

STRATEGIC PARTNERMEETING

MAKE IT, OWN IT, LIVE IT – HOW VICTORINOX LIVES PROCESS MARKETING ACROSS LOCATIONS

VICTORINOX AG / TRANSFORMATION & TECHNOLOGY / THOMAS MEIER
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PUBLIC

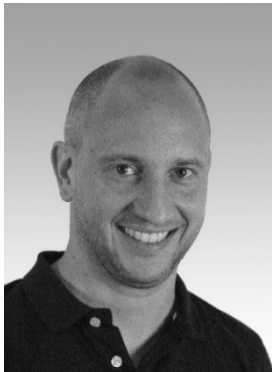
FINAL


FROM THE MAKERS OF THE ORIGINAL SWISS ARMY KNIFE™
ESTABLISHED 1884



VICTORINOX

ABOUT MY PERSON




VICTORINOX

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SWISS ARMY KNIVES CUTLERY WATCHES TRAVEL GEAR FRAGRANCES



ABOUT THE CONTENT OF MY PRESENTATION



The Victorinox Company



Challenge/Problem



Information and training concept



Where is the journey heading / Outlook

THE VICTORINOX COMPANY



THE VICTORINOX COMPANY FACTS AND FIGURES



Worldwide
12
Settlements

About
2.100
Employees



Products available
in over
120
countries

Sales 2021
CHF 408
million



THE VICTORINOX COMPANY

DID YOU KNOW THAT...

- ... the company name is composed of a portmanteau word? -> Victorinox Victoria (name of the founder's mother) & Inox (stainless steel).
- ... Victorinox is a family business and is run by the 4th generation?
- ... this year we celebrate the 125th anniversary of the "Swiss Army Knife"?



- ... the 500 millionth pocket knife was produced in 2017?
(400 models / 45,000 per day / 10 million per year)



THE VICTORINOX COMPANY DID YOU KNOW THAT...

- ... Victorinox offers the following product categories in addition to the Swiss Army Knives...



