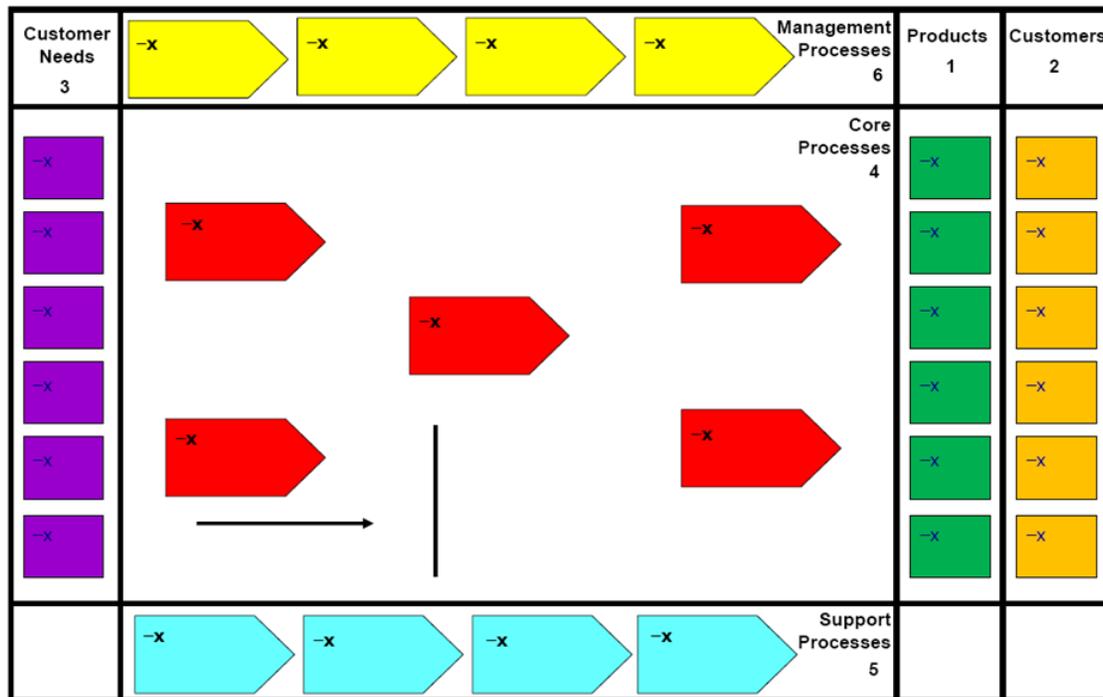


PREVIEW BPM SEMINAR

Making the "How" a Quality Advantage

Friday, October 22 at 08.15-noon



/ Claes Berlin
 Quality Director
 RUAG Space, Sweden
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Space Quality

Quality in the Moment of Truth



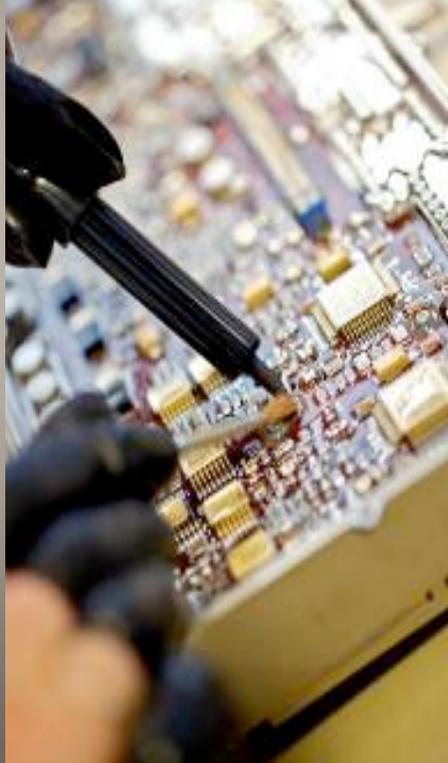
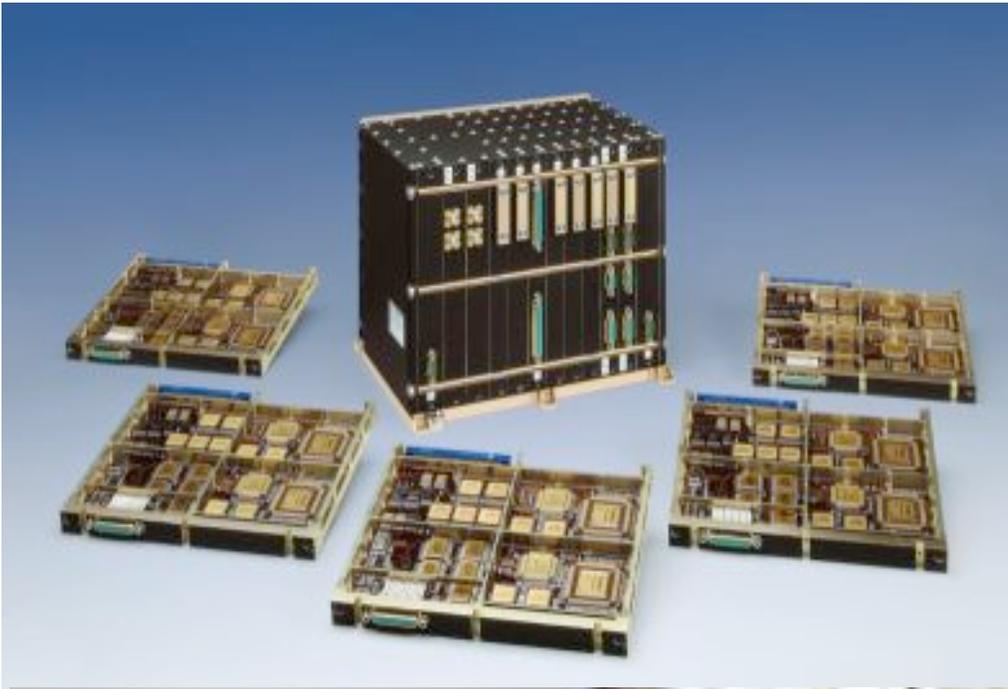
Space Quality

