

European Lean IT Summit

3 & 4 October, 2013
Paris, France

Driving innovation and growing
your enterprise with Lean IT

- > Lean management applied to IT maintenance and operations
- > Lean IT and Agile to develop outstanding products
- > Lean as a competitive advantage for IS service providers
- > Information systems supporting the lean company



Lean Enterprise Australia



Lean Institute Brasil



Lean Enterprise China



Confederation of Danish Industries



Lean Enterprise Institute Hungary



Lean Management Institute of India



Lean Enterprise Center



Lean Enterprise Institute Mexico



Lean Management Instituut



Lean Enterprise Institute Polska



Lean Institute Africa



Instituto Lean Management



Lean Institute Turkey



Lean Enterprise Academy



Lean Enterprise Institute



Israel Lean Enterprise

Guests of honor



Founder & Chairman of the Lean Enterprise Academy in the UK, Pr Jones and Jim Womack have co-written the best books about Lean. Pr Jones is also a member of the Shingo Academy. His work has inspired leaders and experts throughout the world for 15 years.

Prof. Daniel T. Jones
Founder and Chairman
Lean Enterprise Academy



Michael is associate researcher at Telecom ParisTech and runs the Gemba Coach column on the Lean Enterprise Institute. His two books «The Gold Mine» and The Lean Manager» were both awarded with a Shingo Prize. He recently published the «Lean Management» in French.

Dr. Michael Ballé
Co-Founder of Institut Lean France
and Projet Lean Enterprise



Håkan Borglund is the CIO of Toyota Material Handling Europe (TMHE), the global leader in materials handling: counterbalanced forklifts and BT warehouse equipment. He is an advocate of The Toyota Way – the corporate DNA that permeates and structures the entire Toyota organization.

Håkan Borglund
CIO of Toyota Material Handling Europe



M. Caseau is Executive Vice President Technologies, Innovation and Services of Bouygues Telecom. He will present the Lean Software Factory, or how to apply The Toyota Way to the continuous crafting of embedded software.

Dr. Yves Caseau
Executive Vice President Technologies, Innovation
and Services Bouygues Telecom



Catherine started a Lean Office team in Faurecia in 2004 to transpose the Lean Manufacturing approach to Office activities. Starting with large series such as Payables (seen as a “plant” transforming invoices into postings and payments), her team progressively extended the approach to Purchasing, Logistics and IT. Catherine is a member of Institut Lean France.

Catherine Chabiron
Lean Office
Director, Faurecia



Håkan Fors works for Avega Group in Stockholm as a Lean/Agile Coach. One of the pioneers of the «Kanban for Software Development» approach, he has more than 15 years of experience in the IT industry and his main focus today are Lean/Agile coaching, system architecture and development. He is also an expert on Toyota Kata.

Håkan Fors
Lean/Agile Coach
Avega Group



Marie-Pia is the co-founder and President of Institut Lean France. She is the pioneer of lean deployment in the European service industry and one of the major players responsible for bringing correct lean management practices to France. Recently she co-authored the first French book on lean IT: «The practice of lean management in IT».

Marie-Pia Ignace
President of
Institut Lean France



Dr. Odeh will share the stories of her lean leadership coaching trip to Grameen field offices in Uganda with Steve Bell. She will demonstrate what we can learn from technology advances in developing economies.

Dr. Khuloud Odeh
CIO of the Grameen Foundation



While working for Toyota Engineering Co., Takashi Tanaka implemented many TMS (Toyota Management System) tools at various industries. Since then, he has developed the digital Oobeya and digital formatted Cost planning for embedded software development at Dassault Systems.

Takashi Tanaka
Senior Business Consultant Dassault Systemes

Find out more about keynotes, workshops and pre-summit masterclasses at:

<http://www.lean-it-summit.com>

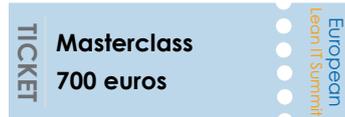
Pre-summit Masterclasses - 2 October, 2013

Join one of the 3 optional masterclasses.

The price includes training + lunch break.

Location: Paris 12th arrondissement.

Timing: 9:30 am to 5:30 pm



1. Develop your teams in continuous improvement, from PDCA to A3

Based on John Shook's Managing to Learn workbook, the A3 workshop will show you how the lean approach improves quality, time and costs, with the PDCA and A3 techniques.

