



# INNOVATION SERIES

Get Inspired

## Innovation Forum 2010

*Be the Face of Innovation*

Wednesday, May 26, 2010

7:15 a.m. to 12:15 p.m.

Victoria Inn Hotel and Conference Centre Winnipeg

**KEYNOTE SPEAKER | Tom Kelley**



**Tom Kelley**, author of best selling books *The Art of Innovation* and *The Ten Faces of Innovation*, is a seasoned innovation practitioner with proven techniques for fostering a culture of creativity and developing processes for continuous innovation.

Tom is the General Manager of **IDEO**, the widely admired design and development firm that brought us the Apple mouse, the Palm V and hundreds of other cutting edge products and services, and for the last three years has ranked on *Fast Company's* list of The World's 50 Most Innovative Companies.

Working with his brother, IDEO founder David Kelley, Tom has helped manage the firm as it has grown from 20 designers to a staff of more than 500. IDEO has proven over and over that everyone can contribute creatively to a project, that innovation can be made a cultural way of life in an organization.



### Breakout Sessions

#### **Emerge Knowledge Design Inc.**

Rick Penner, President

Hosted by: Industrial Technology Centre

#### **Habitat for Humanity Winnipeg**

Sandy Hopkins, Chief Executive Officer

Hosted by: The Winnipeg Chamber of Commerce

#### **Skybridge Marketing Group**

Michael Embury, Manager, Human Resources

Hosted by: Manitoba Customer Contact Association

#### **St. Boniface General Hospital**

Kellie O'Rourke, Executive Director – Support Services

Hosted by: QNET

#### **VAW Systems Inc.**

Yaroslaw Muzyka, Vice-President, Operations

Hosted by: Canadian Manufacturers & Exporters

*Make innovation a way of life in your organization with the practical tools and insightful concepts that foster idea breakthroughs.*



# Innovation Forum 2010 – Breakout Sessions

**Emerge Knowledge Design Inc.**  
Emerge Knowledge Design Inc. has become an industry leading provider of environmental data management services by converting years of industry experience into web-based software that helps clients collect, manage and analyze information. Hear about key ideas, issues and opportunities that made it possible for the company to establish its niche software in the North American marketplace.  
*Session host:*



**Habitat for Humanity Winnipeg**  
Innovative thinking in processes, marketing, fund raising, construction and the business model is key to the activities and approaches used at Habitat for Humanity Winnipeg. By mobilizing volunteers and community partners, the organization works with people from all walks of life to build

safe, decent, affordable housing for purchase by low-income working families.  
*Session host:*



**Skybridge Marketing Group**  
In 2009 Skybridge began an innovative strategy to implement Home Based Customer Service Agents through creative use of technology and an out of the box approach to the traditional contact centre environment. This new endeavour has proven to decrease costs, improve employee performance and moral, and create opportunities with an entirely new demographic.  
*Session host:*



**VAW Systems Inc.**  
Many organizations embark on a journey embracing process innovation through the use of lean tools without addressing how their leadership impacts employee

engagement in process improvement. Hear about the approaches the VAW team has taken in response to this challenge while in their pursuit to be the pre-eminent global supplier of engineered noise control products.  
*Session host:*



**St. Boniface General Hospital**  
Innovation in healthcare is taking place at the hospital through a transformation of processes and culture. Initiated in April 2009 using lean strategies and tools, the journey has given creative ideas fertile ground, with a focus on improved patient and client services, supply inventory / purchasing practices / standardization, eliminating rework and reducing costs.  
*Session host:*



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Cancellations must be received in writing no later than May 5, 2010. After that time, the full registration fee applies. Replacement participants are accepted anytime. Invoices are sent for non-attendance. GST Reg # 899755334RT.

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