Household and
professional knives




Watches



Luggage



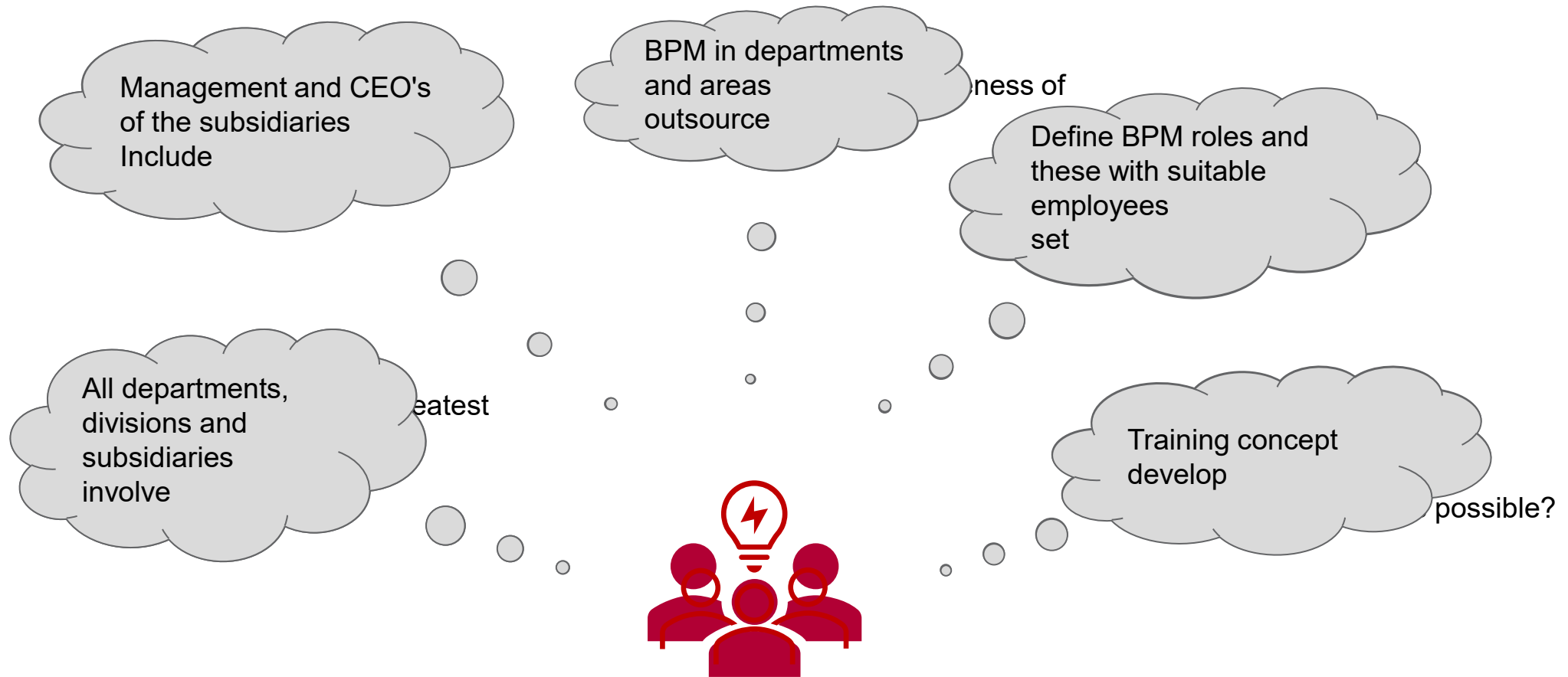
Perfume

- ... the "Wenger" brand has also belonged to Victorinox since 2005?  **WENGER**
- ... since the 1980s, the pocket knife has been part of the basic equipment of all NASA astronauts.
-astronauts? Tool number 4.6.9 "Swiss Army Knife".

CHALLENGE / PROBLEM



CHALLENGE/PROBLEM



INFORMATION AND TRAINING CONCEPT



0. basics of business process management

Medium / group of participants



Corporate Learning Platform C.A.R.L
All new employees

Contents

Wusstest du, dass Teil von Victorinox zu werden ein offizieller Prozess ist?
Erinnere dich, als du bei Victorinox angefangen hast.
Weisst du, wie viele Schritte durchlaufen werden, um neue Mitarbeitende zu rekrutieren?
Schiebe den Regler, um die richtige Zahl auszuwählen.

1 Prozessschritt(e) 1 Prozessschritt(e) 30 Prozessschritt(e)

TESTE DEINEN UMGANG MIT ADONIS

→ Finde den Prozess „UP050 Mitarbeitermanagement durchführen“ und öffne den Unterprozess „Austrittsgespräch führen“.

Für welche Prozessschritte ist der HR Business Partner NICHT verantwortlich?

Wähle die richtige Antwort aus. Mehrere Antworten können korrekt sein.

- Einladung zum Austrittsgespräch per Outlook versenden
- Austrittsgespräch durch Ausfüllen eines Online-Fragebogens vorbereiten
- Austrittsgesprächs mit dem Mitarbeiter durchführen

Targets

All employees are aware of the benefits of BPM and know where to find approved processes.

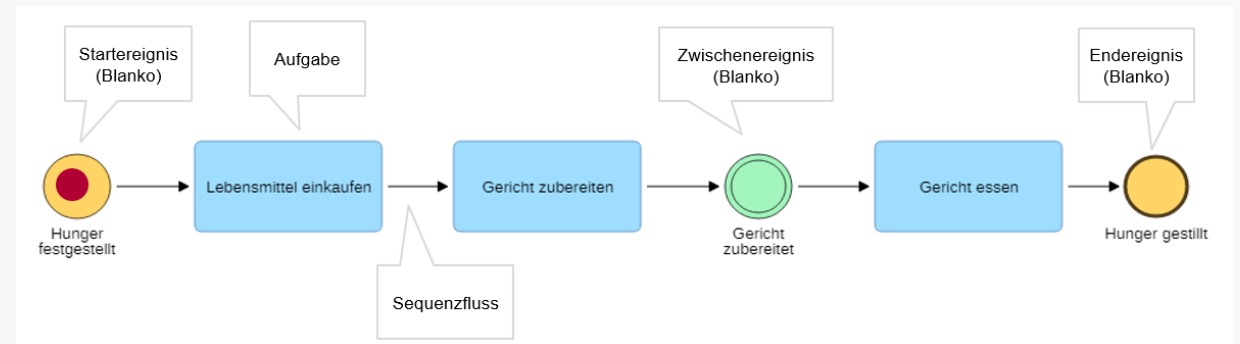
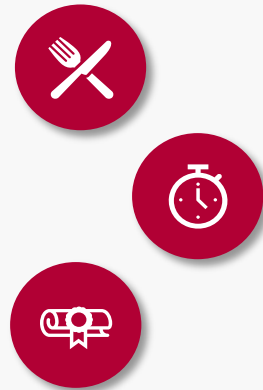
Introduction BPMN 2.0