(Re-)discover the basics of the continuous improvement and scientific approach.

Learn to use A3 as a coaching and developing tool.

The course alternates theory and practice and will cover 3 main steps:

- Learn to build a PDCA and an A3, based on a real case study.
- Building an A3 requires coaching and support. The debriefing on the case study will allow you to understand how to support the A3 owner all along the problem description, root cause analysis, identification of a series of countermeasures and check of the results.
- During the debrief, you will review the key points of the coaching and the questions raised at every step.

The benefits: Based on practical case studies and discussions, you will: understand why a structured approach is necessary in continuous improvement; acquire a method; know how to use A3 as a coaching tool; and define a deployment approach from this method.

Target audience: Managers, project leaders, and operational teams.

Trainer: Catherine Chabiron, Lean Office Director at Faurecia and member of Institut Lean France.



2. Make your IT projects succeed with the obeya

The "Obeya" method is used to visually manage complex, transversal projects.

Benefits:

With this session, you will be able to:

- Build your own obeya from scratch to manage your team, projects and programs.
- Learn to identify the good problems you need to attack to make a difference.
- Practice the PDCA-based problem solving by involving the key stakeholders.

Masterclass format

This class is based on a simulation: the trainees will have the opportunity to use and improve an obeya. The course alternates between theory, hands-on exercises and discussions.

Programme

1- Introduction: What are problems commonly found in IT? What are the consequences for customers, team, the enterprise? What does

Lean have to offer IT, how does Lean solve the problems of IT?

2- Visit the Obeya: Description of the components and their objectives. Presentation of the simulation used for the exercises.

3- Hands on exercises:

- Discover the Voice of the customer
- Define the target product
- Manage performance
- Keep project plan and budget under control
- Solve problems with the teams

4- The next steps:

- The Obeya in your context
- The Obeya in a distributed environment
- Where and how to start?
- Where to find help?

Target audience: Project managers, program directors, team leaders, team members.

Trainer: Sandrine Olivencia, Lean IT coach

3. Software Kaizen workshop: design applications that delight your users

In this hands-on session, you will:

- Define the Voice of the User for a software product
- Design usage-related performance indicators
- Create a "value stream map" for the main use case of an application
- Identify the 6 kinds of waste in the use of an application
- Learn how to structure the improvement with PDCA cycles.

Target audience: This workshop will benefit to people involved in driving the development of software products – Product Owners, Product Managers, agile coaches.

Benefits: You will learn the basics of kaizen in the context of product management: clarifying the expectations of the customer, measuring performance, and solving problems the right way with PDCA cycles. You will also learn how to recognize the 6 kinds of waste in man-machine interactions, to help you find opportunities of improvement in your own applications.

Trainer: Régis Medina, Lean IT coach and member of Institut Lean France.



Find out more about keynotes, workshops and pre-summit masterclasses at:

<http://www.lean-it-summit.com>

Program 3 October, 2013

All presentations and workshops are in English

9:00 **Marie-Pia Ignace**
Co-Founder and President of Institut Lean France

Auditorium
Introduction.

9:05  **Prof. Daniel T. Jones**
Founder and Chairman
Lean Enterprise Academy

Auditorium
Breaking through the legacy of mass production: is IT part of the problem or how could it really help to unlock the future?

9:50  **Dr. Khuloud Odeh**
CIO of Grameen
Foundation

Auditorium
The power of lean thinking in a developing world.

10:40 Coffee break

11:00  **Pierre Delort**
President of ANDSI
French CIO Association

Auditorium
What information system for the lean company? A closer look at the study carried out with CIGREF, the French network of large companies.

11:45  **Håkan Borglund**
CIO of Toyota Material
Handling Europe

Auditorium
The Toyota Way- Information systems and delivering value to the business.

