

## **COO Circle: International Business and Operations**

### **Part B: How to deal with Organizational Change in multiple country companies**

**Gars am Kamp, February 2012**

**Results of our Discussion:  
Merging the different methods to one standard ...**

**We have several principles and methods of organizing and processing in all the countries we are engaged in. How can we manage this?**

**We need one accepted standard and handsome but powerful tools, applied by our internal specialists.**



## Multi-country versus Company-Standard ...

OK, so if we deploy one standard-procedure - how can we reflect to the different circumstances in all our countries?

The standard-procedure must be adoptable to the specific needs of every country.



## External versus internal expertise .....

**But there are several consultants with different principles. How can we get the acceptance for the company-wide best-case?**

**If our own headquarter-experts train and coach their colleagues in the countries they will recognize and apply the best-case.**



**Acceptance versus expertise .....**

**OK, we have internal consultants, but for best-case-solutions we need the skills, the know-how and the motivation of the people in the countries.**

**Our internal consultants with easy tools will lead the people to generate and implement their own ideas and so develop their own efficiency-program.**



## Governance versus IT-Variety....

So we get best practise work-flows and productivity – but what about different systems?

We need a tool for bridging systems and data-interfaces for central functions.



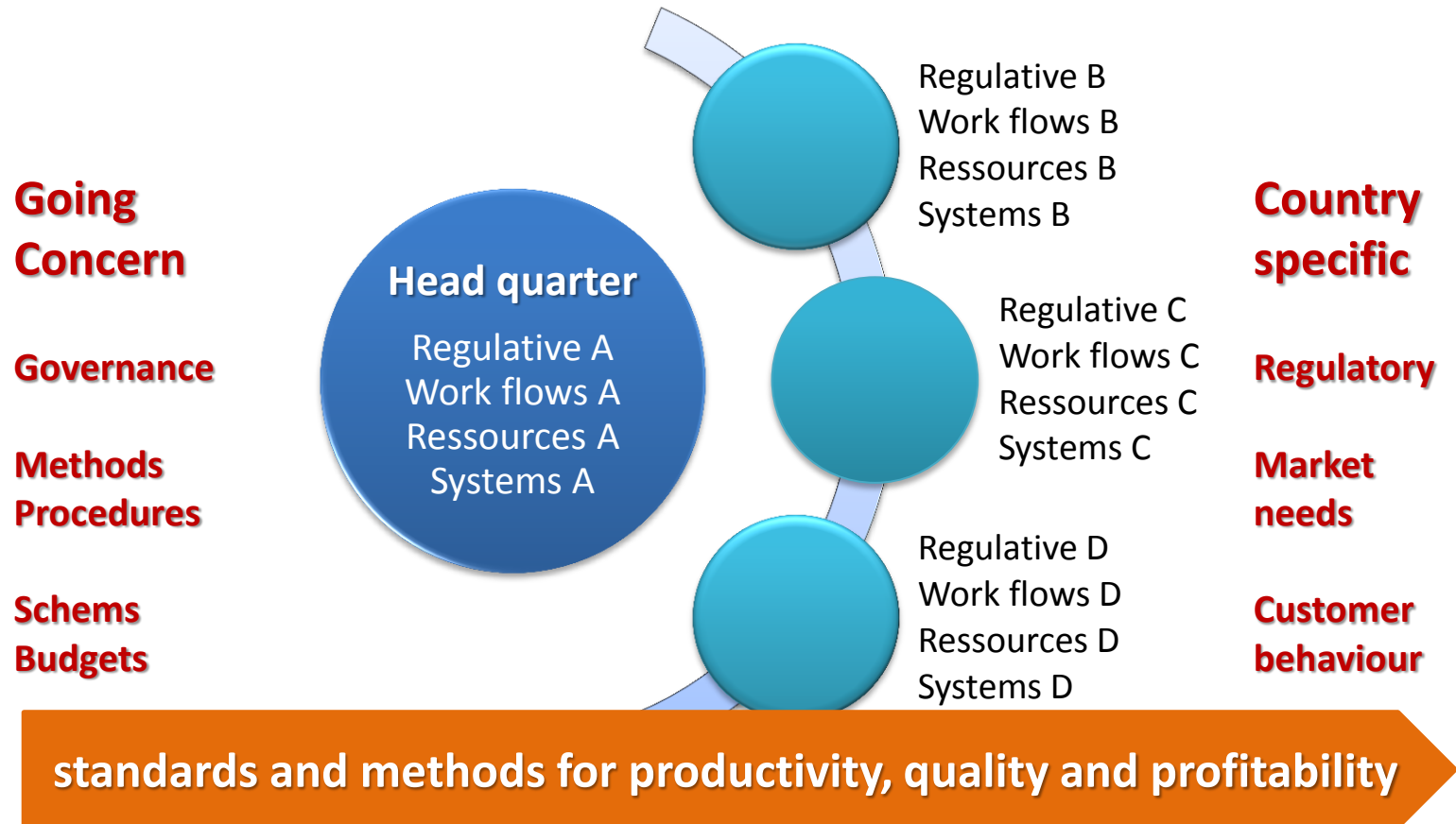
## Reaching Excellence in Operations and Organizational Change .....

