

WE CAN BE HEROES

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| Executive | Dr. Dietmar Schlösser | Brief characterization We believe in a few principles: - Judge people by attitude, not by qualification or title - Delegate responsibility instead of delegating tasks - Focus on people's strengths, not their weaknesses - Actively listen to people with different opinions from yours - Don't rely on asking your team members for forgiveness, but rather ask them for their permission first - Clarify & confirm your understanding before you move on - First seek to understand, not to be understood - When something goes wrong, ask "what have we learned?" We encourage 3 types of contributions: 1. Individual accomplishments contributing to overall results 2. Contributions to the success of others 3. Results that build on ideas or work of others |
| Team size | 8 | |
| Creator | Fk & Team | |
| TÜV NORD Region | Germany | |
| TÜV NORD unit | Innovation & Digitalization, TÜV NORD AG | |

One-pager: contributions to the management guidelines

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| Customer Focus | - We tailor offerings to the needs of BUs and charge for it. - Also we managed to win 2 external customers so far. - We measure Net Promoter Score (NPS) consistently and derive improvement plans. - Our mission is to take things from idea to prototype - We actively participate in co-creation programs (example: Growify) and develop solutions based on customer input |
| Employees as Key to Success | - Regular discussions in the team about the corporate and divisional strategy in order to derive what we can do to achieve the overarching corporate goals - Information is not power - we share all information within the team as well as across the group - Deploy employees in the areas in which they have their strengths and where their passion lies - We congratulate each other and are proud of our performance. - Team spirit is very important to us |
| Integrity as Basis | - You cannot teach values, you can only exemplify them: Dietmar lives exactly what he expects from us. This makes him authentic and credible to everyone - He does not allow himself to be influenced by other constellations of people, but always remains true to his values and views - We know that Dietmar is always behind us even if something goes wrong |
| New Opportunities by Diversity | - We see ourselves as an international group and it is very important for us that international employees do not feel excluded - We are not just talking about diversity, but are living it in different areas (example: female-rate 43%, two employees are from abroad, team language is English) - For us, every employee is equal regardless of cultural background, gender, beliefs or any other characteristics. - Digital Academy is the only central function who is consistently providing presentations in English |
| Innovation Culture towards Future | - Every day we strive for having new ideas for greater innovation - We regularly pilot new formats - We established the Innovation Award, Innovation Council, Meet the Innovators and created empowerment programs like Digital Expert training and #GoNORD - We present current innovation activities in spotlights and celebrate these achievements |