Quality in the Moment of Truth

- ***One Chance***
- ***No After Sales***



RUAG



RUAG

THEN in 1999:

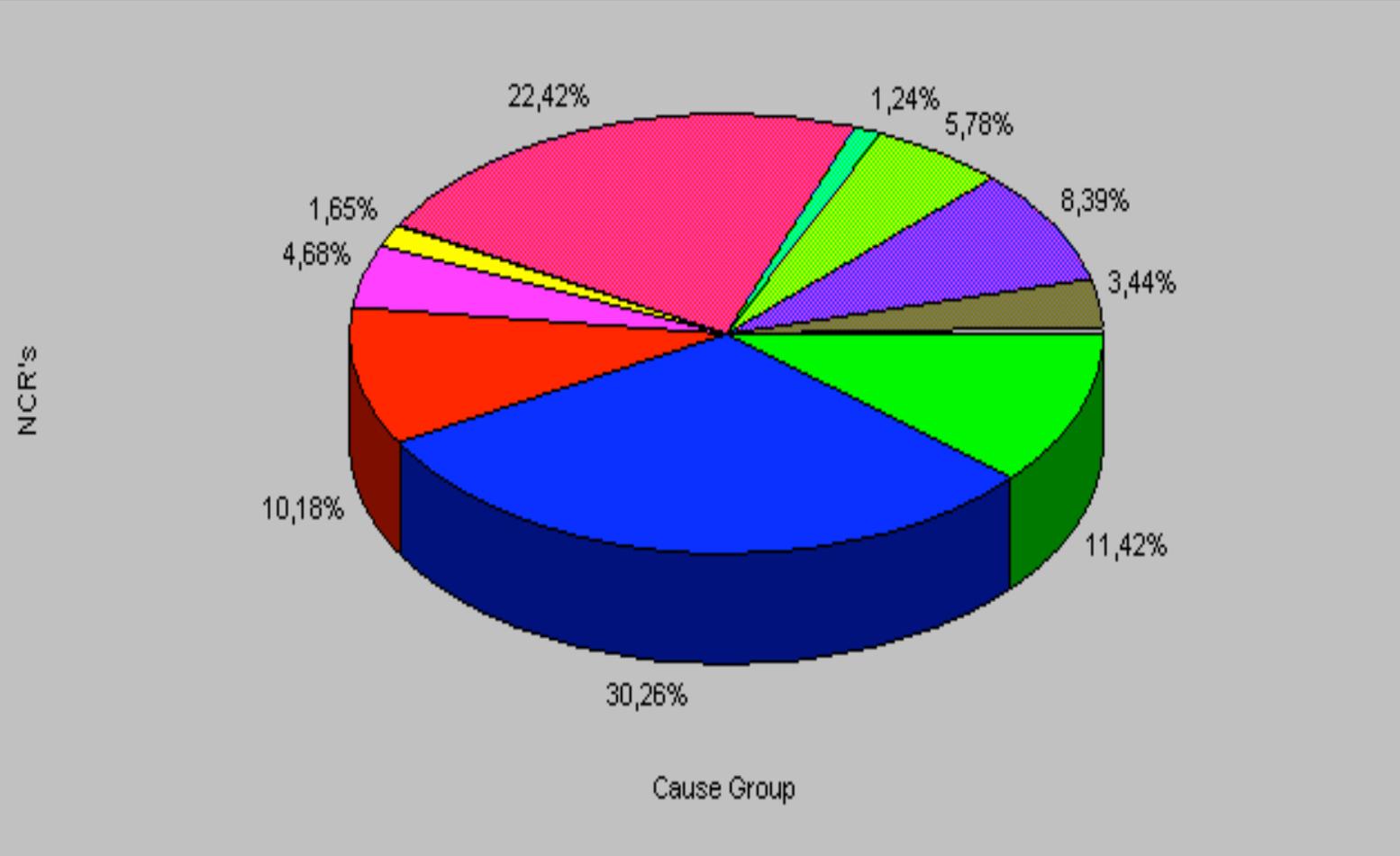
- we had islands in the business **where bridges and integration were clearly missed**
- we “**gold plated**” our products
- we had “**kingdoms**”