So we need a procedure which makes our specialists to internal consultants with easy tools and one company-wide standard, adoptable to the needs of our countries ...

... where best-case workflows powered by IT-bridging systems leads the people to manage their specific efficiency programm!

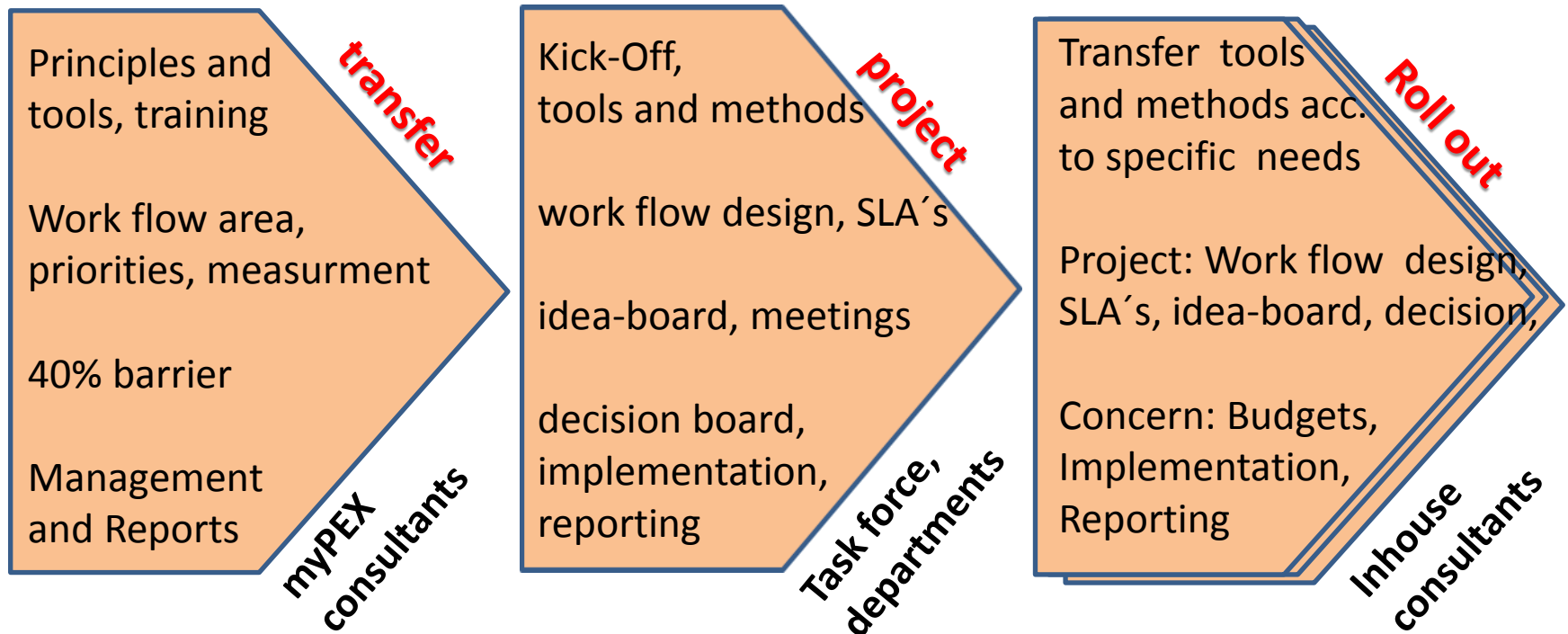


**MyPEX method deploys know-how to internal consultants and reflects so on multi-regional or –country business**

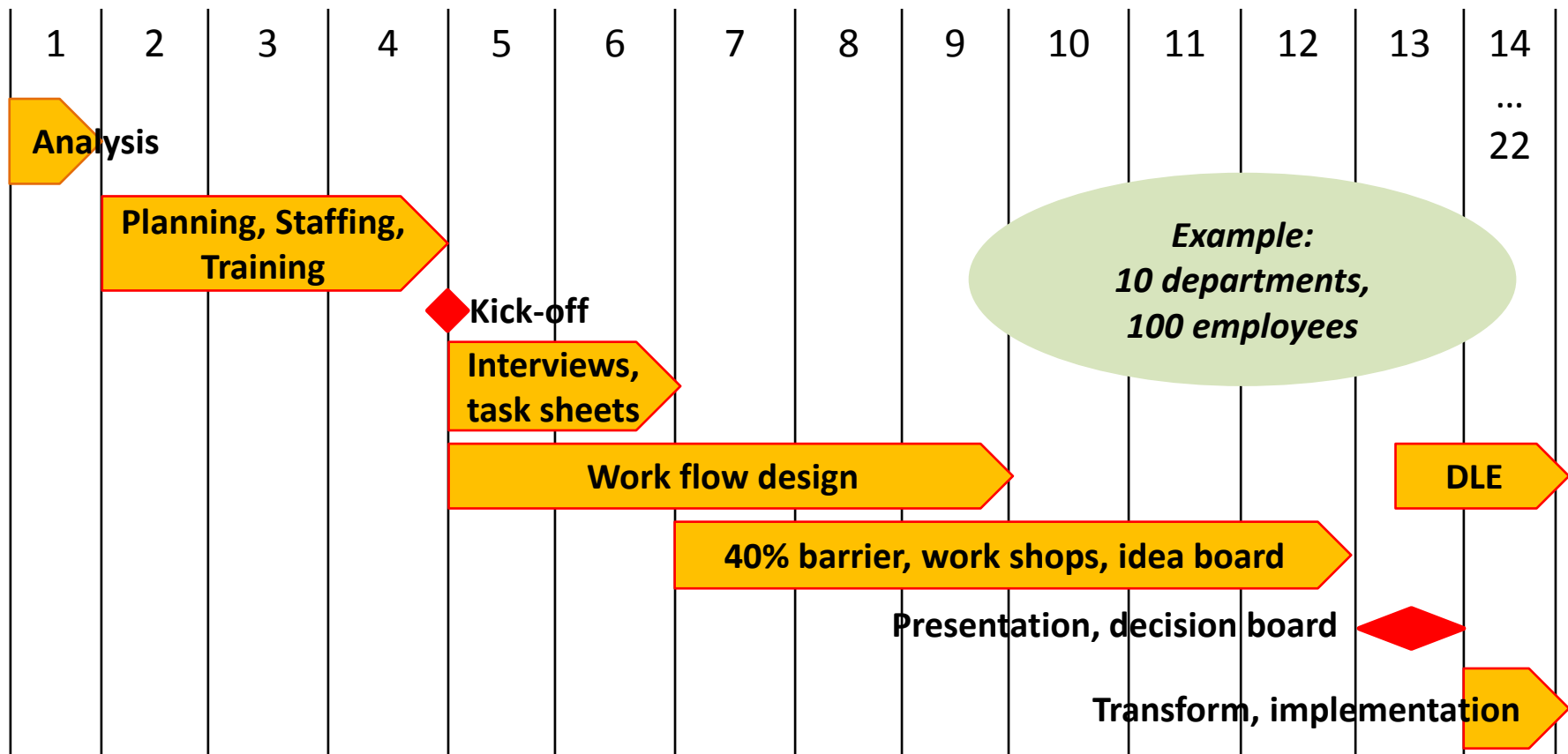




## MyPEX method cascades principles, tools and know-how to all regions and creates so a concern-efficiency-standard



**MyPEX needs more