



FINAL  
PROGRAM

The 2008

# Six Sigma Conference

Business Results Through Process

Transformation: Driven by Lean & Six Sigma

Complimentary  
Post-Conference  
Webcast for  
Each Attendee

April 3 - 4, 2008

Wyndham Chicago

Chicago, IL

Pre-Conference Workshop: April 2, 2008

This conference is designed for corporate executives that are responsible for Process Transformation and Six Sigma in their corporations. It has been planned to provide you with extensive time for interacting with the executive panelists and an exchange of ideas and knowledge for today's most pressing issues. This will be an excellent opportunity for you to customize your networking through a planned interactive environment with a diverse group of your peers. The conference agenda has been planned to allow you to:

- Learn from award winning executives and companies in the area of Six Sigma
- Understand the best practices of companies focused on Process Transformation/Six Sigma
- Hear case studies on process management and Six Sigma implementation and determine what is best for your organization
- Participate in panel sessions designed specifically for your industry
- Find solutions to your individual challenges through results focused panels

In collaboration with:



Presented with  
assistance from:



*Trusted Insights for Business Worldwide*

## About The Conference Board

The Conference Board is the world's leading business membership organization, with a global network of close to 2,000 enterprises in nearly 60 countries.

The Conference Board creates and disseminates knowledge about management and the marketplace to help businesses strengthen their performance and better serve society.

Working as a global, independent membership organization in the public interest, we conduct research, convene conferences, make forecasts, assess trends, publish information and analysis, and bring executives together to learn from one another.

The Conference Board is a not-for-profit organization and holds 501(c)(3) tax-exempt status in the United States

## How Our Meetings Are Different

The Conference Board provides executives from around the world with opportunities to share practical business experience. This focus on actual business experience, rather than theory, primarily from senior executives from major organizations, along with a superior level of networking with peers are the distinguishing features of Conference Board meetings.

The Conference Board's meetings are rated as one of America's leading speaking platforms for top management. More than 150 CEOs address the Board's 12,000 meeting participants each year.

The Conference Board  
845 Third Avenue  
New York, NY 10022-6600  
Tel: 212 759 0900  
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[www.conference-board.org](http://www.conference-board.org)

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Dear Colleague:

The Conference Board is pleased to bring you a conference focused on the latest successes in performance improvement. This program is highlighted by a group of executives from corporations with a track record of success in using Lean & Six Sigma as a tool to drive business results through process transformation. Our objective is to provide you with a conference that will maximize your opportunity to update your knowledge, obtain actionable ideas, network with other executives, and exchange views with corporate executives experienced in driving their business transformation initiatives.

The tone of the conference will be set by a group of senior executive presentations and supported by seven executive panels. If you are discussing issues around process transformation, business process management or Six Sigma in your organization, this will be the best day and a half you can spend in 2008. This conference will offer you 3 ½ hours of interactive panel discussions. Your ability to meet and interact with the twenty-eight executive panelists is a unique and unprecedented opportunity.

Take the time to review the enclosed agenda and see the list of corporate executives who will be sharing their experiences with you. To gain the most from the broad array of executive presenters and the executive panelists, you should bring a team to the conference to be sure your organization captures the learnings and value from all the carefully crafted general and panel sessions.

I look forward to you joining us in Chicago.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert M. Parent". The signature is fluid and cursive, with a prominent initial "R" and "P".

**Robert M. Parent**  
Conference Program Director  
The Conference Board

## Pre-Conference Workshop

Wednesday, April 2, 2008

Registration: 12:30 - 1 pm

### Business Results through Process Transformation: Driven by Lean & Six Sigma

Workshop Session: 1 - 5 pm

Six Sigma has become a proven and effective method of gaining business improvement. This workshop will examine the value of linking Six Sigma to process transformation. You will also examine different strategies and methods to obtain the endorsement and commitment of senior executives along with activities they can use to assure the success of your process transformation/Six Sigma initiative.

