



NAVIGATING THE NEW NORMAL

Stephen M Ross School of Business

November 14-15, 2013

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ABOUT THE CONFERENCE

Navigating the New Normal

At the Stephen M Ross School of Business

November 14-15, 2013

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The Global Operations Conference brings industry, faculty, and students together to share, debate, and strategize to advance the worldwide practice of Operations.

Operations have changed. New information and standards have expanded Operations into areas it has never been before. New risks, new expectations, and new opportunities have emerged that allow operations to be more robust, more demanding, and more entrepreneurial than ever in history. The Conference will explore developments such as big data, climate change, and responsiveness to gain a better view of what the new Operations looks like in today's world.

SCHEDULE

Thursday, November 14th

12:00 - 05:00 pm	Case Competition	Colloquium
06:00 - 07:00 pm	Reception Cocktail Hour	Colloquium
07:00 - 07:30 pm	Event Welcome	Colloquium
07:30 - 08:15 pm	Dinner	Colloquium
08:25 - 08:55 pm	Keynote Address	Colloquium
08:55 - 09:00 pm	Closing Remarks	Colloquium

Friday, November 15th

07:45 - 08:45 am	Registration and Breakfast	Colloquium
08:30 - 08:45 am	Event Welcome	Colloquium
08:45 - 09:45 am	Morning Keynote	Colloquium
09:45 - 10:00 am	Refreshment Break	Colloquium
10:00 - 11:00 am	Panels	
	Big Data & Analytics	R0210
	New Risks	R0320
11:00 - 11:15 am	Transition	
11:15 am - 12:15 pm	Panel	
	The Outsourcing, Offshoring, and Insourcing Decision	Colloquium
12:15 - 01:15 pm	Lunch	
01:15 - 02:15 pm	Panels	
	The New Office	R0320
	Flexibility and Responsiveness in the Value Chain	R0240
02:15 - 02:30 pm	Refreshment Break	Colloquium
02:30 - 03:30 pm	Afternoon Keynote	Colloquium
03:30 - 03:45 pm	Winner of Case Competition & Closing Remarks	Colloquium

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Powering Business Worldwide



Dan Carroll

Thursday Evening Keynote

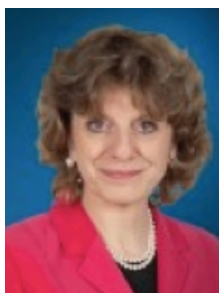
Daniel Carroll recently joined the faculty of the Kelley School of Business at Indiana University where he will bring his passion for developing talent to the roles of lecturer and Co-Director of the Supply Chain Academy. Mr. Carroll

has over 25 years of industry experience, during which he developed expertise in the commercialization of innovative technologies through the conceptualization and rapid startup of robust, global supply chains.

After 10 years as an operations and supply chain consultant with Accenture, Mr. Carroll joined Corning Incorporated as the Director of Supply Chain Management of the Photonic Technology Division where he participated directly in the initial build out of the internet by doubling the output each year for the years 1997 through 2001 of the company's optical network component supply chain. Mr. Carroll also facilitated the hyper growth of Bloom Energy's transformational fuel cell product by expanding supply base capacity 15-fold during an eighteen month timeframe. Most recently, Mr. Carroll supported many technical advances in the Automotive and Aerospace industries in support of new fuel economy, emissions and safety regulations while leading global supply chain organizations for Eaton Corporation and Magna Powertrain.

Mr Carroll has an MBA, General Management from the Ross School of Business, University of Michigan, Ann Arbor, MI and a B.S., Business Management with Computer Applications from Worcester Polytechnic Institute, Worcester, MA.

KEYNOTE



María de Lourdes Dieck-Assad

Friday Morning Keynote

María de Lourdes Dieck Assad has been Dean at EGADE Business School at Tecnológico de Monterrey since January 2011. Prior to assuming her current role Dr. Dieck-Assad was Director General, Dean of the School of Government, Social Sciences and Humanities (2007-2009) as well as Dean of the Economics and Law School Division (2008-2009). She was distinguished with the Outstanding Professor Award in the Executive Programs at EGADE Business School Monterrey in 2001.

In 2004 María de Lourdes Dieck Assad was appointed Ambassador of Mexico to Belgium and Luxembourg by President Vicente Fox Quesada. From 2004-2007 she also served as Chief of the Mexican Mission to the European Union and as Mexico's Permanent Representative to the European Council. For her services as Ambassador of Mexico to Belgium Lourdes Dieck Assad was decorated with the Grand Cross of the Order of the Crown of Belgium, awarded by Royal Decree. In the Mexican federal government, María de Lourdes Dieck Assad has held the position of Under-Secretary of Economic Affairs and International Cooperation at the State Department, (2003-04); Chief of Advisors to the Secretary of the State Department (2003) and Chief of Advisors to the Secretary of the Economy, (2002-2003).

María de Lourdes Dieck Assad earned her BA Econ., cum laude in 1975 from the Tecnológico de Monterrey, her master's degree in Economic Development, (1976) at Vanderbilt University, and her Ph. D. in Economics (1983) from the University of Texas at Austin.



