

# WORLD CLASS SERVICES @SGS

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WHEN YOU NEED TO BE SURE



**SAFETY**

**WORKPLACE  
ORGANIZATION**

**QUALITY**

**MAINTENANCE**

**LOGISTICS**

**METHOD AND TOOLS**

**SAFETY  
CULTURE  
EVERYWHERE**

**TOTAL  
INDUSTRIAL  
ENGINEERING**

**TOTAL QUALITY  
CONTROL**

**TOTAL  
PRODUCTIVE  
MAINTENANCE**

**JUST IN TIME**

**ZERO  
ACCIDENTS**

**ZERO WASTES**

**ZERO DEFECTS**

**ZERO  
BREAKDOWNS**

**ZERO  
INVENTORY**

LONG LASTING  
IMPROVEMENT

INVOLVES ALL  
EMPLOYEES

ATTACKS WASTE  
& LOSSES

STANDARDS AND  
METHODS



### World Class Services IS **NOT**:

- A checklist
- A procedure
- A handbook of lean systems
- Plug and play approach
- One shot task force

**AND:** It requires Basic conditions to be implemented

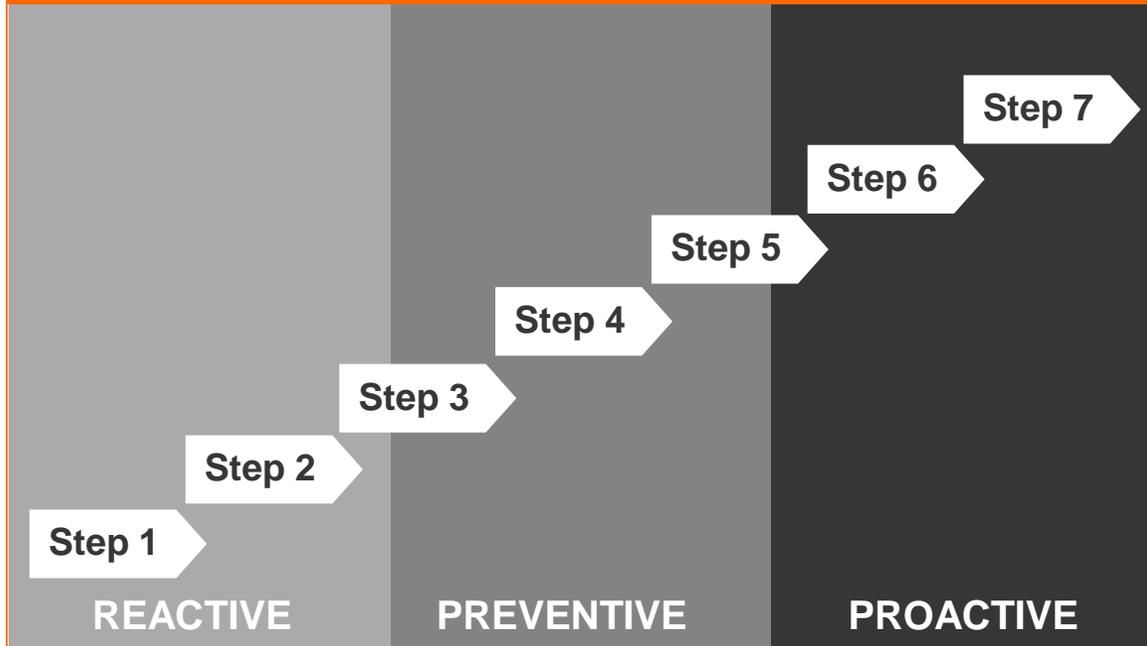
### 10 TECHNICAL PILLARS

SAFETY	COST DEPLOYMENT	FOCUSED IMPROVEMENT	WORKPLACE ORGANIZATION	MAINTENANCE
QUALITY CONTROL	LOGISTICS & CUSTOMER SERVICE	EARLY EQUIPMENT AND PRODUCT MANAGEMENT	PEOPLE DEVELOPMENT	ENVIRONMENT

