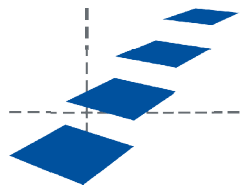




Operational Excellence – A Front-Line Report

Euro Finance Week
15. November 2011



**OPERATIONAL
EXCELLENCE**
IN FINANCIAL INDUSTRIES



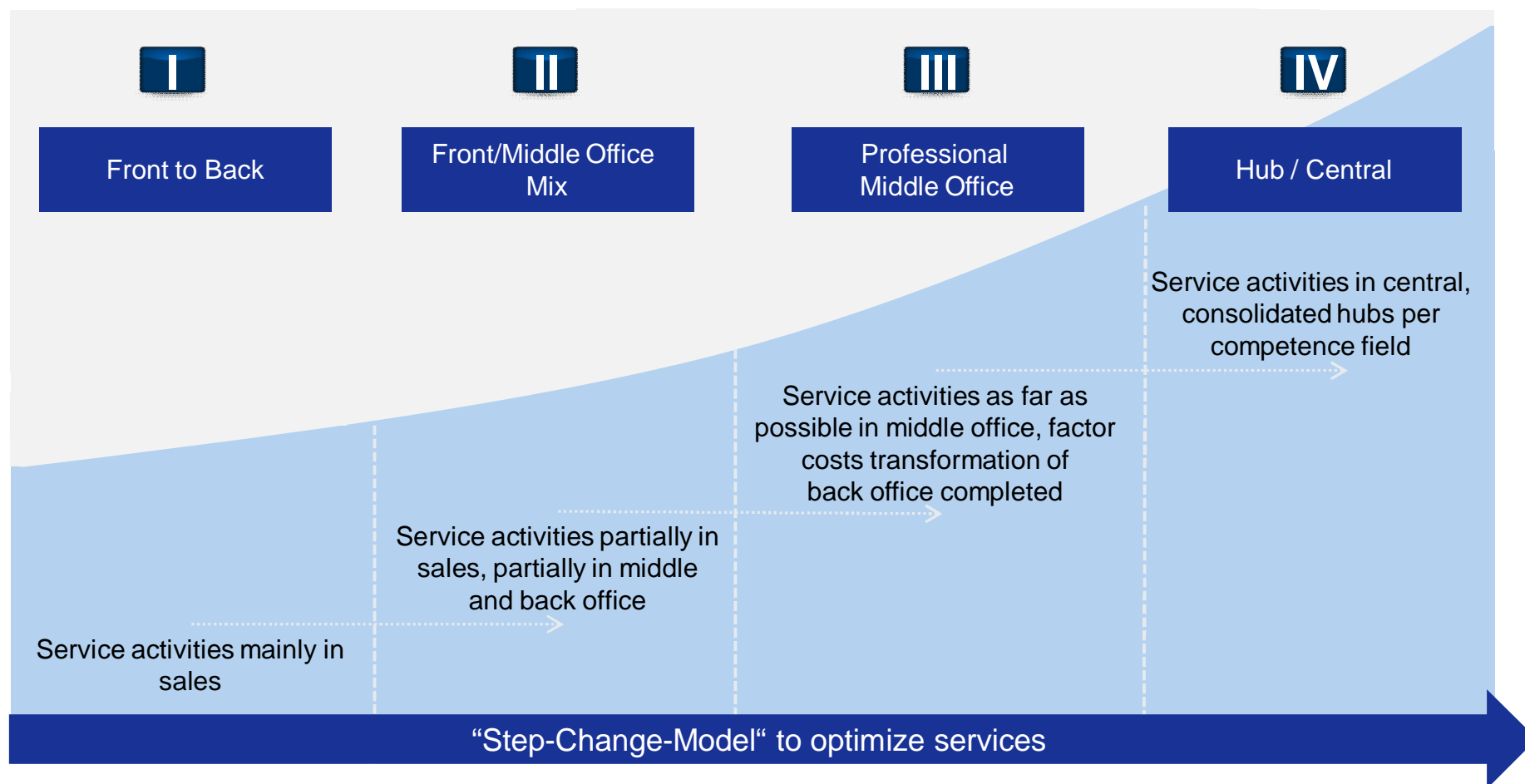
Agenda



- 1 Value Creation Thinking
- 2 Performance Awareness
- 3 Management Momentum
- 4 Permanence of Lean
- 5 Impact



