

From anchors and wings

Executive	Dietmar Müller & Dr. Malte Sommer	Brief characterization To implement the management guidelines, the two TNM departments Real Estate and Calibration Laboratory held a joint workshop "Improvement potential to increase customer satisfaction". In this workshop, only the "anchors" (time frame, structure of the presentation of results, etc.) were specified. For the selection of topics related to the management guidelines, the participants were given "wings" with which they could take a helicopter view of the topics they had selected themselves. Topics such as process optimization, communication with the customer and presentation of one's own department as an internal service provider were selected and solution approaches were developed. The results were jointly implemented in everyday life. In this way, the employees were able to experience appreciation, to shape and co-determine their own work, and to become enthusiastic about these tasks in this way. At the same time, customer orientation was improved through innovative approaches.
Team size	11	
Creator	Fk & Team	
TÜV NORD Region	Germany	
TÜV NORD unit	TÜV NORD Mobility	

One-pager: contributions to the management guidelines

Customer Focus	Think like a customer: In everything we do, employees should try to take on the role of the customer and make this the focus of their approach. This ensures that processes are optimized incrementally to improve customer satisfaction.
Employees as Key to Success	Promoting innovative, creative approaches, allowing mistakes and deriving potential for improvement from them. Individual support and encouragement create scope and provide resources to make the best possible use of the employee's respective strengths.
Integrity as Basis	- With the best possible customer satisfaction through the performance of our services, all legal and normative requirements must be met in full. - Obtain feedback from customers and employees on a regular basis and promote an open communication culture, including through experience exchanges, workshops, etc.
New Opportunities by Diversity	- By selecting the workshop participants, a heterogeneous group was formed in order to obtain the broadest possible spectrum of perspectives. - Through cooperation between the two departments, it was possible to create an interdisciplinary collaboration "at eye level". Employees from different age groups, areas of responsibility, qualifications and company affiliation benefit from the different experiences.
Innovation Culture towards Future	- Employees are allowed to try things out, make mistakes, implement results and receive direct feedback. - For employees, the best-practice approach "Of anchors and wings" creates a creative working environment in which they can continuously experience the culture of innovation.