

# Strategies for Building a Stronger Workforce

written by Lauri Moon | November 7, 2018

Manufacturers are navigating a period of intense change as digitization and advanced technologies transform the sector. Prudential commissioned a survey, performed by The Economist Intelligence Unit, to assess manufacturers' preparedness and priorities. The survey surfaced findings organized around three key themes: strategies that manufacturers are adopting in response to industrial transformation; their approaches to managing their changing talent needs; and what the most innovative and tech-forward players in the sector do differently.

Join Prudential as they share innovative ways to address these unique challenges with focus on the most important component of all, your people. Workforce management is the engine that drives your organization both by injecting new talent into the mix to insure you stay current while also insuring your people will be taken care of both while they are working and into retirement. Prudential's insights will provide new ways to address your current and future concerns.

## **Description**

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provide new ways to address your current and future concerns.



## **Speakers**

### **Michael Domingos, Vice President, Corporate Distribution and Strategy, Prudential**

Mike Domingos is vice president, Corporate Distribution and Strategy within Prudential Retirement, a business unit of Prudential Financial, Inc. (NYSE: PRU), and a leading provider of defined contribution, defined benefit, nonqualified deferred compensation plan administration, and institutional investment and risk management services. Mike is responsible for leading the corporate market sales team, nationally. This includes overseeing the development and execution of the distribution strategies for defined contribution, pension, and nonqualified plan services in corporate markets. He ensures retirement plan products and services offered by Prudential Retirement are customized to meet the needs of clients in target markets.

Mike entered the financial services industry in 1993, when he joined Prudential. He has a Bachelor of Science degree in business administration from the University of Hartford and is a Series 6, 7, 24, and 63 registered principal.

He volunteers his time to several charitable organizations including serving on the Host Committee for UNICEF Chicago, and through membership in the Red Cross Blood Drive, Habitat for Humanity, and the United Way.

### **Marc Howell, FSA, EA, Vice President - Custom Retirement Solutions, Prudential**

Marc Howell has over 18 years of experience working with sponsors of defined benefit and defined contribution plans. He leads a team of consultants tasked with providing custom design solutions within the defined benefit and defined contribution market. Leveraging Big Data, Marc has led development of multiple proprietary capabilities within Prudential. These capabilities focus on predicting human behavior to allow for the creation of retirement designs focused on delivering

the best possible outcomes for employees as well as employers. He has redesigned retirement programs for numerous plan sponsors across the U.S., ranging from manufacturing, healthcare, utilities, higher education, and professional services organizations.

Marc's innovative approach to plan redesign won his clients 1st place in the PSCA Signature Awards, for both 2013 and 2015. Additionally he has spoken at numerous industry events and was interviewed by PlanSponsor on the topics of Big Data analytics, plan design and retirement program ROI. In 2017, Marc was named a "Top 25 Rising Star in Retirement under 40" by LIMRA. Marc was a Joseph Wharton Scholar at the University of Pennsylvania's Wharton School of Business, where he graduated with a B.S. in economics. He is a Fellow in the Society of Actuaries, a Member of the American Academy of Actuaries, and an enrolled actuary.

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# **Business Continuity Management: Managing Risk and Improving Recovery**

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Business Continuity Management (BCM) enables organizations to manage risk and

enable better, faster recovery following a disruption. BCM involves proactive risk identification to limit potential damage to an organization's brand, capital, functions, and revenue.

Disruptions range from man-made events (i.e. cyber or terrorist attacks) to natural events (i.e. extreme weather or natural disaster). Given today's environment, it's not a matter of if a disruption will occur but when a disruption will occur.

DuPont Sustainable Solutions (DSS) believes that BCM is the continuous improvement of an organization's recovery capabilities. During this webinar, you will learn about:

- Characteristics and behaviors of resilient organizations
- The key elements of the DSS approach to business continuity
- How DSS clients successfully managed business disruptions and lessons learned

## **Speakers**

### **Emily Hunt, Principal**

An experienced Director with 13+ years of experience in Organizational Resilience including providing Business Continuity Management (BCM), Disaster Recovery Planning, Crisis Management, and Regulatory services. Throughout her career, she has increased the resiliency of international commercial and public clients by designing, advising, and directing large-scale business continuity programs. Emily's experience spans various industries and clients in the Middle East, Europe, and North America.