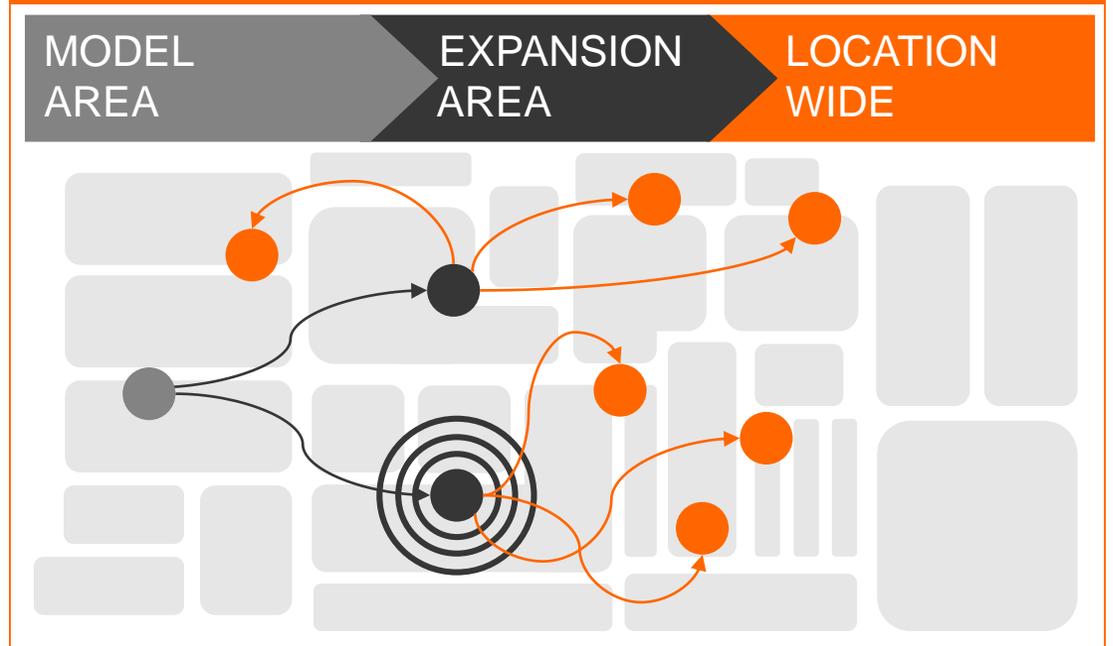
### 10 MANAGERIAL PILLARS

MANAGEMENT COMMITMENT	CLARITY OF OBJECTIVES	ROUTE MAP TO WCS	ALLOCATION OF HIGHLY QUALIFIED PEOPLE	COMMITMENT OF ORGANIZATION
COMPETENCE OF ORGANIZATION	TIME & BUDGET	LEVEL OF DETAIL	LEVEL OF EXPANSION	MOTIVATION OF OPERATORS

