



MASTERING THE SYMPHONY OF SUCCESS: ELEVATE, INNOVATE

# OPERATIONAL EXCELLENCE & PROCESS TRANSFORMATION Summit & Awards

“Harmonizing People, Process, and Technology for Unprecedented Excellence.”

LEONARDO Hotels

20<sup>th</sup>-22<sup>nd</sup> of March, 2024 Munich, GERMANY

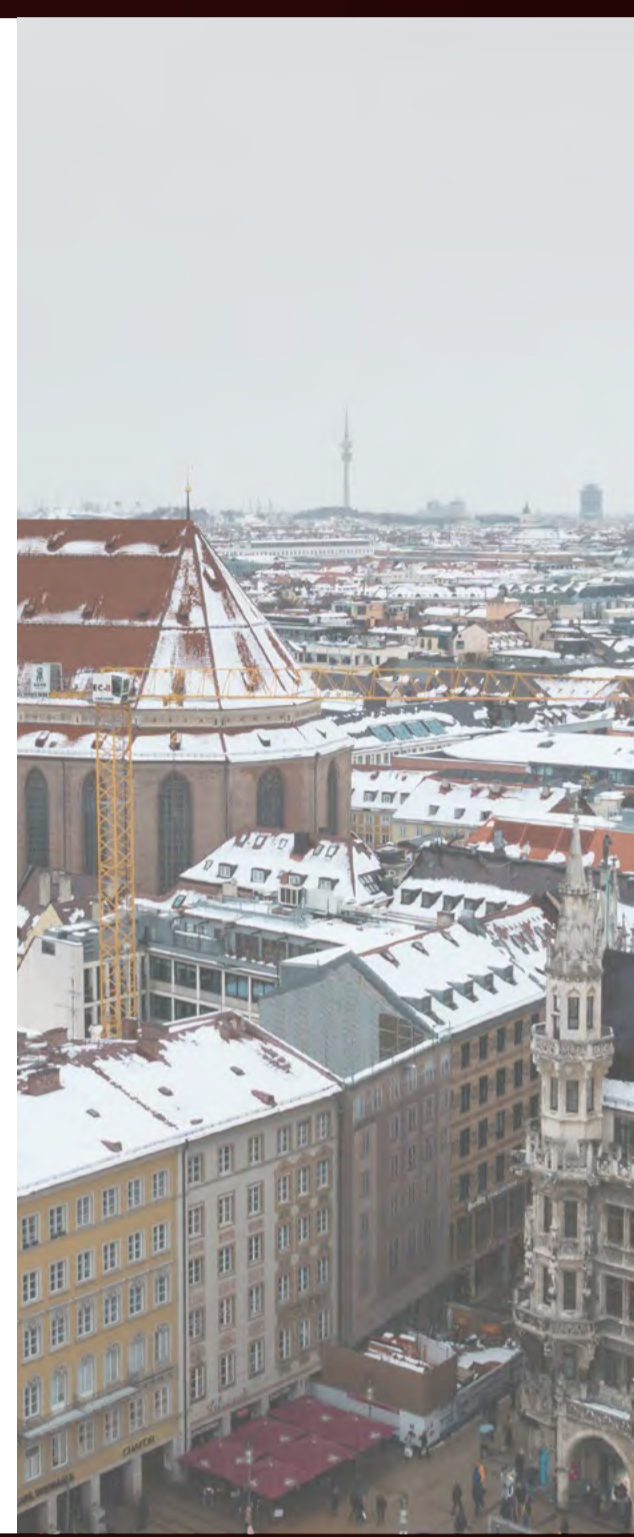
## SUMMIT INTRODUCTION

With cutting-edge technologies like Generative AI and RPA reaching maturity, Operational Excellence is on a meteoric rise, paving the stage for runaway automation of many business processes and even knowledge-intensive activities. Both frameworks (such as Lean, Six Sigma, and others) and technologies (such as Digital, AI, and others) have much to offer the industry in terms of boosting the overall value of businesses.

**But why are so many businesses failing in their Digital Transformation efforts? Is it possible that they lack a firm foundation in Operational Excellence?**

Simultaneously, timeless disciplines such as leading change, the necessity of soft skills, particularly in the face of shifting intergenerational expectations and objectives and knowing how to establish and shape organizational culture demand new focus and interpretation.

The summit will therefore focus on key areas which relate to today's environment for Operational Excellence professionals.



## KEY TOPICS

- OPEX TAKING ADVANTAGE OF DIGITAL TRANSFORMATION:**  
The uninterrupted advancement of technology and increased adoption of digital solutions is driving significant changes in Operational Excellence.
- AGILE AND LEAN METHODOLOGIES CONQUERING NEW DOMAINS**  
Beyond software development and manufacturing.
- THE NEW DIMENSION OF CUSTOMER EXPERIENCE:**  
OPEX struggling to meet evolving customer expectations.
- SUSTAINABILITY AND GREEN OPERATIONS AS THE FORERUNNER OF THE CIRCULAR ECONOMY IN THE “CLIMATE CHANGE” ERA;**  
OPEX struggling to meet evolving customer expectations.
- DIGITAL TRANSFORMATION WITH GENERATIVE AI FOR OPEX:**  
How Gen AI can help improve competitiveness and sustainability by providing better visibility across the value chain, optimizing production processes, and reducing environmental impact.
- AI-DRIVEN DATA STRATEGY FOR BUSINESS TRANSFORMATION:**  
AI is everywhere but where do you start building your AI-driven data strategy for your business transformation? Learn what it takes to align your people and processes so your data strategy could work in your favor.
- DATA-DRIVEN DECISION MAKING AS STATE OF THE ART:**  
Bring me the right data, to the right place, in the right form at the right time to make the right decision; The latent potential of middle management.
- SUPPLY CHAIN RESILIENCE:**  
OPEX role in diversifying sourcing strategies, strengthening supplier relationships, and employing advanced risk management techniques.

## AGENDA FOCUS



Operational Excellence and Sustainability



Change Management and Transformation



Agile and Lean Methodologies



Strategy and Implementation



End-to-End Transformation



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