**Operational Excellence:** A Case Study of Improvement

**DuPont Sustainable Solutions**

**Operational Excellence Programs:**

**Workforce Engagement & Communication**

- Workforce engagement, alignment & communication
- Lessons from improving practices & business excellence

**Achieve Approach**

- Innovative & collaborative approach
- Proven results at DuPont

**Our Areas of Expertise**

- Energy & Water Management
- Manufacturing & Operations Management
- Safety & Health Management

**Our Differentiation**

- Balanced Scorecard Approach
- Performance IMPROVEMENT

**Process Results at DuPont**

- Continuous Improvements
  - Commercial Profits & Market Share

**Identified Gaps**

- Customer Satisfaction
  - Value Creation
  - Value Reduction

**Our Solutions Model:**

- The DuPont Sustainable Capital
  - Continuous Journey of Improvement

**Internationally Recognized 3%**

- REDUCTIONS
- ENERGY
- WATER
- HAZARDOUS WASTE

**High Quality:**

- HIGH QUALITY
- HIGHLY ENGAGED WORKFORCE

**Productivity & Performance**

- INCREASED PRODUCTIVITY
- INCREASED PROFITABILITY

**Efficiency & Capacity**

- IMPROVED EFFICIENCY & CAPACITY
- INCREASED VALUE

**Value Creation**

- UNDER TAKE OPERATIONAL IMPROVEMENT

**Operational Excellence Programs:**

- REDUCTION WASTE
- ENVIRONMENTAL PROCESS SAFETY MANAGEMENT

**Continuous Performance**

- Continuous Performance Improvement
  - Operational Excellence
  - Footprint Reduction

**Identified Gaps**

- External Drivers
  - Demands, Rising Plant Expectations, Investors, Accountability, Public Policy, Global Competition

**Success requires balancing the following:**

- Leadership
- Communication
- Team understanding

**Lack of sustainability initiatives (6 Sigma, Lean, TQM etc.)**

- Narrow approach on single initiatives (e.g., lean, TQM etc.)

**Effective Knowledge Management:**

- Communication & collaboration and Workforce engagement

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