#### Advisory Board

Council for Six Sigma Executives I  
of  
The Conference Board

Council for Six Sigma Executives II  
of  
The Conference Board

US Quality Council  
of  
The Conference Board

Business Performance Council  
of  
The Conference Board

**Richard C. Smith (Dick)**  
Partner  
CTE Program Office  
PricewaterhouseCoopers LLP &  
Member of the US Quality Council

To register today, call Customer Service at

212 339 0345

April 3 - 4, 2008

Thursday, April 3, 2008

Registration and Continental Breakfast: 8 - 8:50 am

Welcome and Introduction: 8:50 - 9 am

## Successful Use of Six Sigma in Process Transformation

General Session A: 9 - 10 am

H. Edward Hanway, Chairman and Chief Executive Officer, CIGNA Corporation will kick off our conference by sharing the success his organization has had implementing Six Sigma. Included in the discussion will be the lessons that have been learned in obtaining senior and middle management's commitment and motivating management to lead a successful process initiative. Mr. Hanway was recently recognized as the Lean Six Sigma Executive of 2007 by the World Conference of Business Forums at their Lean Six Sigma Summit in Manufacturing Services and Transactional Environments.

Presenter

**H. Edward Hanway**

Chairman and Chief Executive Officer  
CIGNA Corporation

Networking Break: 10 - 10:15 am

## Case Study of an Award Winning Business Process Management Implementation

General Session B: 10:15 - 11:15 am

An executive from an organization focused on Process Management will share their "hands-on" experiences in fostering a process culture along with the lessons they learned during their journey. You will hear about all aspects of the culture from leadership through the critical process drivers. This will provide you with excellent data for use in implementing or fine-tuning your process environment.

Networking Break: 11:15 - 11:30 am

Register Online

[www.conference-board.org/sixsigma3](http://www.conference-board.org/sixsigma3)

## Case Study of a Six Sigma Implementation

General Session C: 11:30 am - 12:30 pm

This session features a case study which demonstrates improving a process culture by heavily using Six Sigma tools and initiatives. You will hear the lessons learned during the journey along with what is required of the leadership. You will leave this session with new knowledge for implementing a process environment driven primarily with Six Sigma tools.

Presenter

**Ed Hancock**

President, Packing Group

AmerisourceBergen Corporation

## Luncheon Roundtable Discussions

Luncheon Session D: 12:30 - 1:45 pm

Sponsored by:  **The Quality Group**  
Advancing e-Learning

Luncheon roundtables will provide you with the opportunity to interact with the executive panelists. This will help kick-start the panel learning environment.

## Best Practices of Process Transformation Companies

General Session E: 1:45 - 2:45 pm

You will hear from best practice organizations, supported by the morning's executive presenters, and the use of process transformation and Six Sigma to reach new heights of sustainable business results. Ms. Hubert will cover:

- Key findings, lessons learned, what works and what doesn't work
- The evolution to process transformation
- Strategies to consider in becoming a results oriented organization

Presenter

**Cindy Hubert**

Executive Director of Custom Solutions

APQC

To register today, call Customer Service at

**212 339 0345**

## Industry Focused Panels

Concurrent Panel Sessions F1, F2, F3 & F4: 3 - 5 pm (Choose One)

Each panel will provide an open dialogue led by a panel facilitator. The facilitator will begin the session with 2-3 questions for the panelists with experience in their field, and the remainder of the time will be spent in responding to questions posed by the attendees. Feedback from the experiences of the panelists and session attendees will provide a rich learning environment.

## Healthcare

Concurrent Panel Session F1: 3 - 5 pm

**Scott A. Froyen**

Director, Process Improvement  
Wellmark Blue Cross Blue Shield of Iowa

**William P. Owad (Bill)**

Senior Vice President, Operational Excellence  
Cardinal Health, Inc.

**Hal Markowitz**

Vice President, Continuous Improvement  
Blue Cross Blue Shield of Florida

**John A. Merritt (Jack)**

Managing Master Black Belt, Six Sigma  
Sales, Finance, HR, & Legal Six Sigma  
Quest Diagnostics Incorporated

## Energy & Services

Concurrent Panel Session F2: 3 - 5 pm

**Mike Adams**

Vice President, Quality  
Allegheny Energy, Inc.