12:30 Lunch

Choose your 4 Case Studies

Room n°1

2:00 **A** **Daniel Breston**
Qriosity Limited
IT Services & Operations
Manager
Service Desk – VOC: the heart of Lean in IT using Oobeya to lead change

Room n°2

2:00 **B** **Giuseppina Allegretti**
Banca Nazionale del Lavoro
Head of Risk Group in IT Dpt
Gemba walks in IT project management: digging for improvement opportunities

Room n°3

2:00 **C** **S. Pal & I. Das**
Ericsson Global Services
Head Business Excellence
Transforming ICT Service Delivery through Lean

2:45 **D** **Nicolas Stampf**
BP2I
Lean coach
Lean and ITIL: reaching to the (hidden face of) the moon

2:45 **E** **Pierre Pezziardi**
HelloMerci.com
Co-founder
From concept to social impact (and cash): a lean startup in the financial world

2:45 **F** **M. Chmelar & T. Turecek**
Tieto
Lean & Agile coach
Lean at support functions: from steering to supporting

3:25 Coffee Break

4:00 **G** **Pascal Bedel**
BNP Paribas
Head of IT Architecture & Mutualized Services
An IT manager goes to the gemba to engage his teams

4:00 **H** **Karim Aouadi**
BG2AA
Unleash your team's creativity using the lean approach

4:00 **I** **Rasmus Strand**
Fujitsu Sweden
Lean implementation and management commitment: How enthusiasm has to be nurtured

4:45 **R** **Antoine Contal**
Agile France
Problem Solving Dojo

4:45 **P** **Michael B. Jones**
eBay
Senior Manager, Digital Content
Lean & Agile Digital Content

4:45 **Q** **Cecil Dijoux & Laurent Alt**
Lectra - Lean-agile coach & Director of software R&D
How we used Lean Software Development principles in scaling Agile Methodologies

5:30  **Steve Bell**
Lean IT Coach
Founder of Lean IT Strategies

Auditorium
Learning from the fast developing practice of Lean IT: Lessons, opportunities and future questions.

6:15 Cocktail

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Program 4 October, 2013

All presentations and workshops are in English

8:00 **How can we really build delightful products with lean and agile?**
Lean Agile breakfast rountable, with the lean founders and the agile gurus

9:00 **Marie-Pia Ignace**
Co-Founder and President of Institut Lean France

Auditorium
Introduction.

9:05  **Dr. Michael Ballé**
Author and Co-Founder
Institut Lean France

Auditorium
Lean or Agile: using kanban to build in quality.

9:50  **Dr. Yves Caseau**
EVP Technologies, Innovation,
Services Bouygues Telecom

Auditorium
Lean Software Factory – Applying The Toyota Way to the continuous crafting of embedded software.

10:40 Coffee break

11:00  **Régis Medina**
Lean IT Expert
Institut Lean France

Auditorium
Lean & Agile : Are lean and agile the same thing? Should we deploy agile before implementing lean? Having been on both sides of the table, Régis will share what he has learned so far about both approaches.

11:45  **Takashi Tanaka**
Senior Business Consultant
Dassault Systemes

Auditorium
Reach your project target costs with lean cost planning, the Toyota Way.

12:30 Lunch

Choose your 2 Case Studies

2:00 **Room n°1**
J **Jeremy Markwort**
Pacific Northern National Lab.
Lean coach, Lean IT and
Service Desk Service Manager
Leveraging Lean for IT and research
transformation: The art and science
of eating an elephant

Room n°2
K **Benoit Charles-Lavauzelle**
Theodo
Co-founder and CEO
Improve software development
speed beyond your customer's
dreams

Room n°3
Networking space

2:45 **M** **Andrea Pinnola**
Telecom Italia
Technology Plan & Standard
Coordination, Project Manager
Lean data center:
a Telco experience

N **C. Gon & L. Mattiazzi**
Ci&T
CEO & VP Europe ASPAC
A company's hoshin kanrin
journey: radical business transfor-
mation from traditional application
services to disruptive innovation

O **Håkan Forss**
Avega Group
Lean / Agile coach
Toyota Kata – habits for
continuous improvements

3:25 Coffee Break

4:00  **B. Eteneau & C. Chabiron**
CIO & Lean Office Director
Faurecia

Auditorium
From push to pull in IT:
learning to create value for users is not a long, quiet river

4:45  **Mike Orzen - President**
Mike Orzen & Associates

Auditorium
Lean IT Leadership - the *essential* element
of a Lean IT transformation

5:30

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<http://www.lean-it-summit.com>

Sessions by theme

Lean management applied to IT maintenance and operations

A	Daniel Breston Qriosity Limited	Did you know that a Service Desk can help lead the change of culture and improvement within a financial services organisation?
D	Nicolas Stampf BP2I	Lean and ITIL: reaching to the (hidden face of) the moon.
G	Pascal Bedel BNP Paribas	How do you know if your teams and managers are aligned with your objectives? How do you get your teams to progress and better serve their users? One IT production manager at BNP Paribas will explain his challenge.
J	Jeromy Markwort Pacific Northwest National Lab	How a U.S. Department of Energy National Laboratory is learning to embrace small incremental change, trial and discovery, and value the answer to the question «what did we learn?»
M	Andrea Pinnola Telecom Italia	Lean datacenter: a Telco experience.

