

## LEADERSHIP SERIES 3.0

# DIGITAL TRANSFORMATION

TRANSFORMATION OF SUPPLY CHAIN THROUGH:  
PEOPLE, PROCESS, AND TECHNOLOGY

JANUARY 27, 2022

### AGENDA

8:45 AM Welcome and Opening Remarks

9:00 – 10:15 AM

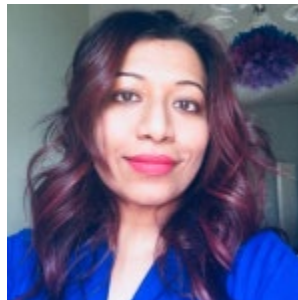
### Leadership Panel: Balancing People, Processes & Technology to Create Value through Transformation

Supply chain operations are becoming increasingly data and technology driven. It is important to balance a digital future with the process & people. Identifying key trends and keeping pace with changing technology while improving performance is key to make sure supply chain is in line with the changes and creating value for the organization.

- Where are the major opportunities for supply chain to advance its capabilities and contribute to organisational success?
- Most pressing supply chain challenges in 2020 and 2021 have included container shortages, raw material shortages, sky-rocketing shipping costs, disruptions – how has digitization helped to manage these major obstacles?
- How is digital transformation changing the role of supply chain leaders and practitioners? How can it be used to attract and retain the right talent in the supply chain industry?
- How do you drive continuous transformation? What is the key to running successful transformation pilots? In what situations, if any, is technology not appropriate?
- If you continue to bring in new technologies, which technologies are phased out?
- How can a digitally agile, customer-centric supply chain move from a cost centre to a revenue driver for your organization?



**Leslie Nicholson, CSCMP**  
*SVP, Supply Chain Operations  
& Digital Business  
Transformation Lead  
Nestle*



**Shachi Rai Gupta**  
*Global Head of Strategy, Analytics  
and Digital Transformation, Strategic  
Sourcing & Procurement  
Bristol Myers Squibb*



**Jodean Fitzpatrick, CSCMP**  
*VP, Logistics*  
Canadian Tire Corporation



**Moderator: Darcy MacClaren,**  
*SVP & Head of Digital Supply Chain Sales,*  
SAP North America

## 10:15 – 10:30 AM Networking Break/Breakout Rooms

Connect with your colleagues and peers in the breakout rooms for a facilitated discussion.

## 10:30 – 11:30 AM

### Future of Work: Putting Employees in Centre to Prepare for a Digital Future

While modernization efforts with new technology are important, success is dependent on talent being part of the strategy. The transformation to an intelligent supply chain requires people with right skills to support the change to digital operations. Failure to ensure that your team takes the journey with you will result in transformations not meeting the expected outcomes. This panel will discuss:

- How do we prepare the talent we have for their working future?
- What are the emerging demands for the workforce in coming years?
- How can you ensure that the team is capable of demands of the future?
- Millennials and Gen Z have different expectations, does the recruitment, training and development need to change?
- How can you attract and train the workforce to avoid skill gaps?
- What issues have you faced in hiring and what have you done to overcome these?
- How do you develop new skills like AI, digital twins, the Internet of Things (IoT), cloud, and analytics to help make better decisions?



**James Lin**  
*VP, Enterprise Procurement,*  
OLG



**Anna Petrova, CSCMP**  
*VP Supply Chain*  
The Kraft Heinz



**Anca Mardan**  
*Digital Workplace Services –*  
*Canada Practice Leader*  
Kyndryl Canada

More to Come...

**11:30 – 11:45 AM Break**

**11:45 AM – 12:45 PM**

**Data Analytics: Creating a Data Driven Culture to Drive Supply Chain Improvements**

Organisations now have the opportunity to benefit from the data they collect on a daily basis. However, having access to data is not enough. To ensure data is used as a powerful tool it is important to establish a data-driven culture. One of the biggest challenges in adopting a data-driven culture is the mindset right across the organization. This panel will discuss:

- How do you equip your team with tools to interpret and use data?
- How does data analytics improve decision accuracy and speed?
- How quickly can this transformation be achieved and how far-reaching can it's impact be?
- How do you use data to drive actions? How does data help you make decisions?
- What is the next step for your organization in leveraging data to strengthen your supply chain?
- Any guidance/advise for organizations who have not started their data journey yet?



**Ed Katz**  
*Principal Analyst Consultant*  
**CT Global Solutions**



**Rafal Urbankiewicz**  
*VP, Logistics, Supply Chain & Facilities*  
**Dynacare**



**Jeremy Adamson**  
*Author*  
**Minding the Machines**  
*Former Director of Intelligence & Analytics*  
**WestJet**



**Moderator: David Markwell**  
*Chief Technology & Analytics Officer,*  
**Loblaw Companies**

More to Come...

**12:45 – 1:15 PM Lunch Break**

1:15 – 2:15 PM

## Customer Experience: Building an Omnichannel Distribution Network to Deliver on Exceptional Customer Service

As omnichannel becomes the new norm, it is important for the supply chain function to embrace a new approach so the organization can serve consumer demands as closely as possible. As customers continue to shift online, e-commerce brands are uniquely positioned to drive loyalty by enhanced data insight allowing leaders to paint an in-depth picture of their customers and to adapt their supply chain strategies accordingly. The panel will discuss:

- Why is it critical to align the supply chain to consumer behavior?
- What does this mean from a redesign of the supply chain processes and digitization perspective?
- How are suppliers managed to support an agile supply chain that responds quickly to changes?
- What are the different demand signals in the omnichannel environment and how can they be captured to predict demand potential by leveraging advanced analytics?
- How should performance of the E2E supply chain be measured?
- How can advanced digital tools such as robotic process automation, blockchain, and Internet of Things be deployed? How can they enable omnichannel optimization?
- How do you increase your capabilities in terms of supply chain as a service for Last-mile delivery?
- What are the best ways to respond to the certainty of demand uncertainty and disruptions?
- How do you work with your vendors/partners to establish partnerships that will help in establishing customer-centricity throughout the supply chain?



**Nimit Agarwala**  
*GM & Site Director, B2B & Canada  
Services*  
**Wayfair**



**Justin Sorkin**  
*VP, Supply Chain*  
**P&G Canada**



**Francis Lalonde**  
*VP, Transportation*  
**Walmart**



**Jason Poulin**  
*Director, CS&L & COE(Center of  
Excellence)*  
**Mondelez Canada**

*More to Come...*

## 2:15 – 2:30 PM Networking Break/Breakout Rooms

Connect with your colleagues and peers in the breakout rooms for a facilitated discussion.

**2:30 – 3:30 PM**

## **AI/ML in Supply Chain: Enabling End-to-End Transparency and Faster Decision Making**

According to Gartner, supply chain organizations expect to see the machine automation in their supply chain processes to double in the next five years. As it continues to get harder to predict on consumer sentiment, organizations need to make use of AI and Machine Learning to enhance forecasting and build resilience.

- What are the benefits of AI in supply chain?
- What challenges do organizations face when implementing AI?
- Why do supply chains need to innovate and transform at a more rapid pace than ever before?
- Do AI and ML help in detecting bottlenecks sooner?
- How can data, Cloud, and AI/ML be leveraged to make changes in how global supply chains are being run?
- What impact does AI and ML have on cost savings?

**3:30 PM Day Adjourns and Thank You**