

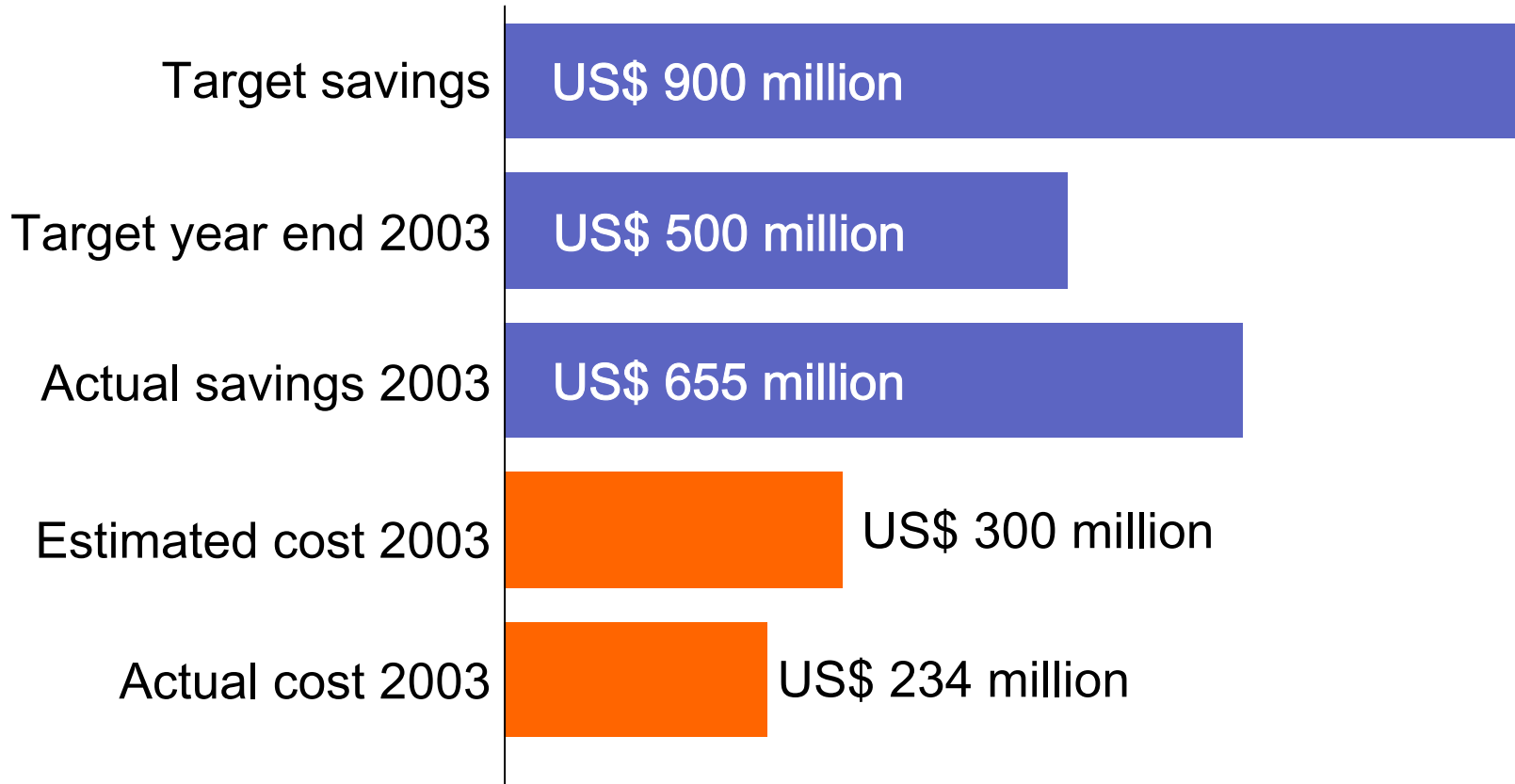
Gary Steel
ABB Group
Executive Committee,
Human resources