### **Alfonsius Ariawan, Global Solutions Architect, DuPont Sustainable Solutions**

Alfonsius Ariawan is a Global Solutions Architect with DuPont Sustainable Solutions. He provides support in the area of Operational Risk Management (ORM) and Operational Excellence to various clients across multiple industries. He has extensive experience in performance management and data analytics. As a certified

Six Sigma Master Black Belt, Alfonsius mentors many improvement project teams and shares his experiences to clients externally. Mr. Ariawan holds a Ph.D. degree from the University of British Columbia. He has been with DuPont since 2001 and the DuPont Sustainable Solutions business since 2009.



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# **Webinar: Future-proof Your Workforce**

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The National Association of Manufacturers estimates that manufacturers have 365,000 unfilled jobs now and will need to fill 3.5 million jobs in the next 7 years. In addition to traditional assembly line jobs, the manufacturing industry is moving rapidly toward jobs with irreplaceable human skills, such as creativity, ingenuity, and critical thinking.

To stay competitive, manufacturers need to quickly accommodate the new expectations of this shifting workplace environment. New job opportunities bring new ways of working. Your current and future employees require an expanded toolset to be productive contributors as soon as they step in the door and advance within your organization.

Successful manufacturers have found ways to increase productivity while proving they are exciting, innovative, and rewarding places to work. Join this webinar for a discussion that will help you future-proof your workforce and:

- Understand the impact that the changing workforce is having on manufacturers today.
- Learn how to maximize productivity amongst your employees and use your existing workforce to its fullest potential.
- Identify how technology can play an integral role in the recruiting, retaining, and effective scheduling of the new generation of workers.

## Speakers

### **Gardner Carrick, Vice President of Strategic Initiatives, The Manufacturing Institute at the National Association of Manufacturers**

Gardner Carrick is the Vice President of Strategic Initiatives for The Manufacturing Institute at the National Association of Manufacturers. Mr. Carrick leads the Institute's workforce portfolio and is currently working on a new industry-recognized apprenticeship system to change how manufacturers and schools partner to prepare the workforce. He is also leading the development of a national education data system that will integrate education, certification, and labor market data to deliver outcome information on education programs. Previously, Mr. Carrick led the Institute's research activities including partnerships with internationally recognized consulting firms and the Institute's military-to-manufacturing program. Prior to joining the Institute, he worked at the U.S Department of Labor.

### **Nick Castellina is Director of Industry and Solution Strategy, Infor**

Nick Castellina is Director of Industry and Solution strategy at Infor where he is responsible for marketing messaging and strategic direction in the discrete manufacturing industries. Nick interacts with end users to understand their challenges and connects with product management and marketing to support Infor's commitment to delivering focused solutions featuring industry best practices. Prior to Infor, Nick was Vice President and Research Group Director of the Aberdeen Group's Business Planning and Execution research practice. There he worked with

software vendors and end users to analyze trends and produce industry-leading content in topics related to Enterprise Resource Planning, Enterprise Performance Management, Project Portfolio Management, and Business Process Management.

 **Jim Perry, Director, Enterprise Performance Management Practice, Infor**

Jim Perry is a Director in the Performance Management practice at Infor. Jim lectures extensively on best practices in Big Data and digital transformation and is a recognized thought leader in the space. He holds an MBA Finance from Rutgers Business School, has a graduate certificate in Data Science from MIT, and is a registered Six-Sigma Black Belt.



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# **Webinar: The Servitization Revolution in Industrial Manufacturing**

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Engineering & Manufacturing (E&M) companies are advancing their business

models to focus more on providing services and capability to their customers, a practice known as “servitization.” As core markets are becoming increasingly saturated, and product margins are under pressure, companies are aligning their supply chain strategies to meet their customers’ heightened expectations.

Service type activities already make up from one-third to more than one-half of manufacturing employment in some industries. And in today’s marketplace, more and more companies are offering after-market services or complete solutions that are closely coupled to the manufacturer’s products.

While having a digital strategy is important for any manufacturer today, that’s only half the story. There is a huge shift towards the consumption of services over the consumption of products, and it’s this combination of digital pressures and demand for services that is bringing about a revolution in industrial manufacturing.

DHL’s Engineering & Manufacturing sector and The Advanced Services Group have created a white paper series focused on this shift in business models, and in this webinar you’ll hear from several experts who will discuss servitization in the context of value networks as well as supply chain strategies and its impact on E&M industries. You’ll also hear a best practice case study that will shine a light on the transformational change process – from strategy articulation to process definition and decision enablement.

## **Speakers**

 **Reg Kenney, President, Global Engineering and Manufacturing, DHL, Customer Solutions & Innovation**

Involved in the logistics and transportation industry for 40 years, Reg Kenney is President of DHL’s Global E&M Sector and Head of DHL’s Customer Solutions & Innovation, Americas Region, based in Plantation, Florida.