Microsoft



Michael Finney

Friday Afternoon Keynote

Michael A. Finney is President and CEO of the Michigan Economic Development Corporation (MEDC), a public-private partnership serving as the state's lead agency for business and job growth, talent enhancement, tourism marketing, arts and cultural grants, and overall economic growth. At MEDC, Mike serves as Governor Rick Snyder's Economic Growth Group Executive and President and Chairman of the Michigan Strategic Fund. Under Mike's leadership, the MEDC developed Pure Michigan Business Connect (PMBC), one of the most innovative economic development programs in the country. PMBC provides comprehensive business development, capital access, talent enhancement and marketing assistance to Michigan based companies.

Prior to taking the helm at MEDC, Mike served as President and CEO of Ann Arbor SPARK (SPARK), a public-private partnership whose mission is to advance innovation-based economic development in the greater Ann Arbor, MI region. He has served as President and CEO of Greater Rochester Enterprise, Rochester, New York; Vice President, Emerging Business Sectors, MEDC; Senior Vice President and General Manager, Thomson Saginaw; and, Assistant City Manager, Saginaw, Michigan. Mike has received numerous awards and recognition including the 2008 Saginaw Valley State University Outstanding Alumnus; named by Crain's Detroit Business as one of the 2007 Newsmakers of the Year; and the 2005 Minett Distinguished Professor at Rochester Institute of Technology. Mike holds a Master of Arts in Human Resources from Central Michigan University and Bachelor of Business Administration from Saginaw Valley State University.



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PANEL 1

BIG DATA AND ANALYTICS

In the world of business information systems, the term “Big Data” represents both opportunity and challenge. Technology is recording and storing data at an exponential rate and the companies that harness this data and mine the insights that it contains will undoubtedly increase its operational effectiveness and enjoy a competitive advantage. This panel aims to explore the various ways companies are using these new tools to improve their business.

10:00 - 11:00 am | Room: R0210



MODERATOR

Amitabh Sinha

Associate Professor of Technology and Operations
Ross School of Business

PANEL 1

PANELISTS



Jack Levis
Director of Process Management
UPS



Joe Stump
Advisor
FreeStyle Capital



Juan Riojas
Senior BI & Analytics
Dell

PANEL 1

NEW RISKS

Businesses of all sizes use electronic information systems and a plethora of internet-based services to grow and remain competitive. But these new technologies have created new risks. Cyber threats, protection of intellectual property, and the proliferation of counterfeit goods are just some of the challenges that businesses face as they operate in an increasingly global market. This panel will discuss these risks, challenges, and more.

10:00 - 11:00 am | Room: R0320



MODERATOR

George W. Ash
Partner, Foley and Lardner LLP

PANEL 1

PANELISTS



Dan Newton
Director of Risk Management, Cloud &
Enterprise
Microsoft



Michael Held
Specialist Leader
Deloitte Consulting, LLP



John Plaisted
Global Risk Management
Marsh

PANEL 2

THE OUTSOURCING, OFFSHORING, AND INSOURCING DECISION

With recent changes in the global economy and labor market, many companies are reexamining the way in which they do business. What are these changes and how do they affect business' decision on whether to embark on partnerships at home and abroad? This panel will be divided into two main groups: one to discuss the opportunities presented by outsourcing strategies and another to discuss the opportunities of insourcing.

11:15 am - 12:15 pm | Room: Colloquium



MODERATOR

Damian R. Beil

Associate Professor of Technology and
Operations

University of Michigan, Ross School of Business

PANEL 2

PANELISTS



Paul Wittenbrock
Director of Procurement, Cloud and Enterprise
Division
Microsoft



Anu Goel
Vice President, Parts and Vehicle Logistics
Volkswagen Group of America



Jeff Medzegian
Director of Operations, Supplier Management
Boeing Commercial Airplanes

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PANEL 3

THE NEW OFFICE: TRENDS IN TELECOMMUTING AND COLLABORATIVE WORKSPACES

Yahoo's recent decision to reign in its work from home program has cast renewed interest and debate in the benefits of alternative work arrangements. This panel seeks to explore new trends, reactions, and attitudes in telecommuting and innovative, collaborative workspaces and how they affect business, productivity, and employee happiness.

1:15 - 2:15 pm | Room: R0320



MODERATOR

Gretchen Spreitzer
Professor of Management and Organizations
University of Michigan,
Ross School of Business

PANEL 3

PANELISTS



David P. Lathrop
Director, Research and Strategy
Steelcase Inc.



Hayden Brown
Director of Marketplace Product Team
oDesk



Peter A. Bacevice
AECOM



Todd Swinehart
Supply Chain Program Manager
Cisco Systems

PANEL 3

FLEXIBILITY AND RESPONSIVENESS IN THE VALUE CHAIN

As consumer demand and global buying trends become increasingly fast paced and dynamic, the need to build manufacturing and supply chain systems that can react with speed and flexibility has become as important as ever. This panel discusses the forces that are creating the need for responsiveness and agility, how these forces are disrupting the status quo, and how companies can adapt and create competitive advantages.

1:15 - 2:15 pm | Room: R0240



MODERATOR

Roman Kapuscinski
Tauber Institute Business School Co-Director,
Professor of Technology and Operations
University of Michigan, Ross School of Business

PANEL 3

PANELISTS



John Ames
Senior Vice President,
Solutions
LLamasoft



William R. Wynne
Vice President, Marketing
Con-way Freight



Juan R. Correa
Director,
Global Supply Chain Planning
Dell




Vik Srinivasan
Vice-President, Supply Chain Operations
Meijer Inc.

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Co-Chair

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Marketing	Amanda Aweh	
Sponsorship	Evan Kovarik	
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