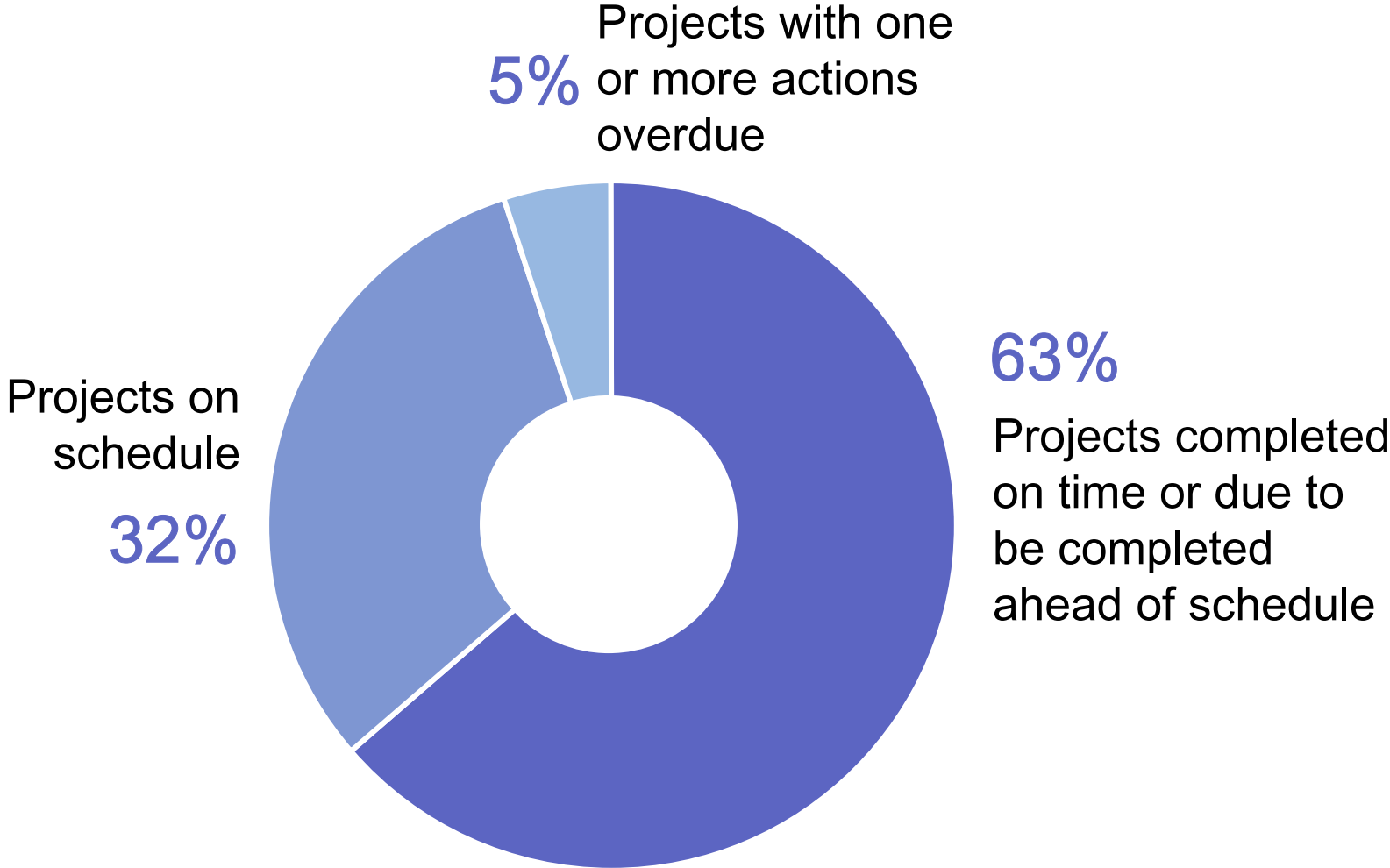
Qualitative gains from culture change



Step change – delivering on promises



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Base: 1,429 projects



Savings – major areas of effort



- Outsourcing
- Streamlining
- Simplification and reduction of duplication
- Supply chain management
 - Business Results Delivery program

Future performance needs changed culture



- Behaviors
 - Alignment – linking reward to results
 - Determination to deliver
 - Leadership
- Stewardship
 - Reputation management – relations with external stakeholders
 - Internal assurance processes - accountability, compliance, health and safety
 - Coaching and mentoring



ABB