

## Don't Hesitate To Innovate!

<b>Executive</b>	Ingo Jongschlager	<b>Brief characterization</b> No creativity without freedom: We create space for innovations alongside our operating business. This is the only way to generate ideas for new services and drive forward internal optimization. To this end, we use - workshops for the internal exchange of know-how (bi-weekly) - a living failLEARN culture - trial and error according to the "2:10 principle" (if only 2 out of 10 ideas are successful, then that is still a win) - further training beyond the end of our nose, e.g. master plan, podcasts, spreading topics via MS Teams - active use of idea management - networking with our Innocenter - 2 digital experts in training.
<b>Team size</b>	16	
<b>Creator</b>	Fk & Team	
<b>TÜV NORD Region</b>	Germany	
<b>TÜV NORD unit</b>	Tower, Foundation & Offshore Structures, TÜV NORD EnSys	

### One-pager: contributions to the management guidelines

<b>Customer Focus</b>	- Keeping an eye on topics & products of our customers - Solution-oriented action - Cooperation on an equal footing with the customer (we are not the audit police) - Professional exchange of information - Regular team coordination on ongoing projects (welcome week), in order to make efficient use of testing time that has become available at short notice - Bi-weekly jour fixe, in order to address general, specialist and operational customer issues in the team
<b>Employees as Key to Success</b>	- Trust is placed in the team and management tasks are also handed over to interested employees. - The focus is on learning from mistakes. Employees are supported in difficult situations. - The team is involved in project planning on its own responsibility and each employee is deployed according to his or her own strengths as far as possible.
<b>Integrity as Basis</b>	<Best practice example is not related to this guideline>.
<b>New Opportunities by Diversity</b>	<Best practice example is not related to this guideline>.
<b>Innovation Culture towards Future</b>	"Doing is like wanting, only more blatant!": We try out innovations in a concrete way and advance each individual employee, the team and the entire cluster through innovations. - Outline problems in the team - collect ideas in the collective - find people to take care of them - create spaces for innovations alongside the operational business - try things out and evaluate them step by step.