„Step-Change-Model“ fosters the development of standardized, efficient services



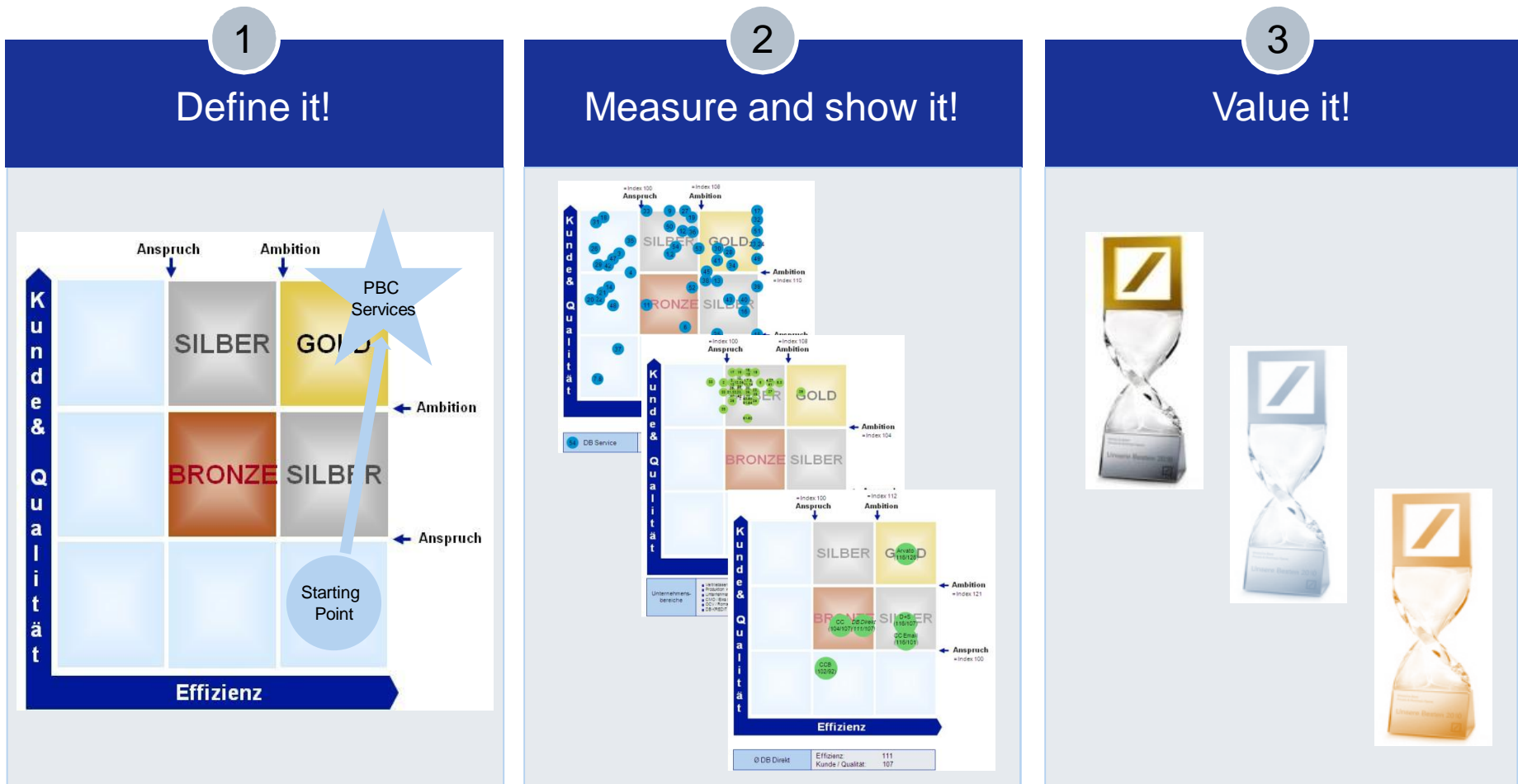


In times of “Cost Game” performance requires focus on value drivers



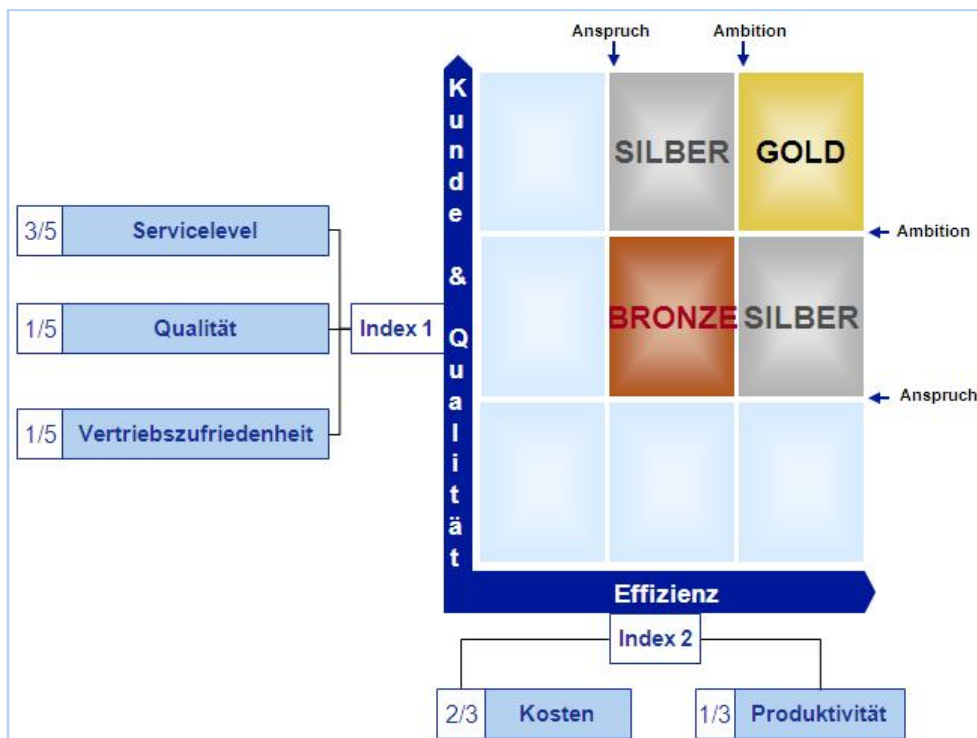


Performance Matrix PBC Services: A way of steering efficiency and quality targets...





