



IMPROVING CORPORATE PRODUCTIVITY AND INNOVATION 2011

February 23-24, 2011

Conference Themes:

- Productivity and Innovation: Keys to Sustainable Performance
- Productivity Gains from Smarter Workplaces and Work Processes
- Fostering Attitudes and Behaviours for Innovation Inside the Organization
- Policies for Productivity and Innovation: What Works? What Doesn't?

Event Location:

Desautels Faculty of Management
McGill University
Samuel Bronfman Building
1001 Sherbrooke St. West

Lunch Venue:

McGill Faculty Club
Main Level, Ballroom
3450 McTavish St.

Day 1 – Wednesday, February 23, 2011

<p>7:30 – 8:30 a.m. <i>Samuel Bronfman Building Foyer</i></p>	<p>General Registration and Continental Breakfast</p>
<p>8:30 – 8:45 a.m. <i>Samuel Bronfman Building Auditorium (Room 151)</i></p>	<p><u>Welcoming Remarks</u> Peter Todd James McGill Professor and Dean Desautels Faculty of Management McGill University</p> <p>The Dean of the Desautels Faculty of Management will welcome participants to McGill University and deliver opening remarks about the importance of enhancing productivity and innovation to improve Quebec's and Canada's economic performance.</p> <p>Our productivity levels and living standards are lagging behind other industrialized economies. Gaps will continue to widen unless productivity levels in Quebec and throughout Canada are improved.</p>

Day 1 – Wednesday, February 23, 2011

8:45 – 9:00 a.m.

**Samuel Bronfman Building
Auditorium (Room 151)**

Introductory Remarks

Master of Ceremonies:

Alain LeBlanc

Manager, Supply Chain Production Readiness
Pratt & Whitney Canada

Co-Conference Chairs:

Michael Bloom

Vice-President, Organizational Effectiveness and Learning
The Conference Board of Canada

Saibal Ray

Associate Professor, Operations Management, and
Director of Ph.D. Program, Desautels Faculty of Management
Co-Director, Master in Manufacturing Management (MMM) Program
McGill University

Vincent Thomson

Werner Graupe Professor of Manufacturing Automation, and
Co-Director, Master in Manufacturing Management (MMM) Program
McGill University

The Master of Ceremonies and Conference Co-Chairs will provide participants with an overview of the event outlining the four main themes. They will highlight why organizations must learn to adapt innovative and more sustainable business processes and practices, in order to increase productivity, competitiveness, economic performance, and overall prosperity.

9:00 – 10:00 a.m.

**Samuel Bronfman Building
Auditorium (Room 151)**

Opening Plenary Session

Theme: Productivity and Innovation: Keys to Sustainable Performance

Improving Competitiveness through Innovation

Keynote Speaker:

Jean-René Halde

President and CEO
Business Development Bank of Canada (BDC)

Mr. Halde will share his insights into what BDC views as the requisite catalyst for innovative, resilient national economies: *firm-level* innovativeness and adaptability.

The vast majority of innovations are incremental, not disruptive. They involve, in response to market demands, the use of existing technologies, processes, design and marketing to solve new problems. This would mean that a national effort to increase innovativeness should focus on change management and strategic investments at the level of the firm; Canadian entrepreneurs must understand the need to innovate, and how to do it.

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<p>9:00 – 10:00 a.m. <i>Samuel Bronfman Building Auditorium (Room 151)</i></p>	<p>Improving Competitiveness through Innovation (Continued)</p> <p>Mr. Halde’s remarks will draw upon BDC’s experience in supporting its 28,000 entrepreneur clients—mostly small- and medium-sized business owners—with financing, consulting and venture capital services. He will also discuss the imperative of supporting entrepreneurs’ investments in innovations to improve their competitive position, even during difficult times.</p>
<p>10:00 – 10:30 a.m. <i>Samuel Bronfman Building Foyer</i></p>	<p>Networking and Refreshment Break</p> <p>Take advantage of networking opportunities with peers.</p>
<p>10:30 a.m. – 12:00 p.m. <i>Samuel Bronfman Building Auditorium (Room 151)</i></p> <p>Room 178</p> <p>Room 179</p>	<p><u>Concurrent Breakout Sessions: Series A</u></p> <p>Choose from one of three sessions to attend:</p> <p>A1—Sustainable Performance and Productivity Gains through Firm-Level Process Improvement</p> <p>Presenter: Vincent Thomson Werner Graupe Professor of Manufacturing Automation, and Co-Director, Master in Manufacturing Management (MMM) Program McGill University</p> <p>A continuous focus on improving productivity can help organizations to advance the quality of their goods and services, while reducing the cost of delivery. This session will present best practices in productivity relating to production/service processes, business processes, management practices, and automation vs. labour skills that can help organizations attain a more sustainable and enhanced competitive performance.</p> <p>A2—Raising Venture Capital to Fund Productivity and Innovation</p> <p>Presenter: Faraj Nakhleh President and CEO TrakMaps</p> <p>This session will highlight how companies can raise venture capital to realize productivity improvements and fund new innovations. It will provide key strategies and tips that have proven to be successful and will provide insights into what venture capitalists are looking for when selecting new investments.</p> <p>A3—Productivity in the Supply Chain</p> <p>Presenter: Dean Gauthier General Manager KLB Group Canada</p>

