



GLOBAL OPERATIONS CONFERENCE

UNIVERSITY OF MICHIGAN

New Frontiers in Operations

December 1-2, 2016



TAUBER INSTITUTE
FOR GLOBAL OPERATIONS
UNIVERSITY OF MICHIGAN

WELCOME

The Global Operations Conference brings together industry and academia leaders to share best practices, debate current issues, and advance the worldwide practice of operations.

Today, technology has passed its inflection point and is evolving at an exponential rate. As the application of technology permeates business practices, it empowers companies to redefine industry standards. The world of operations is changing rapidly and businesses are pushing the frontier of what was once thought possible.

We at the Tauber Institute for Global Operations are excited by these disruptive changes and the bright outlook they imply for the field of Operations Management. The relentless quest to push boundaries is what we will explore in our conference themed "New Frontiers in Operations." Experts from a wide-range of industries will offer insights into how they use operations to propel their businesses to new heights and redefine the competitive landscape.



Katie Redman
GOC Co-Chair
MBA, Class of 2017



David Sachs
GOC Co-Chair
MEng in Mfg, Class of 2016

All events take place at the Ross School of Business.

Thursday, December 1st

10:00 a.m. - 4:00 p.m.	PwC and Strategy& Case Competition Finals	Various
6:00 - 7:00 p.m.	Welcome Reception	Colloquium
7:00 - 8:00 p.m.	Dinner	
7:15 - 7:30 p.m.	Introductory Remarks from the Tauber Institute for Global Operations	
7:30 - 7:45 p.m.	Case Competition Winner Announcement	
7:45 - 8:45 p.m.	Keynote Address: Somesh Nigam (Vice President of Information & Data Governance and Health Informatics- IBM)	
8:45 - 9:00 p.m.	Close	

Friday, December 2nd

8:00 - 8:45 am	Breakfast	Colloquium
8:30 - 8:45 am	Opening	
8:45 - 9:45 am	Keynote Address: Jonathan Czaja (Vice President of Operations- Stitch Fix)	
9:45 - 10:00 am	Transition Time	
10:00 - 11:00 am	Panel 1: Globalization through Operations	R0240
	Panel 2: Evolution of Operations in Healthcare	R0210
11:00 - 11:15 am	Transition Time	
11:15 am - 12:15 pm	Panel 3: Big Data & Predictive Analytics	Colloquium
12:15 - 12:30 pm	Break	
12:30 - 1:30 pm	Lunch and Keynote Address: Jeff Tazelaar (Global Supply Chain Visibility Leader - The Dow Chemical Company)	Colloquium
1:30 - 1:45 pm	Closing Remarks	
1:45 - 2:45 pm	Student & Company Networking Hour	

KEYNOTES

Somesh Nigam

Thursday Evening



Somesh Nigam, PhD, joined IBM as the **Vice President of Information & Data Governance and Health Informatics** in the Global Chief Data Office, in early 2016. In this position, Somesh plays a key role in driving IBM's overarching mission to establish data as the foundation of Cognitive Business.

He holds a Ph.D. and a master of science degree in chemical engineering from the University of Michigan-Ann Arbor, and an undergraduate degree from the Indian Institute of Technology.

Jonathan Czaja

Friday Morning



Jonathan Czaja is **Vice President of Operations** at Stitch Fix, an online personalized styling service that helps both women and men find the apparel and accessories they love. Jonathan is responsible for warehouse operations and oversees over 1000 employees located in 5 facilities in the US.

Jonathan holds a MBA from Harvard Business School and a BA from Dartmouth College. He currently lives in Northern California with his wife and two children.

Jeff Tazelaar

Friday Afternoon



Jeffrey Tazelaar is the **Global Supply Chain Visibility Leader** on the Supply Chain Innovation team at The Dow Chemical Company. In this role, he sets the strategy and global technology standards for visibility, track, trace and authentication technologies associated with Dow's global Supply Chain.

Mr. Tazelaar holds Bachelor of Science and Master of Science Degrees in Packaging from Michigan State University in East Lansing, Michigan.

Most graduates drive cars.
Some drive the future.



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PANEL 1

10:00 - 11:00am • R0240

Globalization through Operations:

An increasingly global economy creates new opportunities and presents new challenges for companies of all shapes and sizes. Creating a supply chain that balances cost, quality, and lead time is an enormous puzzle that leads companies to create intricate, international supply chains. Expert panelists across industries will speak to their approach to this challenge, critical lessons learned, and where they see the trend of globalization going in the near future.