1 Define it! Performance Matrix is applicable as industry-wide method by Indexing and Criteria Code System

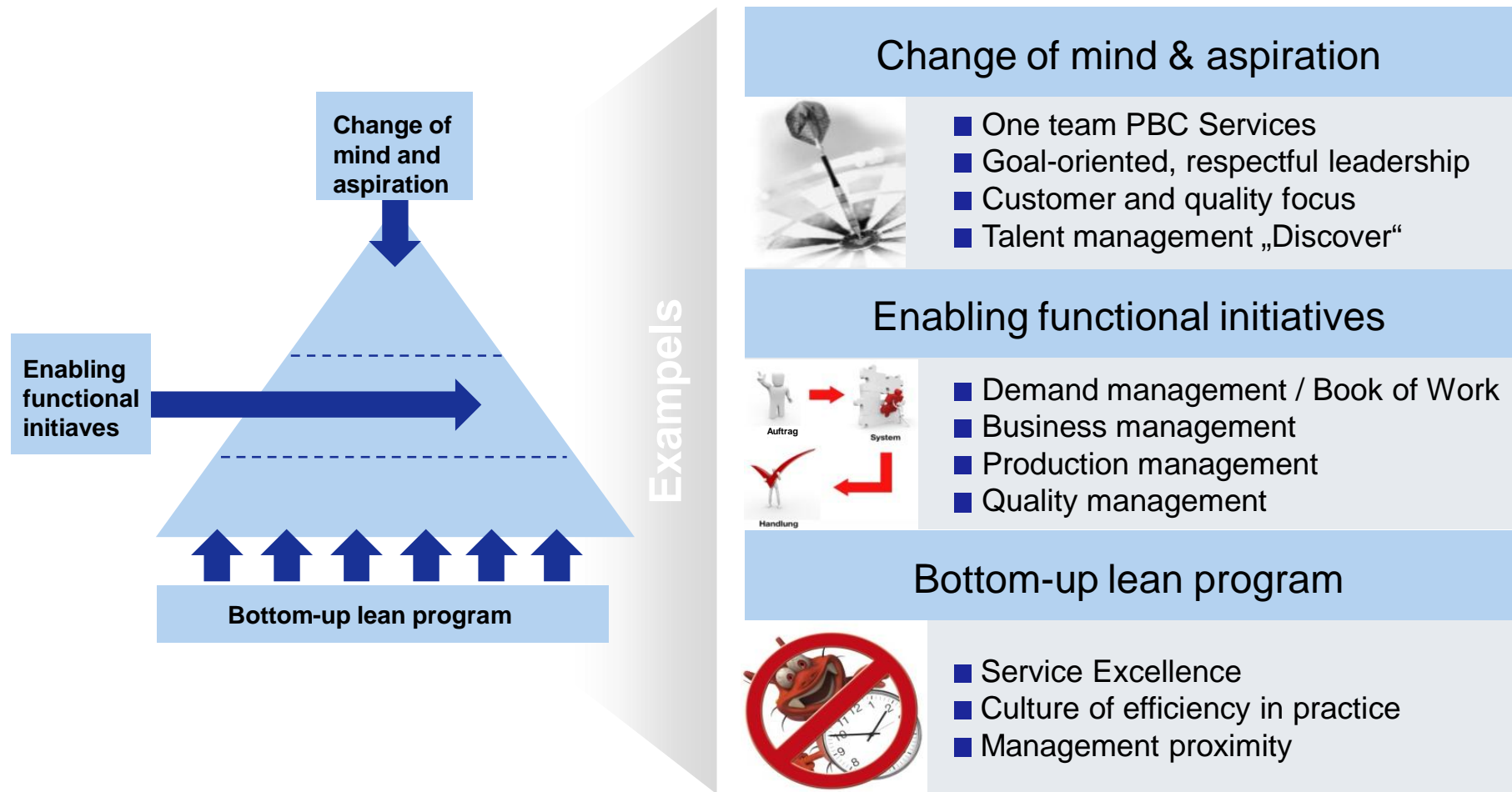


Principles & Targets

- a Target agreement = requirement
- b Over performance = ambition
- c Team measurement