**Gianna Clark**

Managing Director, Six Sigma  
Dominion Resources

[Register Online](#)

**David M. Jost**

Director - Program Management Office  
Alliant Energy

**Jeanne J. Kenney**

Vice President, Performance Management  
Entergy Corporation

## Manufacturing

Concurrent Panel Session F3: 3 - 5 pm

**Charles "Chuck" Aubrey**

Vice President, Lean Six Sigma  
and Process Management  
Anderson Pharmaceutical Packaging

**Robert J. Crescenzi (Bob)**

Vice President, Business Excellence  
NewPage Corporation

**Steven H. Hoisington (Steve)**

Vice President, Quality and Reliability  
Electro-Motive Diesels, Inc.  
Division of General Motors

**Aaron Smith**

Owner 6 Sigma Global Process Owner  
Caterpillar, Inc.

## Financial Services & Telecommunications

Concurrent Panel Session F4: 3 - 5 pm

**Ellen Bovarnick**

Vice President  
Lean Six Sigma and Global Quality  
Nortel

**Hiten Ghosh**

Vice President  
Chief Quality Officer  
Hughes Network Systems

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**Jennifer O'Brien**

Senior Vice President  
Innovation and Enterprise Capabilities Executive  
Quality and Productivity  
Bank of America

**Cassie Stern**

Vice President, Customer Care and Quality  
Nokia Inc.

Networking Cocktail Reception: 5 - 6:30 pm

Hosted by:  APQC



## Friday, April 4, 2008

Continental Breakfast: 8 - 8:30 am

### Leadership for Transforming Business into a Fact-Based, Results Driven Culture

General Keynote Session G: 8:30 - 9:30 am

Allegheny Energy, Inc. experienced significant financial challenges in 2003 that required rapid turnaround of increasing quality and decreasing costs. This presentation will share a balanced view of delivering results while developing a fact-based decision making culture and the role and expectations of leadership. The presentation will provide Allegheny Power's approach to its practical application of quality management and Six Sigma.

Presenter

**David E. Flitman**

President

Allegheny Power

Networking Break: 9:30 - 9:45 am

Register Online

[www.conference-board.org/sixsigma3](http://www.conference-board.org/sixsigma3)

## Results Focused Panels

Concurrent Panel Sessions H1, H2 & H3: 9:45 - 11:15 am (Choose One)

Each panel has been planned to provide an open dialogue led by a panel facilitator. The facilitator will begin the session with 2-3 questions for the panelists with experience in their field, and the remainder of the time will be spent in response and discussion based on the questions posed by the attendees. Feedback from the experiences of the panelists as well as the session attendees will provide a rich learning environment.

## Leading Process Transformation / Change

Concurrent Panel Session H1: 9:45 - 11:15 am

**Paige Chesser**

Senior Vice President  
Global Quality and Productivity  
Deployment Executive  
Bank of America

**Leslie A. Behnke**

Vice President  
Six-Sigma Business Excellence  
CIGNA Corporation

**Michael A. Kirby**

Deputy Under Secretary of The Army for  
Business Transformation

**David M. Rosendale (Dave)**

Global Director Continuous Improvement  
Integrated Supply Chain  
Air Products and Chemicals, Inc.

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## Top Line Growth and Innovation

Concurrent Panel Session H2: 9:45 - 11:15 am

**Mary Griep**

Director, Corporate Quality  
3M Corporate Supply Chain Operations  
3M

**Janet M. Hinman**

Director, Corporate Quality  
Corning Incorporated

**Bruce Kirk**

Director, Corporate Innovation Effectiveness  
Corning Incorporated

**Karl F. Schmidt**

Vice President, Process Excellence  
Johnson & Johnson

## Customer Experience and Sales & Marketing

Concurrent Panel Session H3: 9:45 - 11:15 am

**Kathy Bergeson**

Advisor, FedEx Express  
Corporate Benchmarking  
FedEx

**William Grundstrom (Bill)**

Global BPI Champion  
Dell Inc

**Dusty Harmon**

Director of Quality  
Harley-Davidson Financial Services

**Nancy K. M. Rees**

Senior Vice President  
Corporate Lean Six Sigma  
Xerox Corporation

Networking Break: 11:15 - 11:30 am

## Putting It All Together

General Session I: 11:30 am - 12:15 pm

We will conclude the conference with a presentation that will provide a summary of initiatives based on “best practices” that you will find beneficial in “putting it all together”. Two senior executives will share from best practices companies and their experience what is required for successful integration to drive Process Transformation in the areas of:

