

# IMPROVING THE WAY WE WORK

## WHAT WE SAY:

"Good boy Ebit, we're going to spend time with our customers today Ebit. To learn about their needs Ebit. We need new measures to make sure we make our targets Ebit. So that we respond quicker and can keep everyone working Ebit. We may even take two Employees a month shooting Ebit - to build Relationships."

Good boy Ebit, blah blah blah  
blah blah Ebit.  
Blah, blah Ebit.  
Ebit blah, blah targets Ebit  
Blah, blah, blah two month shooting Ebit blah blah.



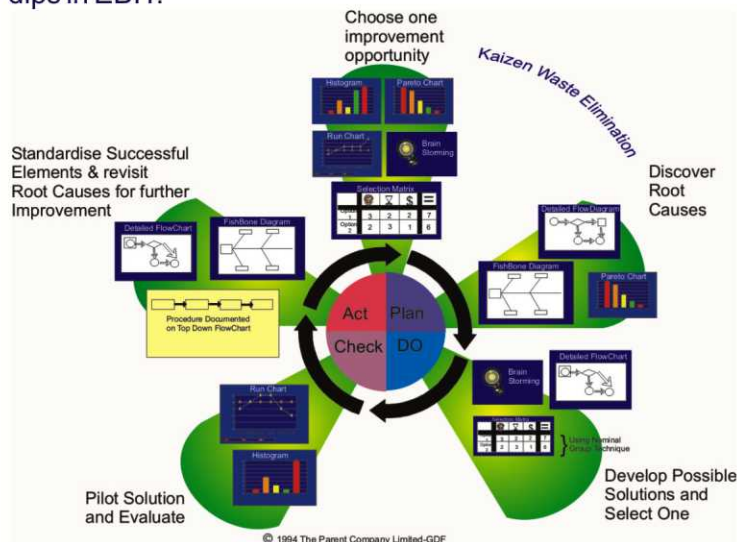
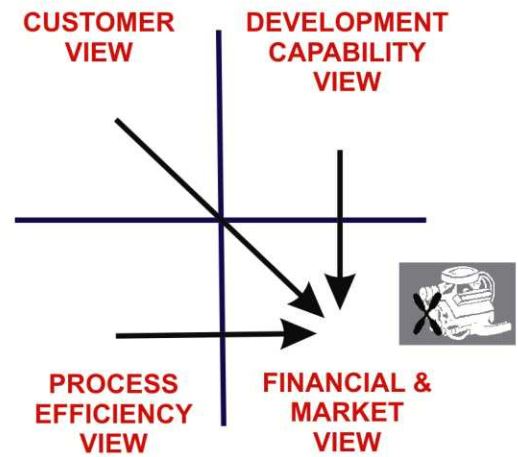
Our customers are becoming more and more interested in our improvement. They view us as being about as good as our competitors - up on some things not as good on others - but generally at the head of the pack. If we are interested in becoming the best at what we do, we are not going to just learn that from copying someone else in the pack.

ALSTOM has set its sights on being outstanding. Some of the things outstanding organisations have in common are: good measures, an understanding of cause and effect in their businesses and a continuous improvement philosophy and process.

## WHAT YOU HEAR:

### Getting results is about understanding cause and effect

Often we focus on EBIT but don't clearly understand all the aspects of what contributes to getting more or less EBIT. Each Group has now kicked off a project called "Getting under the hood of EBIT" to gain a balanced understanding of the drivers and to measure these drivers. This will give us the ability to predict EBIT results rather than react to unexpected downward dips in EBIT.



ALSTOM France has its global improvement program "Quality Focus". As part of this they have a methodology for improving a process called "Six Sigma". Given our geographical remoteness from Europe, the cost of the training and complexity of Six Sigma, we searched for a better way to achieve the same objectives.

What we have done is acquire an easy-to-use cost effective package that explains the process for improvement and gives you tools and tips to use when improving the way you work.

You will be receiving instructions on how to access and install the software shortly. This is so you can familiarise yourself with the improvement process and tools ahead of needing to use them.