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<p>10:30 a.m. – 12:00 p.m. <i>Samuel Bronfman Building</i> Room 179</p>	<p>A3—Productivity in the Supply Chain (Continued)</p> <p>Supply chain optimization can help organizations to gain advantage over competitors. This session will present what are the basic elements of the supply chain and strategies required to enable organizations to better manage their suppliers, materials and logistics. Corporate examples will be used to illustrate how selecting the correct tactics for material management could help organizations to reduce the costs of parts, inventory and transportation, and improve operational productivity levels.</p>
<p>12:00 – 1:30 p.m. <i>McGill Faculty Club</i> Main Level, Ballroom 3450 McTavish St.</p>	<p>Networking Lunch</p> <p>A networking luncheon will be provided.</p>
<p>1:30 – 2:30 p.m. <i>Samuel Bronfman Building</i> Auditorium (Room 151)</p>	<p><u>2nd Plenary Session</u></p> <p>Theme: Productivity Gains from Smarter Workplaces and Work Processes</p> <p>Chair:</p> <p>Vincent Thomson Werner Graupe Professor of Manufacturing Automation, and Co-Director, Master in Manufacturing Management (MMM) Program McGill University</p> <p>Keynote Speaker:</p> <p>Raymond Leduc Director, Bromont Manufacturing IBM Canada Ltd.</p> <p>Getting the right information at the right time has never been so critical to organizational success. Across the globe, organizations are recognizing that they need to reinvent their infrastructures and processes so that their employees can collaborate with customers, suppliers, partners and each other. These changes foster the power to be creative and solve problems. They also materially improve overall productivity and profitability.</p> <p>IBM believes that helping organizations to be as smart as their employees, can help them make more informed decisions, leverage deeper relationships, and develop more connected, agile and effective processes and practices—the building blocks for better bottom lines.</p> <p>This session will provide tangible examples and results from IBM’s Smarter Planet initiative to demonstrate how private sector organizations are using intelligence to make and deliver better quality products, faster and for less money. It will also touch upon how public sector organizations can rethink the notion of government/citizen engagement to enable greater transparency, increase citizen involvement and harness the power of new social networking tools. Mr. Leduc will also discuss how IBM Canada creates and engages employee teams to increase corporate innovation and productivity results.</p>

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<p>2:30 – 3:00 p.m.</p> <p><i>Samuel Bronfman Building Foyer</i></p>	<p>Networking and Refreshment Break</p> <p>Take advantage of networking opportunities with peers.</p>
<p>3:00 – 4:00 p.m.</p> <p><i>Samuel Bronfman Building Auditorium (Room 151)</i></p>	<p><u>3rd Plenary Session</u></p> <p><i>Theme: Recruiting Employees and Fostering Attitudes and Behaviours for Innovation</i></p> <p><i>Keynote Speaker:</i></p> <p>Eric Gales President Microsoft Canada Co.</p> <p>Innovation brings to mind the development of new products and services. In fact, innovation extends further to include the improvement of workplace processes and systems which can yield significant gains in efficiency and effectiveness that can improve the bottom line and enhance customer satisfaction with service delivery, in both private and public sectors.</p> <p>Innovation as creativity, continuous improvement and incremental enhancement of systems and products can be greatly enhanced by technology. Yet Canada lags the U.S. and other leading developed nations in adopting the latest technology advances and applying them with powerful effect to achieve productivity gains and stimulate innovation in products, processes and services.</p> <p>One key to bring about greater innovation in your organization is to foster attitudes and behaviours for innovation among employees, and to develop a strong organizational culture of intelligent risk-taking, so that innovative thinking is a way of life within the organization.</p> <p>In this session, hear insights on how Microsoft recruits, develops, motivates and rewards employees to think more innovatively, and how the company is able to turn the resulting gains in innovation capacity into high performance and higher profits.</p>
<p>4:00 – 4:30 p.m.</p> <p><i>Samuel Bronfman Building Auditorium (Room 151)</i></p>	<p><u>Closing Plenary Session</u></p> <p>What We Heard Today: Insights and Observations from Participants</p> <p><i>Chair:</i></p> <p>Vincent Thomson Werner Graupe Professor of Manufacturing Automation, and Co-Director, Master in Manufacturing Management (MMM) Program</p> <p>Participants will have an opportunity to comment on the day's dialogue. The Chair will conclude by briefly summarizing highlights from presentations and discussions throughout the day.</p>
<p>4:30 p.m.</p>	<p>Adjournment</p>