Management momentum triggers invigorating transformation





Service Excellence: Lean through bottom-up generation of optimization ideas



Service Excellence

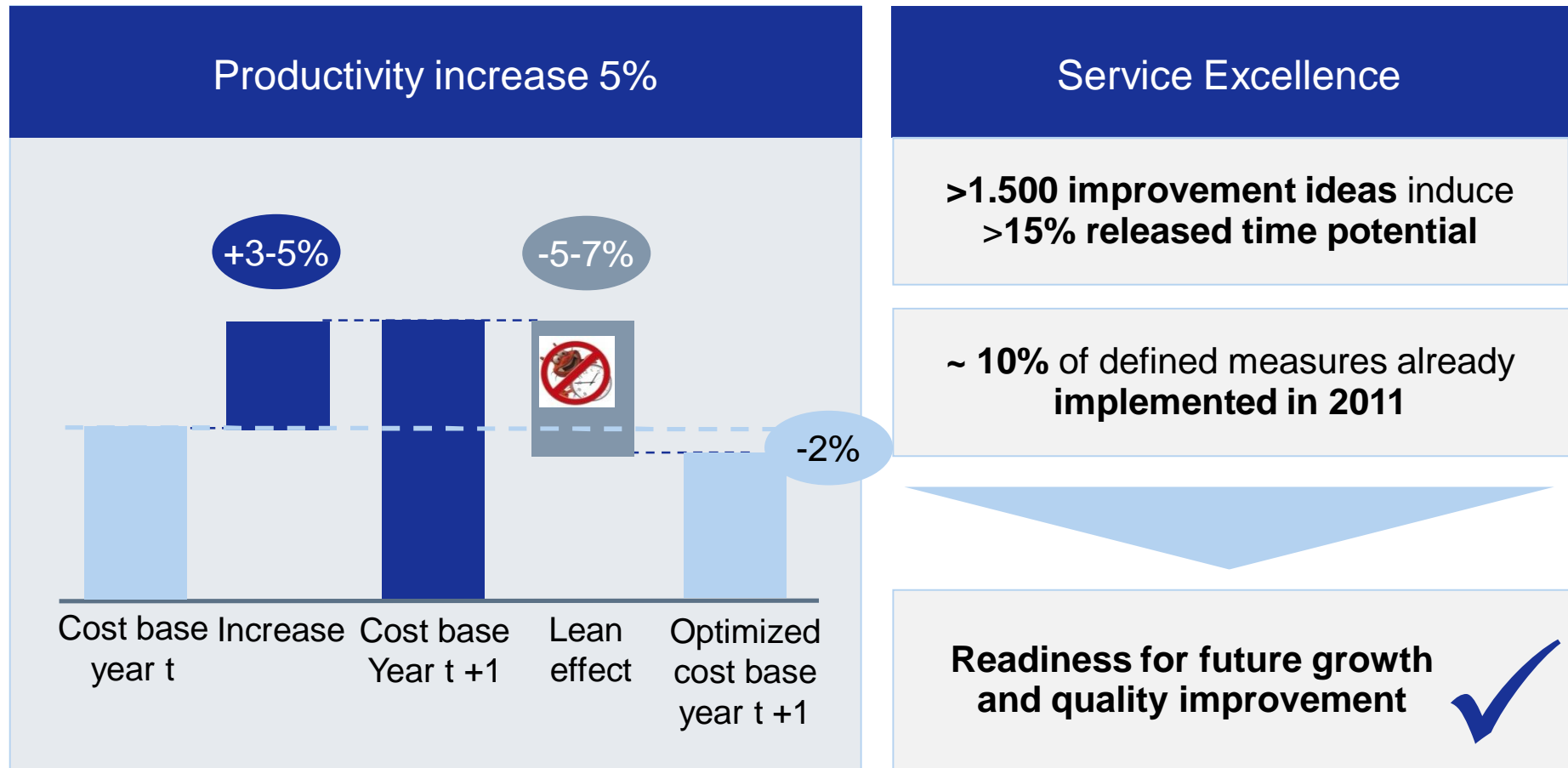
Lean program from employees for employees

Elimination of time wasters

Optimization of workplace and daily procedures



Lean program Service Excellence to ensure continuous cost decrease





Thank you for your interest