

2nd Floor	Magnolia, Lantana
3rd Floor	Hibiscus, Wisteria,
4th Floor	Azalea, Cypress, Elm

TIME	EVENT	ROOM
7:00 AM	Registration Opens	Azalea Foyer, 4th Floor
7:00 – 8:00 AM	Continental Breakfast	Magnolia Ballroom, 2nd Floor & Wisteria Ballroom, 3rd Floor
8:00 – 8:50 AM	<b>General Session: Welcome! Cindy Hubert &amp; Jeff Varney</b>   APQC Fellow, Knowledge Management & Director, Advisory Services <i>The Knowing-Doing Phenomenon</i>	Azalea Ballroom, 4th Floor

### BREAKOUT SESSION TRACKS

<b>Collaboration + Change Management</b>	<b>KM Strategies, Programs, Approaches</b>	<b>Organizational Improvement + Transformation</b>	<b>Process Management Strategies, Programs, Approaches</b>	<b>Technology Enablement + Data Driven Decisions</b>
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### BREAKOUT SESSIONS | BLOCK 1: 9:20- 10:20 AM

Applying People Skills to Engage Teams & Impact Change	The True Cost of Losing Knowledge and How to Save It	Addressing Process Improvement & Transformation: Top-down strategic or bottom-up data driven approaches	You've Built Amazing Process Maps - What's Next?	Proving Value Through Network Mapping: An in-person event case study
<b>KRATON</b> Wisteria 3,4   3rd Floor	<b>TURNER FLEISCHER ARCHITECTS INC.</b> Azalea 4,5,6   4th Floor	<b>SAP SIGNAVIO</b> Azalea 1,2   4th Floor	<b>ADONIS PARTNERS &amp; MOTHER PARKER TEA &amp; COFFEE</b> Hibiscus Ballroom   3rd Floor	<b>COLLINS AEROSPACE</b> Cypress   4th Floor

### BREAKOUT SESSIONS | BLOCK 2: 10:45 - 11:40 AM

Relevant to Resilient: Align KM Kaleidoscope to Adapt & Prioritize with Impact	Scaling Your Knowledge Transfer Program to Accommodate a Shifting Workforce	Organization Transformation Anchoring On Business Process	Inspiring Progress: The Pursuit of Excellence through Continuous Improvement	Generative AI and Knowledge Management: The Power Duo to Turbocharge CX and EX
<b>MERCER</b> Cypress   4th Floor	<b>WESTERN &amp; SOUTHERN FINANCIAL GROUP</b> Wisteria 3,4   3rd Floor	<b>PETRONAS</b> Azalea 3,4   4th Floor	<b>TEXAS HEALTH &amp; HUMAN SERVICES</b> Hibiscus Ballroom   3rd Floor	<b>EGAIN</b> Azalea 1,2   4th Floor
11:40 AM - 12:50 PM	Networking Lunch			Magnolia Ballroom, 2nd Floor & Wisteria Ballroom, 3rd Floor

### BREAKOUT SESSIONS | BLOCK 3: 12:55 - 1:45 PM

The Power of Generational Knowledge Sharing	How a Robust Content Management System Enhances Customer Experience	“Fail Proof” Your Business Through Agile Transformation	Scaling Procurement Process to Enable Organizational Synergies	Operational Excellence = APQC Framework + Lean Principles + Process Management System
<b>BAE SYSTEMS, INC.</b> Azalea 4,5,6   4th Floor	<b>CANADIAN MEDICAL PROTECTIVE ASSOC (CMPA)</b> Wisteria 3,4   3rd Floor	<b>EDP RENEWABLES</b> Cypress   4th Floor	<b>ARISOCRAT TECHNOLOGIES</b> Hibiscus Ballroom   3rd Floor	<b>GEOCOMM &amp; COMPROSE</b> Azalea 1,2   4th Floor

2:05 – 3:45 PM	<b>General Session: Elisabeth Swan</b>   Author, Speaker, Problem-Solving Ambassador <i>Improv Conversations</i>	Azalea Ballroom, 4th Floor
4:10 – 5:15 PM	<b>Keynote: April Rinne</b>   Humanist, Futurist, Change Navigator <i>Flux: Growing Through Change</i>	Azalea Ballroom, 4th Floor
5:15 – 5:25 PM	<b>General Session: Day 1 Wrap Up</b>   APQC	Azalea Ballroom, 4th Floor
5:25 – 6:45 PM	Networking Reception   Thank you, eGain!	2nd Floor

