

Lean Thinking in the Digital Era

7th International Lean Digital Summit 18-19 October 2018, Lisbon

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

9h00 Welcome coffee

9h30 **Introduction of the Summit** by Sérgio Caldeirinha,
Chairman, LEAN ACADEMY PORTUGAL

9h35 **From Lean IT to Lean Digital**
Marie-Pia Ignace, President of INSTITUT LEAN FRANCE

10h15 **Faster, Faster: The Dawn of Digital Lean**
Cesar Gon, CEO of CI&T

11h **Ice breaking open forum**

12h30 Lunch break

13h45 Breakout sessions:

Impact- When Lean meets Gamification
Marta Ferreira, BÖING

Interactive workshop
Introduction to Lean Basics
Oriol Cuatrecasas
INSTITUTO LEAN SPAIN

Interactive workshop
Play the Lean Incident Management Game
Reni Friis
VALCON

14h30

How we increased our IT Production Service Rate from 21% to 92%
Ludovic de Kerpel
& Santhosh Santhanam,
BNP PARIBAS

(lasts for 1h45
limited to 24 participants)

(lasts for 1h45
limited to 30 participants)

15h15 Transition break

15h45 **Lean and agile Transformation at BPI**
João Miranda and Bruno Teixeira, Banco BPI

16h15 **Kaizen, don't take your Eyes off it!**
Richard Fallon, Technical Director at NAIMURI

17h00 **Why you need Lean Thinking in your Digital Transformation**
Christopher Thompson, Director LEAN INSTITUTE BRASIL

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

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

(limited to 36 participants)

Workshop #2
Design Sprint
Rohan Perera,
LEAN DISRUPTOR

(limited to 45 participants)

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

(limited to 24 participants)

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

(limited to 30 participants)

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

(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

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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

or register on Institut Lean France website:

<https://www.institut-lean-france.fr/evenement/lean-digital-summit-18-et-19-octobre-2018-a-lisbonne/>