

## SUSTAINABLE SELF-EMPOWERMENT

<b>Executive</b>	Morten Bulk	<b>Brief characterization</b>
<b>Team size</b>	15	<p>Our ERC2 team has gone through all phases of team development since the new OBS structure. We have left the Forming, Storming and Norming phases behind us. Now we perform through:</p> <ul style="list-style-type: none"> <li>- high communication density</li> <li>- intensive exchange</li> <li>- collegial case consultation</li> <li>- open feedback culture</li> <li>- open interaction</li> <li>- reflection of one's own actions</li> <li>- the team is largely self-directed</li> </ul>
<b>Creator</b>	Team	
<b>TÜV NORD Region</b>	Germany	
<b>TÜV NORD unit</b>	TÜV NORD EnSys	

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

<b>Customer Focus</b>	<p>The team has developed, implemented and is now living the role of Customer Account Manager. The role is characterized by:</p> <ul style="list-style-type: none"> <li>- central contact person (per customer)</li> <li>- strong increase in customer satisfaction and retention</li> <li>- for all technical issues towards the customer and internally</li> <li>- reduction of friction losses.</li> </ul>	
<b>Employees as Key to Success</b>	<p>Our strong team is characterized by two aspects. Competence and team spirit.</p> <p>Competence:</p> <ul style="list-style-type: none"> <li>- Responsibilities are distributed throughout the team</li> <li>- team leader representation</li> <li>- working methods and process flows are defined by the team</li> </ul> <p>Team spirit:</p> <ul style="list-style-type: none"> <li>- weekly team meeting and location and independent exchange with videorotating</li> <li>- virtual improvisation theater and online games</li> <li>- 2-day excursion events</li> </ul>	
<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>	<p>Our team has a lot of freedom to try out new ways and to develop them independently. We drive many new and innovative topics as a beacon:</p> <ul style="list-style-type: none"> <li>- Innovation project "Artificial Intelligence in Load Simulation"</li> <li>- Customer surveys</li> <li>- Team Management with OKR</li> <li>- Cross-competence interface list</li> <li>- Active design in technical committees</li> </ul>	