In a context of disruptive changes and innovation, most markets are challenged by emerging competitors. Yet customers and employees still have high expectations in terms of user experience and work environment. Join the Lean Digital Summit to meet companies which succeed thanks to Lean Thinking.

The Lean Digital Summit is organized by:

Our sponsors:
## Thursday 18 October

*All sessions are in English*

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>9h00</td>
<td>Welcome coffee</td>
</tr>
<tr>
<td>9h30</td>
<td><strong>Introduction of the Summit</strong> by Sérgio Caldeirinha, Chairman, LEAN ACADEMY PORTUGAL</td>
</tr>
<tr>
<td>9h35</td>
<td><strong>From Lean IT to Lean Digital</strong> Marie-Pia Ignace, President of INSTITUT LEAN FRANCE</td>
</tr>
<tr>
<td>10h15</td>
<td><strong>Faster, Faster: The Dawn of Digital Lean</strong> Cesar Gon, CEO of CI&amp;T</td>
</tr>
<tr>
<td>11h</td>
<td>Ice breaking open forum</td>
</tr>
<tr>
<td>12h30</td>
<td>Lunch break</td>
</tr>
<tr>
<td>13h45</td>
<td>Breakout sessions:</td>
</tr>
<tr>
<td>14h30</td>
<td><strong>Impact- When Lean meets Gamification</strong> Marta Ferreira, BOING</td>
</tr>
<tr>
<td>14h30</td>
<td>Interactive workshop <strong>Introduction to Lean Basics</strong> Oriol Cuatrecasas, INSTITUTO LEAN SPAIN</td>
</tr>
<tr>
<td>15h15</td>
<td>Transition break</td>
</tr>
<tr>
<td>15h45</td>
<td><strong>Lean and agile Transformation at BPI</strong> João Miranda and Bruno Teixeira, Banco BPI</td>
</tr>
<tr>
<td>16h15</td>
<td><strong>Kaizen, don't take your Eyes off it!</strong> Richard Fallon, Technical Director at NAIMURI</td>
</tr>
<tr>
<td>17h00</td>
<td><strong>Why you need Lean Thinking in your Digital Transformation</strong> Christopher Thompson, Director LEAN INSTITUTE BRASIL</td>
</tr>
</tbody>
</table>


For any question, send an email to florence@lean-digital-summit.com
Friday 19 October

All sessions are in English

9h00 Welcome coffee and introduction by Sérgio Caldeirinha, LEAN ACADEMY PORTUGAL

9h20 People, Not Robots: Bringing the Humanity Back to Customer Support
Kristin Aardsma, Head of Customer Support, BASECAMP

10h Why Toyota needs to adopt Agile and why being Lean is not enough on its own
Nigel Thurlow, Chief of Agile, TOYOTA CONNECTED

10h45 Coffee break

11h Breakout sessions:

Workshop #1 Toyota Kata puzzle experience
Hakan Forss, Lean and agile coach

Workshop #2 Design Sprint
Rohan Perera, LEAN DISRUPTOR

Workshop #3 Introduction to Lean basics
Oriol Cuatrecasas, INSTITUTO LEAN SPAIN

Workshop #4 Play the Lean Incident Management Game
René Friis VALCON

Workshop #5 Visual management! Build a digital obeya
Justine Slimane OPERAE PARTNERS

(limited to 36 participants) (limited to 45 participants) (limited to 24 participants) (limited to 30 participants) (limited to 15 participants)

13h15 Lunch break

14h30 Lean Culture and Leadership at Creative and Knowledge Work
Mirette Kangas, Chief of Lean and Agile, YLE

15h15 How Lean can support a fast growing software company doubling its delivery, without multiplying its staff?
Thomas Larzilliere, Founder and CEO of KEEPEEK

16h00 Toyota VS. Tesla? What Lean can learn from Digital Natives
Fabrice Bernhard & Nicolas Boutin THEODO

16h45 End

Visit www.lean-digital-summit.com for workshops description, keynote details and speakers biographies. For any question, send an email to florence@lean-digital-summit.com
The Venue
The Lean Digital Summit will be held at EDP headquarters located Av. 24 de Julho 12, in Lisbon, Portugal.

What to expect?
Inspiration, learning, networking and practice

- Get inspiration from IT leaders who succeed in the digital era thanks to Lean Thinking
- Learn from those who Lean their IT departments
- Engage in interactive workshops
- Meet Lean Global Network experts
- Network with your peers

Who should attend?

- IT managers and executives in IT services, startups, IT departments of all sizes
- Lean/problem solving/continuous improvement leaders
- Change agents, Lean project leaders/coordinators

How to register?

There are two options for your registration:
- If you want to pay online: register directly on the conference website: www.lean-digital-summit.com
- If you wish to pay by wire transfer, you may contact the Lean Academy Portugal +351 925 401 412 or by email: info@lean.org.pt

For any question, send an email to florence@lean-digital-summit.com