

## OUT OF THE BOX

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| <b>Executive</b>       | Dr. Robert Wernicke                            | <b>Brief characterization</b><br>SCQ is an internal service provider. In the department, we live this role because our leader, Robert exemplifies the holistic service mindset: Our team thinking is cross-societal and open. Due to the nature of our job, silo thinking is not an option. Robert motivates and encourages us again and again to cultivate our interfaces. This promotes cross-cutting project ideas, thinking "out of the box" and the social orientation of TNS / GB IS / TNG. |
| <b>Team size</b>       | 8  |   |
| <b>Creator</b>         | Team   |   |
| <b>TÜV NORD Region</b> | Germany  |   |
| <b>TÜV NORD unit</b>   | Integrated Management System (SCQ), TN Systems |   |

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

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| <b>Customer Focus</b>                    | Our internal customers are the employees of the company, they ensure our value creation. They should be and remain healthy, well informed and motivated. This requires an overall package, which we try to put together together for the area of the integrated management system (QM, UM, occupational safety).<br>- Be prepared!<br>- SCQ project "Age- and age-appropriate work"   |
| <b>Employees as Key to Success</b>       | - Trust is the beginning of everything - The working atmosphere is important. Not all tasks are always fun, but there is a goal towards which tasks are tackled positively. - People working for people: using strengths and providing support - Visions and goals: Live mission statement, culture and values, qualifications/skills are actively developed.   |
| <b>Integrity as Basis</b>                | Robert's integrity results from credible action and communication on three levels: 1. Level: Factual reporting on situations and facts. He gives us the chance to assess and evaluate for ourselves. 2nd level: Classification of the situation and facts on the basis of our own values and experiences. He asks us to see the situation with different eyes. 3rd level: He asks us for our classification. And shows reflective willingness to deviate from his assessment. |
| <b>New Opportunities by Diversity</b>    | <Best practice example is not related to this guideline>.   |
| <b>Innovation Culture towards Future</b> | <Best practice example is not related to this guideline>.   |