Evaluation
11:30am	Summit Ends