



**TURNING THE AIRCRAFT CARRIER:  
INJECTING INNOVATION INTO LARGE ORGANIZATIONS**

U.S. Postal Service Office of Inspector General International Roundtable with  
The Postal Innovation Platform (PIP)

USPS OIG Headquarters (1735 N. Lynn St. Arlington, VA) - 2nd Floor and via [WebEx](#)  
14 March 2016 | 9:00am - 12:00pm EST

**If innovating was easy, everyone would be a Silicon Valley millionaire.** It's tough. Innovating within large organizations is especially tough, as nobody seems to have the time, the willingness or the resources to turn new ideas into workable solutions. But it can be done, provided their leaders build a culture of experimentation that rewards outside-the-box thinking and an environment where innovative ideas can grow. The U.S. Postal Service Office of Inspector General and the Postal Innovation Platform have brought together innovation leaders from the private and postal sectors to debate the best ways to push entrenched companies closer to that elusive cutting edge.

## SCHEDULE OF EVENTS

### WELCOME ADDRESS

9:00-9:05AM

#### **Tammy Whitcomb**

Acting Inspector General, *U.S. Postal Service Office of Inspector General*

### INTRODUCTION

9:05-9:20 AM

#### **Bernhard Bukovc**

Chairman, *Postal Innovation Platform*

### FOSTERING INNOVATION: BEST PRACTICES FROM POSTAL OPERATORS

9:25-10:25 AM

#### **Jim Cochran**

Chief Marketing and Sales Officer, *USPS*

#### **Lily Loo**

Head of Customer Centricity Program, *Singapore Post*

#### **Claudia Pletscher**

Head of Development & Innovation, *Swiss Post*

#### **John McConnell**

Director of Innovation & Quality, *An Poste*

**BREAK | 10:25-10:40AM**

### FOSTERING INNOVATION: BEST PRACTICES FROM THE PRIVATE SECTOR

10:45-11:45 AM

#### **Vijay Sondhi**

Senior Vice President of Innovation, *Visa*

#### **Brijesh Khanna**

Vice President of Strategic Business Planning, *Hitachi Global Center for Social Innovation*

#### **Paul Misener**

Vice President of Global Public Policy, *Amazon*

### CONCLUDING THOUGHTS

11:45 AM - 12:00 PM

#### **Bernhard Bukovc**