- Supply Chain Management
- Change Management
- ERP Integration
- Leadership
- Measurement
- Continuous Improvement Methodologies

Presenters

**George Diehl**

Business Fellow

School of Business

Villanova University

and formerly Global Director of Process Management

Air Products and Chemicals

*\*Air Products has recently been recognized by APQC for Best Practices in Process Integration*

**Richard D. Smith (Dick)**

Strategic Advisor, Connected Thinking for Excellence (CTE) Program

PricewaterhouseCoopers (PwC)

Formerly, Global Partner for Lean/Six Sigma Services for PwC Consulting

PricewaterhouseCoopers LLP

Adjournment: 12:15 pm

To register today, call Customer Service at

**212 339 0345**

# Registration Information

## The 2008 Six Sigma Conference

- Online**            [www.conference-board.org/sixsigma3](http://www.conference-board.org/sixsigma3)
- By Phone**        Call Customer Service at 212 339 0345  
8:30 am to 6 pm ET Monday through Friday
- By Fax**            Complete the registration form on the back and fax to:  
212 836 9740
- By Mail**            Complete the registration form on the back and mail to:  
The Conference Board, Inc.  
P.O. Box 4026, Church Street Station  
New York, NY 10261-4026

### Cancellation Policy

Full refund until three weeks before the meeting. \$500 administration fee up to two weeks before the meeting. No refund after two weeks before the meeting. **Confirmed registrants who fail to attend and do not cancel prior to the meeting will be charged the entire registration fee.**

### Team Discounts per person

For a team of three or more registering *from the same company at the same time*, take **\$200 off** each person's registration.

### Hotel Accommodations

Fees do not include hotel accommodations. For reservations, contact the hotel directly no later than the cut-off date and mention The Conference Board's Six Sigma Conference.

Wyndham Chicago  
633 North St. Clair  
Chicago, IL 60611  
Tel: 312 573 0300

Hotel Reservations Cut-off Date: Tuesday, March 11, 2008

## Unconditional Guarantee

For more than 90 years, The Conference Board has been providing senior executives worldwide with opportunities to share practical business experience. If for any reason you are not satisfied with this conference, please let us know. We will immediately credit your attendance to another conference of your choice, or, if you prefer, promptly refund 100% of your registration fee.

# Registration Form

## The 2008 Six Sigma Conference

April 3 - 4, 2008

Pre-Conference Workshop: April 2, 2008

Wyndham Chicago

Chicago, IL

Please print or attach a business card; for additional registrants, duplicate this form.

Name \_\_\_\_\_

Title \_\_\_\_\_

Functional Area \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_

E-mail \_\_\_\_\_

Please select your preferred Concurrent Sessions.

### Thursday, April 3, 2008

F1 or  F2 or  F3 or  F4 choose one

### Friday, April 4, 2008

H1 or  H2 or  H3 choose one

**Registration Fees** payable in advance in U.S. dollars.

#### Pre-Conference Workshop (B59008-3)

Conference Board Associates .....\$495

Non-Associates .....\$595

#### Conference (916008-3)

Conference Board Associates .....\$2,195

Non-Associates .....\$2,495

### Payment

Check payable to The Conference Board for \$ \_\_\_\_\_.

Charge to my:  American Express  Discover  MasterCard  Visa

Acct. No. \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

Please send me more information on Conference Board events.

(Do not send this form to confirm telephone registration.)

How do you wish to receive future conference promotions?

Mail  Fax  E-mail