effort in the beginning but pays back with powerful innovation and a new level of team spirit and motivation**



**MyPEX uses the power of our employees and leads to an organizational change for more efficiency and profitability**

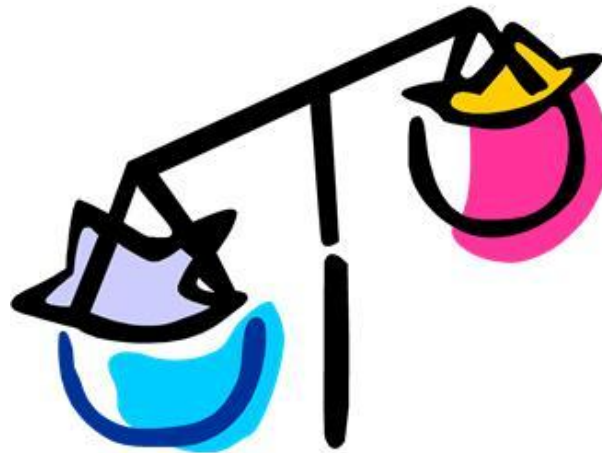
Standards for work flow design and measurement

Accepted procedures with country specific design

Part of daily business

Inhouse experts

New team spirit



**10-20 % less costs**

**5-15 % better productivity (staffing, capacities)**

**5 – 10% more cross-selling**

**More customer focus and time for salesforce**

**Return on investment 1: 2 to 1: 3,5**