# CONFERENCE DAY 2 | THURSDAY, MAY 2

TIME	EVENT	ROOM
7:00 AM	Registration Opens	Azalea Foyer, 4th Floor
7:00 - 8:00 AM	Full Breakfast   Thank you, SAP Signavio!	Magnolia Ballroom, 2nd Floor & Wisteria Ballroom, 3rd Floor

## BREAKOUT SESSION TRACKS

Collaboration + Change Management	KM Strategies, Programs, Approaches	Organizational Improvement + Transformation	Process Management Strategies, Programs, Approaches	Technology Enablement + Data Driven Decisions
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## BREAKOUT SESSIONS | BLOCK 4: 8:00 - 9:00 AM

From Lip Service to Full Service: Our Product Engagement Strategy Transformation	Harnessing Tacit Knowledge as a Superpower	Looking at KM Through Systems & Human Lenses: Can One Exist Without the Other?	Creating a BPM Playbook: Aligning Stakeholders One Tenet at a Time	Storytelling with Metrics: Grab A Hold of Your Audience & Share Your Message
<b>OGLETREE DEAKINS</b> Hibiscus Ballroom   3rd Floor	<b>MERCK AND CO., INC.</b> Azalea 4,5,6   4th Floor	<b>SOUTHERN NH UNIVERSITY</b> Cypress   4th Floor	<b>CARGILL, INC.</b> Wisteria 3,4   3rd Floor	<b>KELLANOVA</b> Azalea 1,2   4th Floor
9:25 - 10:15 AM	<b>General Session: Lynda Braksiek &amp; Madison Lundquist</b>   APQC Principal Research Leads, Knowledge Management & Process & Performance Management <i>Connecting the Dots: The Evolving Knowledge &amp; Process Partnership</i>			Azalea Ballroom, 4th Floor

## BREAKOUT SESSIONS | BLOCK 5: 10:40 - 11:35 AM

Leveraging a Human-Centered Knowledge Management Approach to Accelerate Transformation	The Crawl/Walk/Run of Knowledge Management		Process Excellence Journey: "Learning Up" Together!	The Role of Artificial Intelligence in Process Improvement and Knowledge Management
<b>MEDTRONIC</b> Hibiscus Ballroom   3rd Floor	<b>CHICK-FIL-A &amp; ARCH + TOWER</b> Wisteria 3,4   3rd Floor		<b>CHUMASH ENTERPRISES</b> Cypress   4th Floor	<b>GOOGLE</b> Azalea 1,2   4th Floor
11:35 AM - 12:50 PM	Networking Lunch			Magnolia Ballroom, 2nd Floor & Wisteria Ballroom, 3rd Floor

## BREAKOUT SESSIONS | BLOCK 6: 12:50 - 1:40 PM

Don't Call It a Comeback: Enhancing Value Despite Unpredictability	Growth in Content Management and Knowledge Flow	Promote an Enterprise-Wide Continuous Improvement Culture by Creating Business Values	Implementing a Fit for Purpose Knowledge & Process Management Approach	Creating a Virtual Member of a Community of Practice
<b>CRB Group</b> Cypress   4th Floor	<b>HABITAT FOR HUMANITY INTERNATIONAL</b> Azalea 1,2   4th Floor	<b>BAE SYSTEMS PLC</b> Wisteria 3,4   3rd Floor	<b>EXXONMOBIL EP&amp;S</b> Azalea 4,5,6   4th Floor	<b>SRI INTERNATIONAL &amp; I2K CONNECT, INC.</b> Hibiscus Ballroom   3rd Floor
2:00 - 3:10 PM	<b>Keynote: Tucker Bryant   Innovation Speaker, Renowned Poet</b> <i>The Poet's Keys™: A Guide to Unlocking Innovation</i>			Azalea Ballroom, 4th Floor
3:10 - 3:30 PM	<b>General Session: Closing Experience   APQC</b> <i>Putting Learnings into Action</i>			Azalea Ballroom, 4th Floor
3:30 - 5:00 PM	Conference Takeaway Exchange (Optional) <i>Connect with fellow attendees after the conference to continue the conversation</i>			024 Lounge, 1st Floor

## CONNECT WITH US

**APQConnect:** Come in Willow, 4th floor to **meet** with APQC, **learn** in interactive lightning talks during breaks, and, **lounge** with us.

**Lantana Room, 2nd Floor:** Participant Workspace  
**Elm Room, 4th Floor:** Luggage Room, Thursday 6:30 am

## LOOK AT YOUR MSM RIBBON TO KNOW WHERE TO DINE!

**Magnolia Ballroom**  
2nd Floor

Charles, Danielle, Jack, Lori, Patricia, Sara

**Wisteria 1, 2**  
3rd Floor

Cathy, Katy, Brandy, Katrell, Kevin, Lauren, Paige, Santiago