Lean IT and Agile to develop outstanding products

Round-table	How can we really build delightful products with lean and agile?	A Lean Agile breakfast roundtable with the lean founders and the agile gurus. A good way to start the day on the right foot
Plenary	Michael Ballé Institut Lean France	Lean or Agile: using kanban to build in quality.
Plenary	Khuloud Odeh Grameen Foundation	See and hear how Lean IT, Agile, and Lean Startup thinking have helped Peace Nobel Prize Winner the Grameen Foundation.
Plenary	Yves Caseau Bouygues Telecom	Bouygues Lean Software Factory: combining lean long-term vision and principles with the adaptability of agile development: SCRUM, Extreme Programming, Devops and the Toyota Way.
Plenary	Régis Medina Institut Lean France	Are lean and agile the same thing? Should we deploy agile before implementing lean? Having been on both sides of the table, Régis will share what he has learned so far about both approaches.
B	Giuseppina Allegretti Banca Nazionale del Lavoro	Mrs Allegretti is learning to see waste in her IT operations, and realizing that the gemba reality is often different from what she ever imagined. Learning to see in IT is not easy. But you can only make better decisions after you've been there.
E	Pierre Pezziardi HelloMerci.com	A lean startup case study: how not to do the wrong thing faster.
H	Karim Aouadi BG2AA	Lean thinking applied to designing a service platform built on cloud technologies.
P	Michael B. Jones eBay	Lean & Agile Digital Content.
Q	Cecil Dijoux & Laurent Alt Lectra	How we used Lean Software Development principles in scaling Agile Methodologies.
O	Håkan Forss Avega Group	How do we create a culture of continuous improvement? The famous Toyota Kata principles applied to software development.

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Sessions by theme

Lean as a competitive advantage for IS service providers

C	Sudip Pal & Indranil Das Ericsson Global Services	Transforming ICT Service Delivery through Lean.
F	Martin Chmelar & Thomas Turecek Tieto	Applying Lean Thinking to the horizontal support functions: the lessons learned and results achieved at Tieto.
I	Rasmus Strand Fujitsu Sweden	How to embark the managers on the lean journey.
K	Benoit Charles-Lavauzelle Theodo	The transformation of a traditional software development company into a highly successful lean and agile IT service provider.
N	Cesar Gon & Leonardo Mattiazzi Ci&T	Wondering how to create something truly innovative in an IT services company? Ci&T is the success story to learn from.

Information systems supporting the lean company

Plenary	Prof. Daniel Jones Lean Enterprise Academy	Breaking through the legacy of mass production: is IT part of the problem and how could it really help to unlock the future?
Plenary	Håkan Borglund Toyota Material Handling	The Toyota Way- Information systems delivering value to the business.
Plenary	Takashi Tanaka Dassault Systemes	Successful cost planning requires excellent "cost data" which details not only material and labor, but also sales, logistics and administration costs for new product development efforts. Come hear how Toyota does it.
Plenary	Steve Bell Lean IT Strategies	How organizations apply Lean IT principles and practices to drive innovation and operational excellence, and how you can apply these lessons learned and achieve the same success.
Plenary	Mike Orzen MO & Associates	This presentation will cover the roles of Managers and Leaders in a Lean IT environment, addressing common challenges and ways to overcome them.
Plenary	Pierre Delort French CIOs Association	What information system for the lean company? A closer look at the study carried out with CIGREF, the French network of large companies.
Plenary	B. Eteneau & C. Chabiron Faurecia	IT: from commodity provider to business partner.
R	Antoine Contal Agile France	Problem Solving Dojo: Want to improve your problem solving skill in an IT environment? Looking for a fresh way to solve a vexing issue you are facing right now? Come to the Problem Solving Dojo, an interactive workshop where participants hone their PDCA thinking under a Lean IT expert's supervision.