Roles prior to this included Executive VP, DHL Global Customer Solutions, Americas Region and – with Air Canada Cargo for 20 years – a variety of executive-level assignments including Director of Sales, GM of Western North America, and GM of System Operations. Reg has been a member of the Council of Supply Chain



Management Professionals since 1999.

**✘ Tim Baines, Professor and Executive Director, The Advanced Services Group, Aston Business School**

Tim is the leading international authority on servitization and spends much of his time working hands-on with both global and local manufacturing companies to understand servitization in practice and help to transform businesses.

He spent ten years working in manufacturing businesses, beginning his career as an apprentice. His background gives him a personal understanding of the challenges faced by the industry and of the need for practical, relevant guidance on implementing change strategies.

His book *Made to Serve: How manufacturers can compete through servitization and product service systems* described as, 'Essential reading for any companies or executives looking to explore this option for their business' provides a practical guide to servitization, based on in-depth research with leading corporations such as Xerox, Caterpillar, Alstom and MAN Truck & Bus UK.

**✘ Jim Euchner, Honorary Professor, Aston Business School, Former VP for Global Innovation, Goodyear**

Jim Euchner is an Honorary Professor at Aston Business School and the Editor in Chief of *Research-Technology Management*, a peer-reviewed journal for practitioners of innovation, technology and research management. He was previously Vice President of Global Innovation at Goodyear Tyre & Rubber Company, where he led the development of new businesses and helped launch businesses on three continents.

Prior to his work at Goodyear, Jim held positions as Vice President of Growth Strategy and Innovation at Pitney Bowes, Inc. and Vice President, Network Systems Advanced Technology at Bell Atlantic. He is particularly interested in the use of lean startup approaches in large organizations and the challenges manufacturers confront in moving to services-led business models.

Roles prior to this included Executive VP, DHL Global Customer Solutions, Americas Region and - with Air Canada Cargo for 20 years - a variety of executive-level assignments including Director of Sales, GM of Western North America, and GM of System Operations. Reg has been a member of the Council of Supply Chain Management Professionals since 1999.

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# **Webinar: 5 Steps Manufacturers Must Take to Engage the Gen Z Workforce**

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The manufacturing industry is facing a talent crisis with the impending "silver tsunami" of baby-boomer retirements. This is compounded by the harsh reality that younger generations aren't considering manufacturing as a career option.

To remain competitive in the war for talent, manufacturers must create a work environment which attracts, engages, and retains the future workforce. This webinar will discuss five actionable steps manufacturers can take to get there.

During this webinar, you will:

- Learn how to motivate and engage a multi-generational workforce
- Discover new ideas for creating “Gen-Z-ready” work practices
- Gain insight into the role technology plays in enhancing the employee experience

## **Speakers**

### **John Frehse, Senior Managing Director, Ankura**

John Frehse is a Senior Managing Director at Ankura, based in the New York office. He has more than 20 years of experience focused on labor and operations strategy.

John has developed and implemented strategies for more than 100 companies, and he delivers to corporate leaders innovative labor solutions that incorporate solutions to employee needs. His work has spanned a wide range of industries, including food and beverage, automotive, chemical, electronics, pharmaceuticals, power, call centers, banking/insurance, distribution, telecommunications, mining, government and healthcare.

John’s professional philosophy is that people are the most valuable resource of every company. His experience has proven that in order to create long-term success, a thoughtful and methodical approach to labor must be created.

Before joining Ankura, John was a founding partner of Core Practice LLC, an international labor strategies firm. Prior to that, he was head of Global Strategic Services Sales for Blue Pumpkin Software, now known as Verint. His clients included the manufacturer of automobile driveline and drivetrain components and systems, a multinational food manufacturing and processing conglomerate, and a Canadian telecommunications and media company.

### **Kylene Zenk, Director, Manufacturing Practice, Kronos**

Kylene Zenk, Director, Manufacturing Practice, leads awareness building efforts and go-to-market strategy execution for the manufacturing market at Kronos Incorporated, a global provider of workforce management and human capital management software solutions. Her primary focus is educating manufacturing

organizations about the role of effective labor management in improving employee engagement and organizational performance. She is also responsible for partnering across sales, services, product development, and customer support to achieve sales growth and customer satisfaction goals.

Prior to joining Kronos in 2007, Zenk worked at Capital One Financial Corporation in operations, sales training, and marketing roles. She has a bachelor's degree in political science and a master's degree in business administration, both from the University of Massachusetts, Amherst. Zenk is also a member of the National Association of Manufacturers, the Association for Manufacturing Excellence, and the Society for Human Resource Management.



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