### 7 STEP APPROACH GUIDES REACTIVE TO PROACTIVE ACTIONS FOR EACH TECHNICAL PILLAR



### INCREMENTAL IMPLEMENTATION OF THE METHODOLOGY, FROM MODEL AREA TO LOCATION WIDE





ONGOING

Assessments  
Review



ONGOING



First Results  
Check

**Assessment  
Teams**

**ACADEMY**

**Operative Teams working on tasks**

Assessment  
Share Observations  
Tasks Assignment

Training for  
Local /  
Regional /  
Global Pillar  
Owners

Cost Deployment  
Quality Matrix  
Model Areas  
Kaizen Events

Results  
Review



### Global Central Team



- Global Pillar Owners
- Regional Owners
- Business Owners



### Regional Team



- Regional Pillar Owners
- Labs Owners
- Business Owners

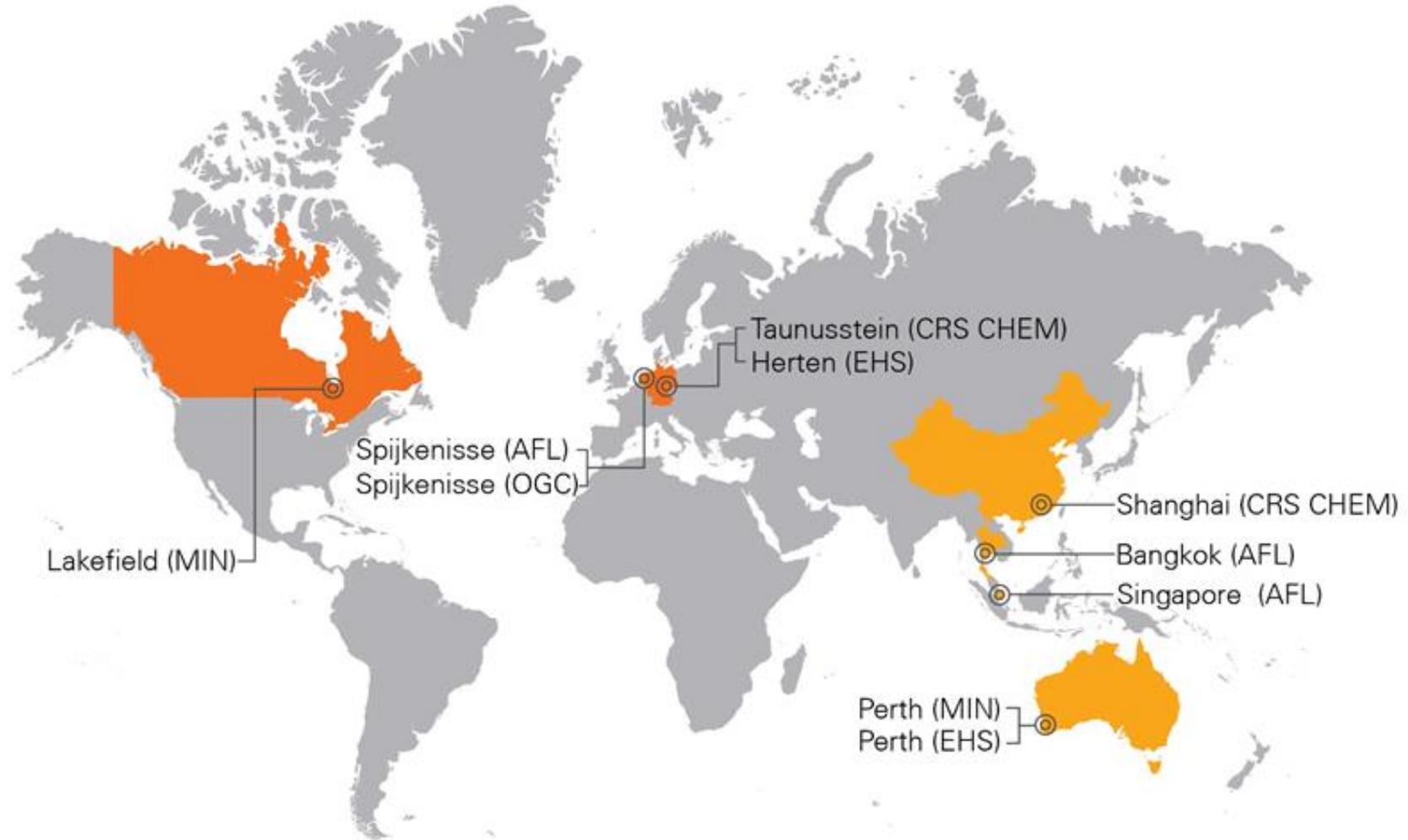


### Local Teams



- WCS Activities Coordination
- Pillar Owners
- Floor Activities Leaders

## ROUND 1 & 2 – FIRST 10 LABORATORIES ASSESSED



## ROAD MAP 2019 AND BEYOND



- Commitment @ all levels of the organization
- World Class Services a Structured Approach
  - Adaptation of World Class Manufacturing
- Consistent Evolution
  - A journey grounded on solid background and a culture of change
- Returns focused
  - Scalable – Knock-on effect
  - Business Gates & KPIs
- External Audits
  - Recurrent
  - Internal & External Benchmarking

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