

Seize the opportunity! There is an opportunity in every crisis.

Executive	Jan Schepmann	Brief characterization
Team size	29	
Creator	Team	
TÜV NORD Region	Germany	
TÜV NORD unit	North Course GmbH & Co KG	

Due to the Corona pandemic, the continuation of courses was not possible. In order to continue offering MPU preparation to the customer, NK converted its portfolio to online services within a very short time, which was only possible due to a quick and courageous decision by the GF to secure jobs and the existence of the company. Discussions and usual testing phases were omitted, so that the customers' needs could be met in the shortest possible time.

OFA was not common at NK before the Corona crisis. <10% have taken advantage of it. From now on (until today), OFA was made available to all NK MA. It has shown that presence in the office does not equate to productivity in work performance.

One-pager: contributions to the management guidelines

Customer Focus	The client's ultimate goal is to pass the MPU. NK enables the preparation for the MPU, which is very important for them, through the online DL. This is one of the most important quality features and the requirement of the customer. Even with the introduction of the new online services, customer satisfaction and quality of services are the top priority. With the introduction of a new course concept, an online customer satisfaction survey was also conducted.
Employees as Key to Success	Working groups have been formed to further develop existing products/processes. There is a monthly online team meeting and an annual 2-day team event to strengthen cohesion and further training. The CEO signals to all employees that he is ready to talk at any time. There is a very friendly atmosphere at Nord-Kurs. There is open communication in the meetings.
Integrity as Basis	- In communication, attention is paid to the following points, among others: Mistakes are perfectly okay, openness, communication at eye level, professionalism. - There is a lot of emphasis at NK on not highlighting all the reasons why something doesn't work, but on, "What do we need to do to make it work?" - Everyone has freedom to think out of the box. - You also learn from mistakes.
New Opportunities by Diversity	<Best practice example is not related to this guideline>.
Innovation Culture towards Future	- Decisions are implemented in the shortest possible time and, if necessary, in uncomplicated coordination with the works council (e.g. due to short-time work), always with a focus on the employees and customers in a very goal-oriented manner. - NK continuously modifies the online product with the involvement of course instructors, area managers & technical expertise.