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<http://www.lean-it-summit.com>

Organisers



The Lean Global Network promotes lean thinking and provides leadership to help organizations with their lean transformations. The Members of the Lean Global Network include a growing number of non-profit organizations that are devoted to the promotion of lean thinking throughout the world. The members are completely independent, but interact on a regular basis.
<http://www.leanglobal.org/>



The Institut Lean France is the organizer of the Lean IT Summit. Its main role is to promote the principles and practices of Lean in companies and other organizations in France. Website:
<http://www.institut-lean-france.fr>

Registration online



Register online on www.lean-it-summit.com

Your registration fee covers entry to the Summit, any breakout sessions you choose to attend, welcome coffee, breaks, lunch and conference materials. You may choose to pay either by Credit Card or Bank Transfer. Institut Lean France will provide you with the invoice.
 We also have group rates for groups of 3 and up: 20% discount.

French participants: summit et masterclass sont éligibles au «DIF», Droit individuel à la Formation. Demandez-nous un devis (contact@lean-it-summit.com) et nous établissons la convention de formation.

TICKET	Masterclass 700 euros	European Lean IT Summit
TICKET	Conference 1 200 euros	European Lean IT Summit
TICKET	Conference & Masterclass 1 900 euros	European Lean IT Summit

Registration form by mail

Last Name First Name

Title Company Name

Address

Zip Code City Phone

Fax Email

My program « à la carte » (check only one box per line) :

- Masterclass
- Summit only
- Masterclass & Summit

2 October, 2013

<input type="checkbox"/> 1 A3 Problem Solving	<input type="checkbox"/> 2 The Obeya for IT project management	<input type="checkbox"/> 3 Software Kaizen
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3 October, 2013

<input type="checkbox"/> A D. Breston Oriosity Limited	<input type="checkbox"/> B G. Allegretti Banca Nazionale del Lavoro	<input type="checkbox"/> C S. Pal & I. Das Ericsson Global Services
<input type="checkbox"/> D N. Stampf BP2I	<input type="checkbox"/> E P. Pezzardi HelloMerci.com	<input type="checkbox"/> F M. Chmelar & T. Turecek Tieto
<input type="checkbox"/> G P. Bedel BNP Paribas	<input type="checkbox"/> H K. Aouadi BG2AA	<input type="checkbox"/> I R. Strand Fujitsu Sweden
<input type="checkbox"/> R A. Contal Agile France	<input type="checkbox"/> P M.B. Jones Ebay	<input type="checkbox"/> Q C. Dijoux & L. All Lectra

4 October, 2013

<input type="checkbox"/> J J. Markwort Pacific Northwest National Lab	<input type="checkbox"/> K B. Charles-Lavauzelle Theodo	<input type="checkbox"/> Networking space
<input type="checkbox"/> M A. Pinnola Telecom Italia	<input type="checkbox"/> N C. Gon & L. Mattiazzi Ci&T	<input type="checkbox"/> O H. Forss Avega Group

Send your registration form by mail before 2 October, 2013 (1 coupon per participant) to Institut Lean France - 34, rue de Bagneaux - 45140 St Jean de la Ruelle - France.

Make checks payable to Institut Lean France. For payment by bank transfer, please contact us by email : contact@lean-it-summit.com. **The conference is eligible for «Droit Individuel à la Formation».**

Find out more about keynotes, workshops and pre-summit masterclasses at:

<http://www.lean-it-summit.com>

Venue

The European Lean IT Summit will be held in a modern venue in the heart of Paris: Espaces Diderot. The place is conveniently located near the train station Gare de Lyon. Visitors will enjoy the socializing and entertainment opportunities the Bastille area has to offer, all within walking distance: the famous Opera Bastille, the Viaduc des Arts and the Seine river bank. The Espaces Diderot is very accessible via public transportation, taxi or rental car from the Airport Roissy Charles de Gaulle (CDG). There is adequate parking for drive-in day guests.



Espaces Diderot
10, rue Traversière
75012 PARIS
Tél : + 33 1 40 26 40 00

How to get there

By car

The nearest parking structures are "Lyon Diderot" 198 rue de Bercy and "Effia" 2 rue Traversière.