Day 2 – Thursday, February 24, 2011

<p>8:00 – 9:00 a.m.</p> <p><i>Samuel Bronfman Building Foyer</i></p>	<p>General Registration and Continental Breakfast</p>
<p>9:00 – 9:05 a.m.</p> <p><i>Samuel Bronfman Building Auditorium (Room 151)</i></p>	<p><u>Welcoming Remarks</u></p> <p>James J. Clark Professor and Associate Dean, Academic Faculty of Engineering McGill University</p> <p>The Associate Dean of the Faculty of Engineering will welcome participants to the second day of the conference.</p>
<p>9:05 – 10:00 a.m.</p> <p><i>Samuel Bronfman Building Auditorium (Room 151)</i></p>	<p><u>4th Plenary Session</u></p> <p><i>Immigrants as Innovators: How Immigrants as Employees and Business Partners Enhance Organizational Productivity and Innovation</i></p> <p>Keynote Speaker:</p> <p>Michael Bloom Vice-President, Organizational Effectiveness and Learning The Conference Board of Canada</p> <p>This session will feature the Conference Board’s latest findings from its CanCompete research initiative on the role and impact of immigrants as innovators and entrepreneurs. It will share insights into how immigrants, as leading innovators and business creators, have changed Canada and Canadian organizations for the better.</p> <p>Recent data shows that immigrants have a disproportionately positive impact on innovation outcomes in businesses, academe and the arts in Canada. Facts, figures and analysis of the efforts of immigrants in recent decades will be presented along with illuminating case studies of specific success stories.</p>
<p>10:00 – 10:30 a.m.</p> <p><i>Samuel Bronfman Building Foyer</i></p>	<p>Networking and Refreshment Break</p> <p>Take advantage of networking opportunities with peers.</p>

Day 2 – Thursday, February 24, 2011

<p>1:30 – 2:30 p.m.</p> <p>Samuel Bronfman Building Auditorium</p>	<p><u>5th Plenary Session</u></p> <p><i>Theme: Policies for Productivity and Innovation: What Works? What Doesn't?</i></p> <p><i>Plenary Speaker:</i></p> <p>Simon Prévost President Quebec Manufacturers & Exporters</p> <p>Governments are paying particular attention to increasing the productivity and innovation capabilities of private and public sector organizations. Government's role is often seen as a mix of offering incentive systems to support private sector innovation and using taxes to stimulate behavioural changes.</p> <p>While many policy instruments, such as tax incentives, low-interest loans, and R&D support, are widely used to enhance innovation performance, their effectiveness depends on precision of design and adaptation to sectoral, regional or firm-specific needs.</p> <p>This plenary session will discuss current policies that enable private and public sector organizations to become more productive and innovative, and those that limit organizational efforts and performance. Participants will have the opportunity to pose questions and suggest ideas for potential policy changes.</p>
<p>2:30 – 3:00 p.m.</p> <p>Samuel Bronfman Building Auditorium (Room 151)</p>	<p><u>Closing Plenary Session</u></p> <p>What We Heard at the Conference: Insights and Observations from Participants</p> <p><i>Conference Co-Chairs:</i></p> <p>Michael Bloom Vice-President, Organizational Effectiveness and Learning The Conference Board of Canada</p> <p>Vincent Thomson Werner Graupe Professor of Manufacturing Automation, and Co-Director, Master in Manufacturing Management (MMM) Program McGill University</p> <p>Participants will have an opportunity to comment on the day's dialogue. The Co-Chairs will conclude by briefly summarizing key outcomes from the conference and providing brief closing remarks.</p>
<p>3:00 p.m.</p>	<p>Adjournment</p>