

APRIL 7-9, 2026 | FAWCETT CENTER

As technology and disruption accelerate, it's time for visionary leaders to reexamine how we define and deliver operational excellence. Are you ready for smarter systems, sharper thinking, and stronger results?

The Ohio State University Center for Operational Excellence Summit, now in its 13th year, is a three-day event dedicated to connecting diverse industries to the latest best practices in leadership and continuous improvement. This year's Summit will explore how organizations are rewiring excellence with emerging tech, bold strategies, and future-ready thinking. Top authors, researchers, and lean practitioners will share insights on operationalizing AI, innovating processes, and navigating disruption with clarity and confidence.

With 4 engaging keynotes, 20 breakout sessions, and exclusive opportunities for networking and hands-on learning, the COE Summit is a high-impact opportunity to gain the skills and strategies you'll need to lead the charge into a new era of excellence.

Tuesday, April 7 (Optional)

7 - 8 AM Breakfast

8 AM - 12 PM Workshops*

See workshop options on page 2.

12 - 1 PM Lunch

1 - 4 PM Tours*

See tour options on page 2.

*Workshops and tours are included in members-only All-Access Passes or available as add-on tickets after February 1.

Wednesday, April 8

7:30 - 8:30 AM Breakfast

8:30 - 9:45 AM Keynote 1

Al-Powered Organizations: Redefining the Future of Work, Dr. Melissa Valentine, Stanford Professor, Author, & Human-Centered Al Researcher

10 - 11 AM Breakout A

11:15 - 12:15 Breakout B

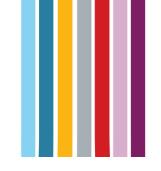
12:15 - 1:15 PM Lunch

1:15 - 2:15 PM Breakout C

2:30 - 4 PM Keynote 2

Make Bold Possible™: Building the Bold Net So People and Innovation Thrive, Kathy Klotz-Guest, Author, Tech Leader, & Comedian

4 - 5:30 PM Reception



Thursday, April 9

7:30 - 8:30 AM Breakfast

8:30 - 9:45 AM Keynote 3

The Focus Framework: Driving
Operational Excellence and
Transformation at Huntington,
Prashant Nateri, EVP & Chief Corporate
Operations Officer at Huntington, with Dr.
Aravind Chandrasekaran, Fisher College of
Business Interim Dean

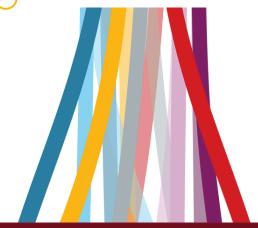
10 - 11 AM Breakout D

11:15 - 12:15 Breakout E

12:15 - 1:15 PM Lunch

1:15 - 2:30 PM Keynote 4 & Conference Close

The Myth of the Fearless Leader: Exposing a Path Beyond Fight, Flight or Freeze, Dr. Tonya Jackman Hampton, Accomplished People Leader, Founder, & Author



4/7 Workshop Options

Get READY for Rapid Change: Simplify and Accelerate Organizational Change, April
Callis-Birchmeier, CEO of Springboard
Consulting

Leadership ReDEFYned: Disrupting the Status Quo with Authentic Power, Tami
Chapek, Founder & Head Coach of
WelnspireWe

Winning with Data: Sports-Driven Analytics for Ops Leaders, Dr. John Draper, Fisher College of Business Clinical Associate Professor

Customer Journey-Driven Problem Solving in an Al World, Michael Fruhling, CEO & Founder of BFS Innovations

The Art of Building an Adaptive Culture, Julia Geisman, Chief Human Infrastructure Architect at HiWorks Solutions

Sherlock Holmes: Zombie Hunter Lean Simulation, Peg Pennington, President of MoreSteam

Flow Engineering: Mapping Knowledge Work, AI, and Operational Performance for Flow, Steve Pereira, Lead Consultant for Visible Flow Consulting

Building an Effective Hoshin Plan for Your Team, Jason Risser, Lean Practitioner &
Technology Delivery Leader, and Michelle
Risser, Therapist & Consultant

Observing Work for Deep Insight: Practical SMED, Master Black Belt and Owner of CI Solutions

4/7 Tour Options

Central Library Consortium Operations, the facility that processes material requests and logistics across 18 independent library systems

Cologix Data Centers, Al-ready, industry-leading facilities that house "the cloud" as well as the generators and cooling systems required to keep it running

Coca-Cola Distribution Facility, a 60-acre campus with a 400K-square-foot warehouse facility, plus an equipment services facility and fleet shop

Edge Innovation Hub, a collaborative home for food automation and technology companies established by Donatos Pizza founder Jim Grote

Elford Airport Construction Site, a behindthe-scenes look into the \$1.6 billion New Terminal project at the John Glenn Columbus International Airport

Mettler Toledo Americas Hub, production and distribution facility for the global leader in precision instruments and services

Mills James Media Operations, offices, studios, and warehouse space for a world-class creative agency and production company

OSU Dining Operations & Automation, the operations hub where Ohio State food delivery robots are maintained and dispatched

Path Robotics, facility that develops Alpowered robotic systems for autonomous welding

Scotts Miracle-Gro Plant, manufacturing facilities where fertilizer and grass seed are packaged and prepared for distribution and consumer purchase

4/8-9 Breakouts Preview

Driving Strategy as a Leader, Tim Bath, Rumpke Waste & Recycling

Why AI Fails to Deliver ROI: A Practical System for Making It Work, Sandeep Chennikara & Blake Mohseni, Discover

A Culture of Contribution: Thriving in a Hybrid World, Elisabeth Galperin, Peak Productivity

Empowering 35,000 Frontline Problem Solvers through Lean Daily Management, Michelle Gauntner & Melanie Yoder, OhioHealth

Leading Teams Through Uncertainty and Change, Rick Grambo, U.S. Department of Veterans Affairs

An OpEx Learning Journey: From Purpose to Self-Sustainment, Nathan Greaves & Nathan Thorpe, Crown Equipment

Digging Deeper: How Data Mining Fuels Your CI Strategy, Anna Karousis, Quantum
Health, & Heather Perfors, T. Marzetti

Failure Is Not an Option: Building a CI Culture at NiSource, Abby Lauer, Joe
Marinello & Chelsea Garrett, NiSource

Waste Elimination by Keeping Improvement Local, Chad Smith, CI Solutions

Rapid Problem Solving: A Lean Six Sigma-Inspired Hybrid for Fast, Effective Improvement, Brett Wolf & Marcy Arango, Nationwide

Navigating Transformation, Change, and Disruption, Devon Wood & Lisa Rogers, Fisher
Management Partners

This agenda and its session options are subject to change.