THEN in 1999:

- we had islands in the business **where bridges and integration were clearly missed**
- we “gold plated” our products
- we had “kingdoms”
- people who **solved problems late in the projects became “heroes”**
- we **sometimes promised our customers things without doing complete risk analysis**
- **too many of our projects did not fulfill planned cost targets and/or promised delivery time**

Statistics - 5. NCR's per Cause Group

Graph | Table | Search Criteria



Refresh

Help

Close

Chart Type

5. NCR's per Cause Group

Minimum

1

Selected

727 st

Total 1999

730 st

Total

9 645 st

In 1999 we decided to go from

WHAT we do

In 1999 we decided to go from

WHAT we do

to

HOW we do it

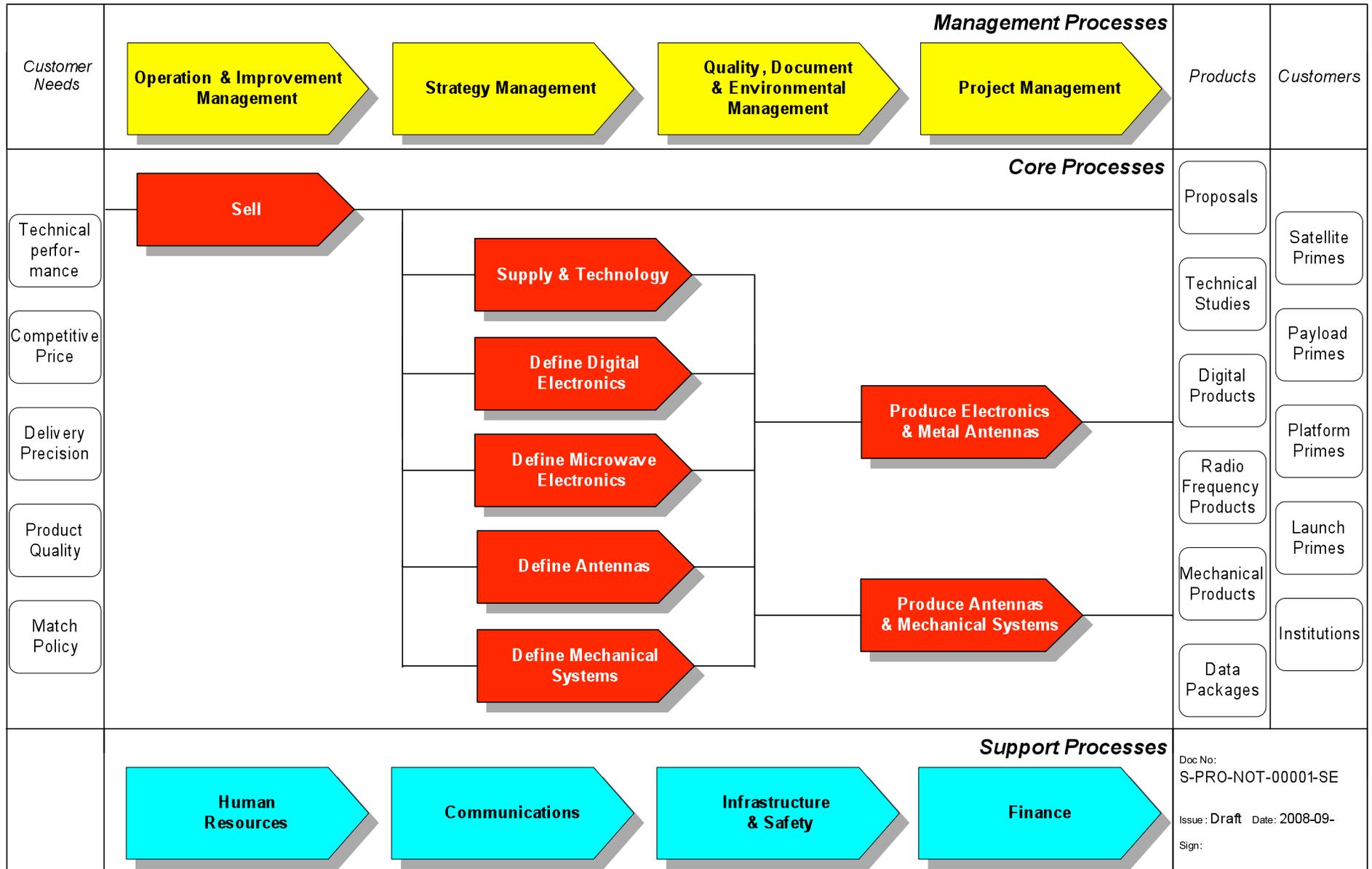
In 1999 we decided to go from

WHAT we do

to

HOW we do it

**by implementing a true process
approach in the whole company**

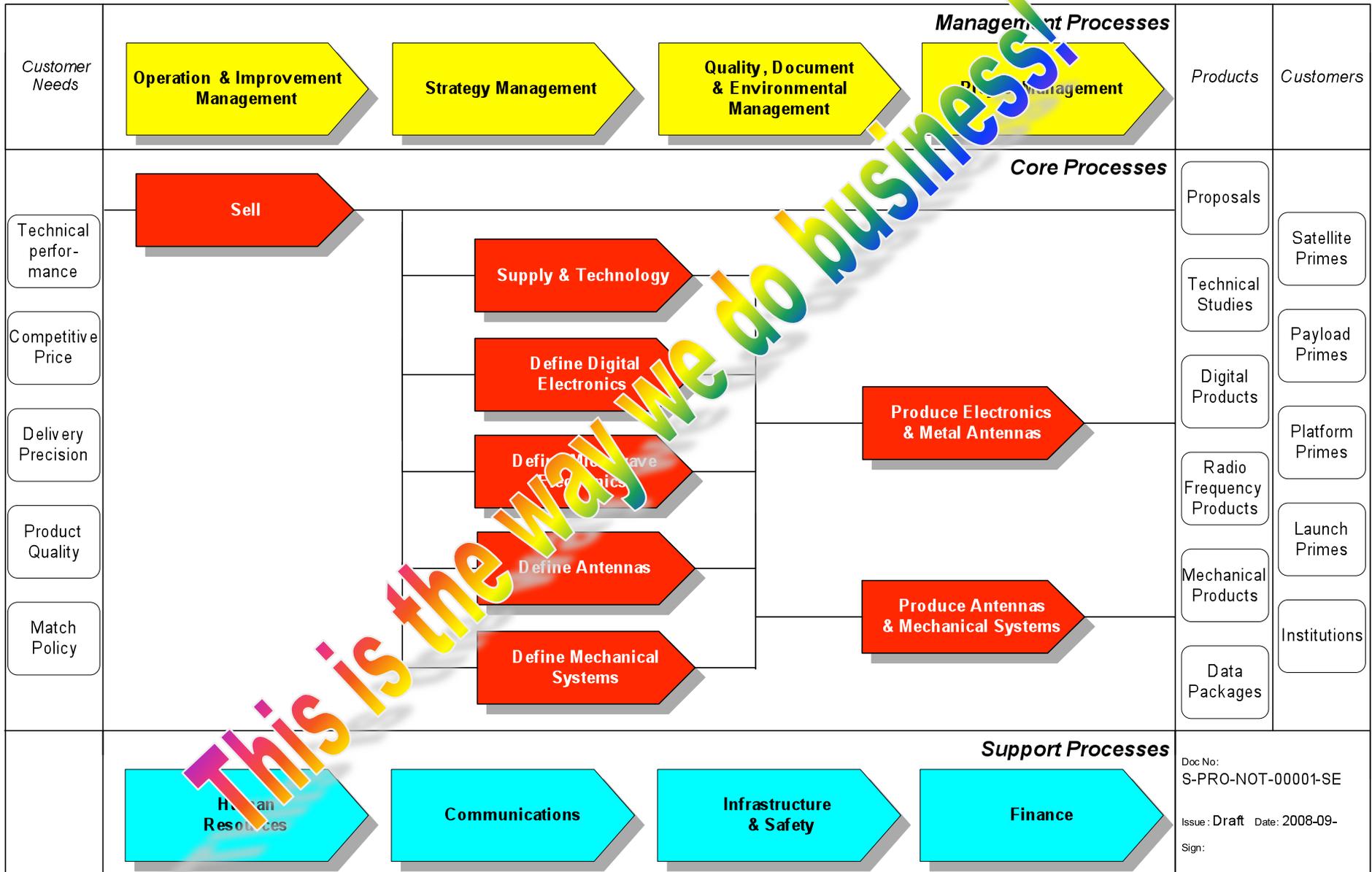


NOW in 2010:

- today we **create 25% more customer value using 20% less internal resources** compared with 10 years ago
- **higher level of technology re-use and product standardization**
- **we have not made any significant reorganizations of our line structure during last 10 years - the evolution takes place within the processes**

NOW in 2010:

- today we **create 25% more customer value using 20% less internal resources** compared with 10 years ago
- **higher level of technology re-use and product standardization**
