

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

CONFERENCE DAY 1 | WEDNESDAY, APRIL 9

TIME	EVENT
7:00 - 8:00 AM	Continental Breakfast
7:00 AM	Registration Open
8:00 - 8:50 AM	General Session: Welcome & Opening - Cindy Hubert & Jeff Varney APQC Fellow, KM & Director, Advisory Services

BREAKOUT SESSIONS | BLOCK 1: 9:15 - 10:15 AM

Unlocking Change: The Japanese Approach to Knowledge-Powered Growth	Ask, Receive, Repeat: Harnessing Gen AI to Transform Knowledge Management	Shrinking Cycle Times And Shifting Mindsets Through Metrics That Matter	Applied Process Management	Generative AI & Knowledge Management
KNOWLEDGE ASSOCIATES JAPAN LTD.	INFOSYS	CITY OF AUSTIN DEVELOPMENT SERVICES DEPARTMENT	BAE SYSTEMS	EGAIN

BREAKOUT SESSIONS | BLOCK 2: 10:40 - 11:30 AM

Human Touch: Crafting Synergy Between AI, Change Management, & KM	Implementing Robust KM Processes to Support AI Applications	Benchmark Gold Mining with the Old Prospector	A BPM Restart Story: Navigating Digital Transformation	Baseline to Continuous Improvement: A Revenue Success Story
SOUTHERN NEW HAMPSHIRE UNIVERSITY	AECOM	MISSION SUPPORT & TEST SERVICES	CEMEX	ARMED FORCES INSURANCE
11:50 AM - 12:55 PM	Networking Lunch			

BREAKOUT SESSIONS | BLOCK 3: 12:40 - 1:25 PM

Redefining Your Business Strategy through Effective Knowledge Management	One Size Doesn't Fit All for a KM Approach	Don't Reinvent the Wheel: Start with the PCF		"Train-Line' Processes Towards Effective Targeted Enterprise-Wide Improvement
META	TRADOC	ACCELERATOR CITY & CHS, INC.		PETRONAS

BREAKOUT SESSIONS | BLOCK 4: 1:45 - 2:30 PM

From Confusion to Clarity: Odyssey of Building KM in Skeptical Environments	Redefining the Knowledge Agenda: A Systematic Approach for Greater Impact		From Process Maturity Assessment to Execution and Benefits	Transforming KM with Automation & AI
DISA/PEO SPECTRUM	INTER-AMERICAN DEVELOPMENT BANK		KK WINDS SOLUTIONS	MERCER

APQCConnect

Come in to meet, learn, and lounge in Willow, 4th Floor!

- Meet our amazing APQC team
- Learn about membership, research, tools, questions, and more in lightning talks
- Lounge during breaks with APQC and friends

LOOK AT YOUR MEMBER SUCCESS MANAGER TO KNOW WHERE TO DINE!

Magnolia Ballroom 2nd Floor	TBD
Wisteria I, II 3rd Floor	TBD

CONFERENCE DAY 1 CONTINUED | WEDNESDAY, APRIL 9

2:50 - 3:45 PM 2:50 - 3:50 PM	General Session: Spotlight on Process Management General Session: Leading Conversations Knowledge Management
4:05 - 4:50 PM 4:05 - 5:05 PM	General Session: Spotlight on Knowledge Management General Session: Leading Conversations Process Management
4:50 - 5:00 PM 5:05 - 5:10 PM	General Session: Day 1 Wrap-Up Knowledge Management General Session: Day 1 Wrap-Up Process Management
5:00 - 6:30 PM	Networking Reception Sponsored by eGain

CONFERENCE DAY 2 | THURSDAY, APRIL 12

TIME	EVENT
7:00 AM	Registration Open
7:00 - 8:00 AM	Breakfast Sponsored by SAP

BREAKOUT SESSIONS | BLOCK 5: 8:00 - 9:00 AM

Shifting Power & Perspectives Using Localized Knowledge for Transformational Change	Passing the Torch: A 7-Step Process to Capture and Transfer Knowledge	Everyone Is Happy...Until They Are Not	Designing Process Is Easy, Governing Is Harder	Powering the Process Knowledge Brain of a Company with AI
SAVE THE CHILDREN	TECHNIPFMC	CONSUMER ENERGY	ASTRAZENECA	SAP
9:25 - 10:25 AM	General Session: Process & Knowledge Unplugged			

BREAKOUT SESSIONS | BLOCK 6: 10:50 - 11:40 AM

	Lessons Learned Framework: Integrating People, Processes & Tools	Transforming Legacy Quality Management System into a Dynamic Process Architecture	Digital Transformation: Developing Business Process Models Using a Framework	Practical Strategies for Enhancing Knowledge Management Using Artificial Intelligence
	VALE	GEIDEA	NORTHUP GRUMMAN	CANADIAN MEDICAL PROTECTIVE ASSOCIATION (CMPA)
11:40 AM - 12:45 PM	Networking Lunch			

BREAKOUT SESSIONS | BLOCK 7: 12:50 - 1:35 PM

	Elevating Knowledge: Our Journey of Growth	How to Accelerate Knowledge Retention	Business Transformation: An Operational Excellence Journey	Knowledge Portals: Manifesting a Single View of Truth for Your Organization
	ROGUE CREDIT UNION	SAP	SAUDI ARAMCO	ENTERPRISE KNOWLEDGE
1:55 - 2:55 PM	General Session: Keynote - Jeremy Utley			
2:55 - 3:15 PM	General Session: Closing Experience			
3:15 - 5:00 PM	Conference Takeaway Exchange (Optional) <i>Continue the conversation with fellow attendees after the conference</i>			