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
**Thursday, December 1st**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:00 a.m. - 4:00 p.m.</td>
<td>PwC and Strategy &amp; Case Competition Finals</td>
<td>Various</td>
</tr>
<tr>
<td>6:00 - 7:00 p.m.</td>
<td>Welcome Reception</td>
<td></td>
</tr>
<tr>
<td>7:00 - 8:00 p.m.</td>
<td>Dinner</td>
<td></td>
</tr>
<tr>
<td>7:15 - 7:30 p.m.</td>
<td>Introductory Remarks from the Tauber Institute for Global Operations</td>
<td>Colloquium</td>
</tr>
<tr>
<td>7:30 - 7:45 p.m.</td>
<td>Case Competition Winner Announcement</td>
<td>Colloquium</td>
</tr>
<tr>
<td>7:45 - 8:45 p.m.</td>
<td>Keynote Address: Somesh Nigam (Vice President of Information &amp; Data Governance and Health Informatics- IBM)</td>
<td></td>
</tr>
<tr>
<td>8:45 - 9:00 p.m.</td>
<td>Close</td>
<td></td>
</tr>
</tbody>
</table>

**Friday, December 2nd**

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

*All events take place at the Ross School of Business.*
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.
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
Join a revolutionary consulting business

Build something great

We’re changing the way the world thinks about consulting and how it’s done. We’re looking for outstanding graduates, who will join a training program designed to develop deep and well-rounded core consulting skills.

To explore consulting opportunities at PwC and Strategy&, visit pwc.com/campus.
Making Progress Possible

www.3M.com

It’s Still Day One

http://www.amazonfulfillmentcareers.com/
Eaton is a global power management company. We help customers manage power, so buildings, airplanes, trucks, cars, machinery and entire businesses can do more while consuming less energy.

Eaton’s graduate level opportunities allow you to put your career on the right track and gain valuable hands-on experience in many functional areas such as operations, manufacturing, supply chain, sales, marketing, business development and corporate development and planning.

Our products and the employees who design and build them are part of making a difference in the world every day. If you’re ready to do something that matters, to do it well and to be encouraged and rewarded for doing it, then Eaton is the place for you.

*Eaton is an Equal Opportunity and Affirmative Action Employer: M/F/V/D.*

**Eaton**

*Powering Business Worldwide*

Search and apply for jobs at www.eaton.com/careers!
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
## 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
THANK YOU

GOLD SPONSORS:

BorgWarner

Driven by our vision of a cleaner, more energy-efficient world, BorgWarner is a global product leader in innovative powertrain solutions engineered to improve fuel economy, emissions and performance for engines, transmissions and driveline systems around the world. We are proud of the environmentally friendly technologies we make and how we make them. We actively support the communities where we live and work. And we are always working to enhance the potential of our employees and our company.

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.

We develop, licensing, and support a wide range of software products and services, by designing, manufacturing, and selling devices, and by delivering relevant online advertising to a global customer audience. In addition to selling individual products and services, we offer suites of products and services. We offer cloud-based solutions that provide customers with software, services, and content over the Internet by way of shared computing resources located in centralized data centers.
THANK YOU

SILVER SPONSORS:

3M is a global innovative company that never stops inventing. Over the years, our innovations have improved daily for hundreds of millions of people all over the world. We have made driving at night easier, made building safer, and made consumer electronics lighter, less energy-intensive and less harmful to the environment. We helped put a man on the moon. Every day at 3M, one idea always leads to the next, igniting momentum to make progress possible around the world.

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.

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.
CASE COMPETITION SPONSOR:

Driven by our vision of a cleaner, more energy-efficient world, BorgWarner is a global product leader in innovative powertrain solutions engineered to improve fuel economy, emissions and performance for engines, transmissions and driveline systems around the world. We are proud of the environmentally friendly technologies we make and how we make them. We actively support the communities where we live and work. And we are always working to enhance the potential of our employees and our company.

RECEPTION SPONSOR:

Driven by our vision of a cleaner, more energy-efficient world, BorgWarner is a global product leader in innovative powertrain solutions engineered to improve fuel economy, emissions and performance for engines, transmissions and driveline systems around the world. We are proud of the environmentally friendly technologies we make and how we make them. We actively support the communities where we live and work. And we are always working to enhance the potential of our employees and our company.

Together, PwC and Strategy& (part of the PwC network) have created the world’s leading strategy-through-execution firm. We saw that the consulting industry was rapidly converging so we made a bold move to lead that change. If you have bold ideas and a pioneering spirit, if you think like an entrepreneur, and if you want to build something great, come join our team!