- we **have not made any significant reorganizations of our line structure** during last 10 years - **the evolution takes place within the processes**
- we have created **an environment where people gives creativity, take responsibility, feel commitment and take pride in our common mission**
- **today most of our projects fulfill both set cost targets and delivery time to customer**
- we have kept and **increased customer satisfaction** during the last years

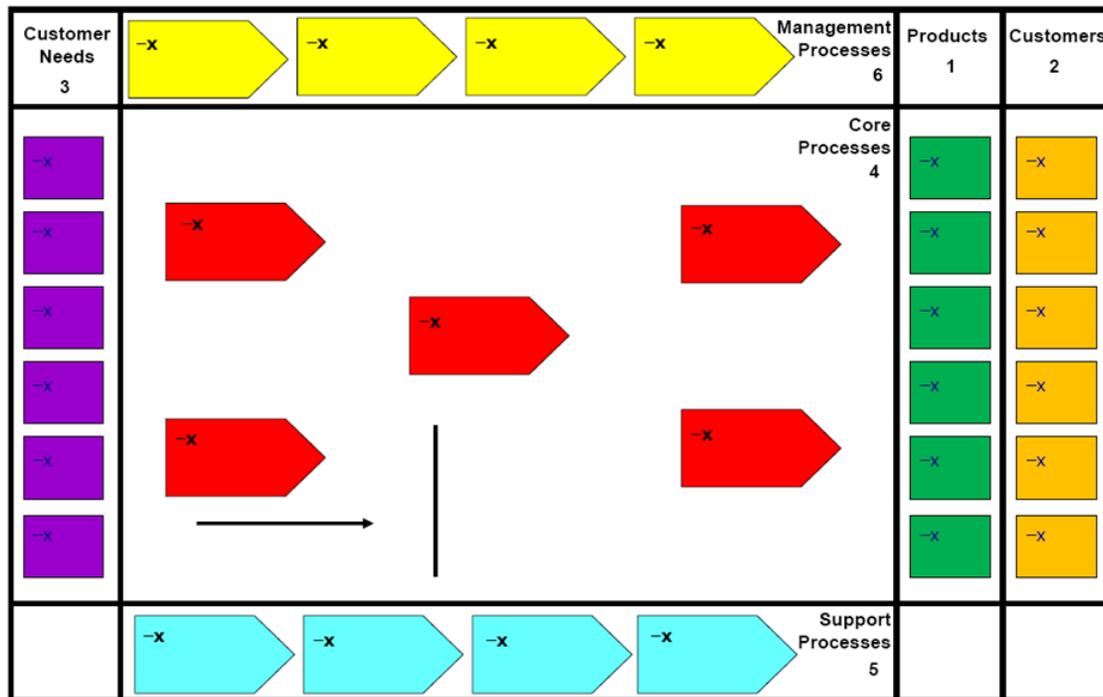




WELCOME TO THE BPM SEMINAR

Making the "How" a Quality Advantage

Friday, October 22 at 08.15-noon
 Location: Building 34, Room W105
 Goddard Space Flight Center



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