

APQC 2024 CONFERENCE

CONNECT.CHANGE.GROW.

CONFERENCE DAY 1 | WEDNESDAY, MAY 1

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	Welcome & General Session: Cindy Hubert APQC Fellow, Knowledge Management & Jeff Varney APQC Director, Advisory Services <i>The Knowing-Doing Phenomenon</i>	Azalea Ballroom, 4th Floor

BREAKOUT SESSION TRACKS

Collaboration + Change Management	Knowledge Management Strategies, Programs, Approaches	Organization Improvement + Transformation	Process Management Strategies, Programs, Approaches	Technology Enablement + Data Driven Decisions
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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
KRATON Wisteria 3,4 3rd Floor	TURNER FLEISCHER ARCHITECTS INC. Azalea 4,5,6 4th Floor	SAP SIGNAVIO Azalea 1,2 4th Floor	ADONIS PARTNERS & MOTHER PARKER TEA & COFFEE Hibiscus Ballroom 3rd Floor	COLLINS AEROSPACE 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
MERCER Cypress 4th Floor	WESTERN & SOUTHERN FINANCIAL GROUP Wisteria 3,4 3rd Floor	PETRONAS Azalea 4,5,6 4th Floor	TEXAS HEALTH & HUMAN SERVICES Hibiscus Ballroom 3rd Floor	EGAIN Azalea 1,2 4th Floor

11:40 AM - 12:50 PM	Networking Lunch	Magnolia Ballroom, 2nd Floor & Wisteria Ballroom, 3rd Floor
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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
BAE SYSTEMS, INC. Azalea 4,5,6 4th Floor	CANADIAN MEDICAL PROTECTIVE ASSOC Wisteria 3,4 3rd Floor	EDP RENEWABLES Cypress 4th Floor	ARISOCRAT TECHNOLOGIES Hibiscus Ballroom 3rd Floor	GEOCOMM & COMPROSE Azalea 1,2 4th Floor

2:05 - 3:45 PM	General Session: Elisabeth Swan Author, Speaker, Problem-Solving Ambassador <i>Improv Conversations</i>	Azalea Ballroom, 4th Floor
4:10 - 5:15 PM	Keynote: April Rinne Humanist, Futurist, Change Navigator <i>Flux: Growing Through Change</i>	Azalea Ballroom, 4th Floor
5:15 - 5:25 PM	General Session: Day 1 Wrap Up 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	Organization 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 Data: Grab A Hold of Your Audience & Share Your Message
OGLETREE DEAKINS Hibiscus Ballroom 3rd Floor	MERCK AND CO., INC. Azalea 4,5,6 4th Floor	SOUTHERN NH UNIVERSITY Cypress 4th Floor	CARGILL, INC. Wisteria 3,4 3rd Floor	KELLANOVA Azalea 1,2 4th Floor
9:25 - 10:15 AM	General Session: Lynda Braksiek APQC Principal Research Lead, Knowledge Management & Madison Lundquist APQC Principal Research Lead, Process & Performance Management <i>Connecting the Dots: The Evolving Knowledge & 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
MEDTRONIC Hibiscus Ballroom 3rd Floor	CHICK-FIL-A & ARCH + TOWER Wisteria 3,4 3rd Floor		CHUMASH ENTERPRISES Cypress 4th Floor	GOOGLE 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
CRB Group Cypress 4th Floor	HABITAT FOR HUMANITY INTERNATIONAL Azalea 1,2 4th Floor	BAE SYSTEMS PLC Wisteria 3,4 3rd Floor	EXXONMOBIL EP&S Azalea 4,5,6 4th Floor	SRI INTERNATIONAL & I2K CONNECT Hibiscus Ballroom 3rd Floor
2:00 - 3:10 PM	Keynote: Tucker Bryant Innovation Speaker, Renowned Poet <i>The Poet's Keys™: A Guide to Unlocking Innovation</i>			Azalea Ballroom, 4th Floor
3:10 - 3:30 PM	General Session: Closing Experience APQC <i>Putting Learnings into Action</i>			Azalea Ballroom, 4th Floor
3:30 - 5:00 PM	Conference Takeaway Exchange (Optional) <i>Continue the conversation with fellow participants after the conference</i>			O24 Lounge, 1st Floor

CONNECT WITH US

APQConnect: Come in Willow, 4th floor to **meet** with APQC, **learn** in 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, Kattelle, Kevin, Lauren, Paige, Santiago