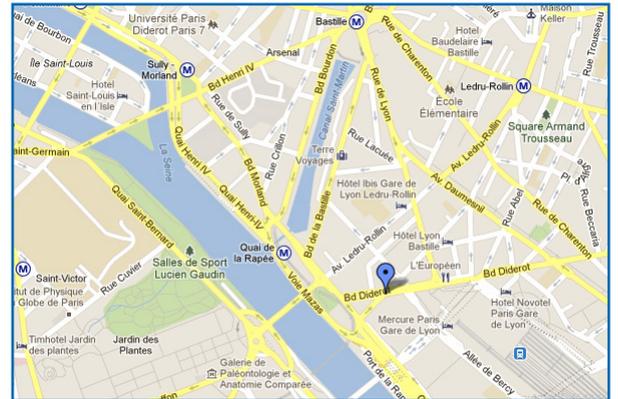
From "Roissy Charles de Gaulle" Airport

There are several options:

From either one of the terminals, Cars Air France will take you to Gare de Lyon. Then, you may walk 2 minutes to Espaces Diderot.
Other option: public transportation. Take RER B from Charles de Gaulle Airport, then change at Les Halles station for RER A. Get off at Gare de Lyon.

From Gare du Nord Eurostar & Thalys station

In public transportation, take RER D straight to Gare de Lyon train station. Only 2 stations away!



Gare de Lyon et d'Austerlitz
RER A et D

Méto :

Ligne 1 station Gare de Lyon (sortie 1 – Boulevard Diderot)

Ligne 14 station Gare de Lyon (Sortie 13 – Rue Van Gogh)

Bus : 20 / 54 / 57 / 61 / 63 / 65 / 87 / 91

Cars Air France – Orly et Roissy CDG

Parkings : Lyon-Diderot / 198 Rue de Bercy

Recommended hotels

If you need a hotel in Paris, we have selected 3 hotels which offer special rates for the Lean IT Summit participants (rate subject to availability). You must contact the hotels directly to make the reservation.
October is a busy season in Paris, make your reservation early to take advantage of the special rates!

Mercure Gare de Lyon hotel**** at 220 € per night. Send the attached [booking form](#) to the hotel to make your reservation.

Holiday Inn hotel**** at 180 € per night. Use the reservation code: LIS 2013 either on the reservation page, or send an email to book your room : resa@holidayinnparisbastille.com

Elysée Gare de Lyon hotel*** at 135 € per night. Make the reservation by phone +33(0)1 43 43 77 77 or email: contact@elyseegaredelyon.com, mention Lean IT Summit.

Need more information?

[Check out the conference website](#) or [contact us](#):

Institut Lean France

34, rue de Bagneaux

45140 St Jean de la Ruelle

France

Phone: +33 6 23 01 78 57 and + 33 6 62 94 67 37

e-mail : contact@lean-it-summit.com

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<http://www.lean-it-summit.com>

INSTITUT LEAN FRANCE**Du 02 au 04 Octobre 2013 / from October the 2nd to October 4th 2013****COUPON DE RESERVATION - BOOKING FORM**

Merci de compléter le formulaire et de le retourner à l'hôtel avant le : **02 Août 2013**
*Please complete the form and return it before the: **August 2nd 2013***

Nom / Last name: _____ Prénom / First name: _____

Téléphone / Phone : _____ Email : _____

Merci de réserver / Please book :

___ Chambre Single / Single room(s) / Arrivée / Arrival date : _____ Départ / departure date : _____

___ Chambre Double / Double room(s) / Arrivée / Arrival date : _____ Départ / departure date : _____

Pas de chambre twin disponible/No twin rooms availableMercure Paris Gare de Lyon : 2 Place Louis Armand 75012 Paris

Tél : 01.43.44.04.14

e-mail : sophie.lafon@accor.com

Tarif chambre / room rate: standard single ou double/single room or double room: 220 €Petit-déjeuner / Breakfast : Inclus

Merci de nous communiquer votre numéro de carte bancaire en garantie, le règlement se fera sur place.
Thank you for communicating us in guarantee your credit card number, the payment will be made on the spot.

Je vous autorise à débiter ma carte de crédit VISA International / EUROCARD / MASTERCARD en cas d'annulation tardive, no show ou impayé.

I duly authorise you to charge my VISA International / EUROCARD / MASTERCARD credit card in case of late cancellation, no show or unpaid.

N°

Date d'expiration / Expiration date : _____

Annulation / Cancellation :

➤ **Entre J-30 et J-7 :**
85% du montant de la totalité du séjour prélevé.

➤ **J-7 ou non présentation :**
100% de la totalité du séjour prélevé.

➤ **Between D-30 and D-7 :**
85% of the total amount of the reservation will be charged.

➤ **D-7 or no show :**
100% of the total amount of the reservation will be charged.