MODERATOR

John Branch

Academic Director of Part-Time MBA Programs and Clinical Assistant Professor of Business Administration,

*Faculty Associate, Center for Russian, East European, & Eurasian Studies
Ross School of Business*

PANEL MEMBERS:

- Kunal Vora, *Senior Product Manager, Amazon Fresh, Amazon*
- Tom Ammerman, *Supply Chain Director at The Dow Chemical Company, Dow Automotive Systems*
- Benjamin Ranta, *Senior Associate of Operations, PwC*

PANEL 2

10:00 - 11:00am • R0210

Evolution of Operations in Healthcare:

The shift toward value-based care has put an unprecedented level of pressure on the healthcare industry to deliver care efficiently across a population. Operational efficiency within a health system as well as cost-effective supply chains are becoming increasingly important to the stability and success of the industry. Experts will discuss how their organization is using operations to respond to the biggest trends in healthcare and how their operations will evolve as the industry moves to a population-health model.



MODERATOR

Paul Resnick

Michael D Cohen Collegiate Professor of Information, Associate Dean for Research and Faculty Affairs, Professor

of Information and Interim Director of Health Informatics, School of Information

PANEL MEMBERS:

- Jonathan Behm, *Vice President of Strategic Sourcing, Cardinal Health*
- Susan Hawkins, *Senior Vice President of Population Health, Henry Ford Health*
- Dorothy Larsen, *Unit Head of Management Engineering and Internal Consulting, Mayo Clinic*
- Dr. John Billi, *Associate Vice President for Medical Affairs, UM Health System*



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Powering Business Worldwide

11:15am - 12:15pm • Colloquium

Big Data & Predictive Analytics

Big Data is undoubtedly one of the most important trends in operations regardless of industry. The increasing use of devices, end users, and industrial IoT to generate data has made it clear that “Big Analytics” must keep pace with the data being generated. Listen to experts from a variety of industries discuss trends, tips, best practices, and innovations in data analytics.

PANEL MEMBERS:

- Juan Lopez, *Senior Manager of Data Analytics, Boeing*
- Christine England, *Senior Manager of Supply Chain Technology, Analytics & Process, Logistics, General Mills*
- Paul Seay, *Director of Cross Category, Advanced Manufacturing, Whirlpool*
- Vedat Akgun, *Senior Manager of Supply Chain Analytics, Verizon Wireless*



MODERATOR

Sanjeev Kumar

*LEO Lecturer I of
Technology and Operations
Ross School of Business*

PLANNING COMMITTEE



Katie Redman
Co-Chair



David Sachs
Co-Chair

Chairs:

Speakers and Panelists: Ishan Khandelwal, Cynthia Kreng

Sponsorship: Mohammad Jama, Brian Lettman

Case Competition: Samuel Dion, Robert Todd

Marketing: Ameya Bongale, Vikram Raghavan

Logistics: Jordan Shusterman, Mira Sun

Finance: John LaMantia

Technology: Anand Vasudevan

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Microsoft

Microsoft's mission is to enable people and organizations throughout the world to do more and achieve more by creating technology that transforms the way people learn, work, play, and communicate. We develop and market software, services, and devices that deliver new opportunities, greater convenience, and enhanced value to people's lives. We do business worldwide and have offices in more than 100 countries.

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At Amazon, we strive to be Earth's most customer-centric company where people can find and discover anything they want to buy online. Amazon's evolution from Web site to e-commerce partner to development

platform is driven by the spirit of innovation that is part of our DNA. We hire the world's brightest minds, offering them an environment in which they can relentlessly improve the experience for customers. We do this every day by solving complex technical and business problems with ingenuity and simplicity. We're making history and the great news is that we've only just begun.



Powering Business Worldwide

Eaton is a diversified, power management company providing energy-efficient solutions that help our customers effectively manage electrical, hydraulic and mechanical power. A global technology leader,

Eaton acquired Cooper Industries plc in November 2012. The 2012 revenue of the combined companies was \$21.8 billion on a pro forma basis. Eaton has approximately 103,000 employees and sells products to customers in more than 175 countries. For more information, visit www.eaton.com.

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