PREVIEW BPM SEMINAR
Making the “How” a Quality Advantage

Friday, October 22 at 08.15-noon

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<th>Customer Needs 3</th>
<th>Management Processes 6</th>
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<th>Products 1</th>
<th>Customers 2</th>
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Core Processes 4

Support Processes 5

/ Claes Berlin
Quality Director
RUAG Space, Sweden
claes.berlin@telia.com
phone: +46-705-314269
Space Quality

Quality in the Moment of Truth
Space Quality

Quality in the Moment of Truth

- One Chance
- No After Sales
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
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

/ Claes Berlin
Quality Director
RUAG Space, Sweden
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