Complete - Responsible - Individual!

Executive	Ingolf Gerling	Brief characterization
Team size	13	Vision: - Idea Complete: conscious selection of several aspects of the leadership guidelines - matter of the heart! - Idea Responsible: everyone takes responsibility - Idea Individual: everyone contributes with his or her strengths
Creator	Fk & Team	Implementation: - Joint & conscious selection of important leadership guidelines (3 + 1)(see matrix on the left) - Integration of external support (Pawlik) - Selection of trainer profile by the team (voting for Mr. Hohaus)
TÜV NORD Region	Germany	
TÜV NORD unit	TN Systems GmbH & Co KG	

One-pager: contributions to the management guidelines

Customer Focus	- BOLD MOVE enables focus via customer allocation - Cross-OBS networking enables acquisition of large orders - Understanding of customer needs enables coordinated solutions - Stay close to customers and their development, monitor competition - Identify and leverage USPs - Executive leads the way and actively involves himself ("red phone")
Employees as Key to Success	- Information / communication & dialog / feedback increase across all levels (OBS - Cluster - PCL - SCL - SV - TA - BR) - supervisors are "drivers", think across OBS and locations. - Practice and use feedback (focus in Pawlik training) - Use of ONLINE methodologies (TEAMS, etc.) is intensified - also due to CORONA - FK from OBS PT integrated in Magdeburg as interim manager (PCL)
Integrity as Basis	- In CORONA crisis, "captain on bridge" and tangible for staff - As site manager H, there is no "not responsible". - Convey attitude and lead the way: e.g. to BOLD MOVE, silo thinking - Mentoring / tandem is realized despite demanding daily business
New Opportunities by Diversity	- mutual substitutions in the management circle - intensive use of coaching - intensive exchange with supervisor (Edwin Franken) - linking of operational business (e.g. amusement rides) - ensuring dialog with öBR: e.g. age/age-appropriate work, heat
Innovation Culture towards Future	- FK may and should MAKE SELF - innovations: Digitize processes, rethink evaluations, use devices with APPS, be pilot/key user - PCCL is impulse generator for project LOVE