Medium / group of participants

Lunch & Learn

Voluntary offer for interested employees

Contents

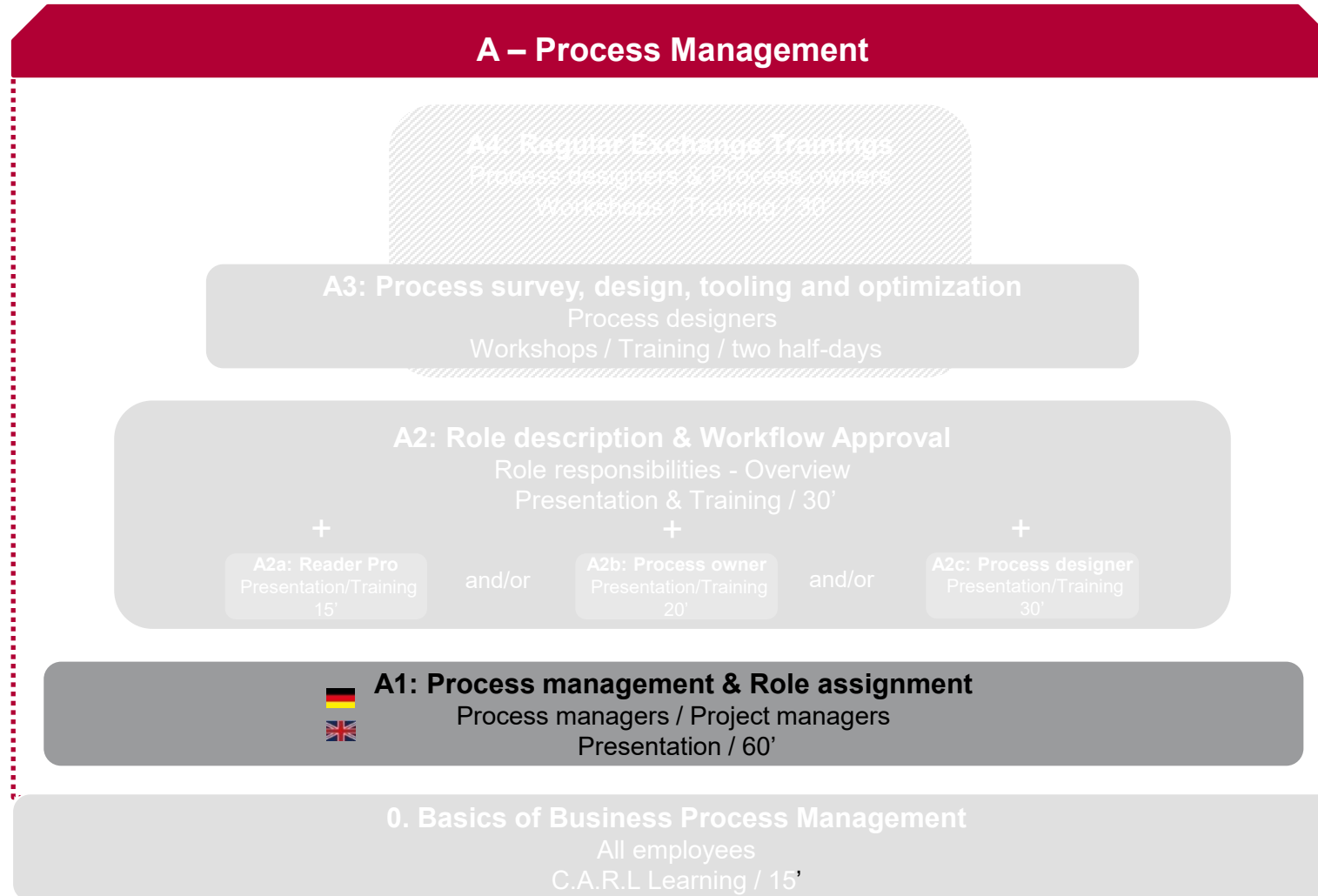


Targets

All participants know the basic elements of BPMN 2.0 and can read and understand the business processes modelled in BPMN 2.0.

INFORMATION AND TRAINING CONCEPT

MODULE LANDSCAPE



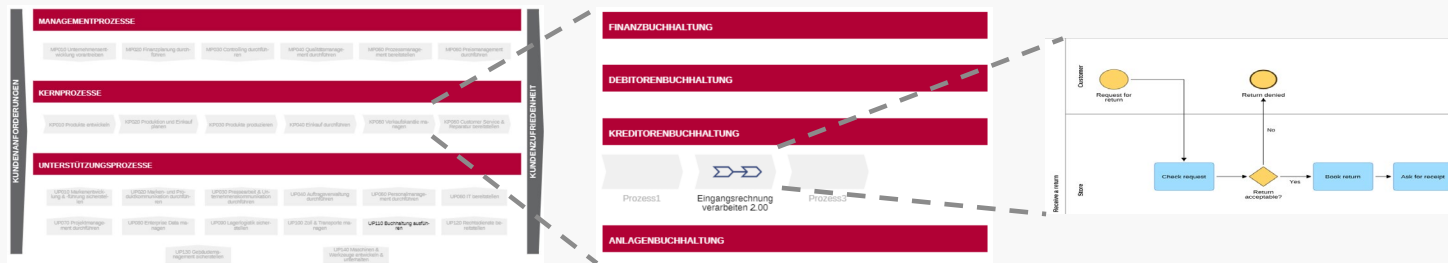
A1: Process Management & Role Assignment

Medium / group of participants

Front training or MS teams

Employees who actively work in projects and/or have process responsibility

Contents



Process Sponsor

Process owner

Process Designer

Process Consultant



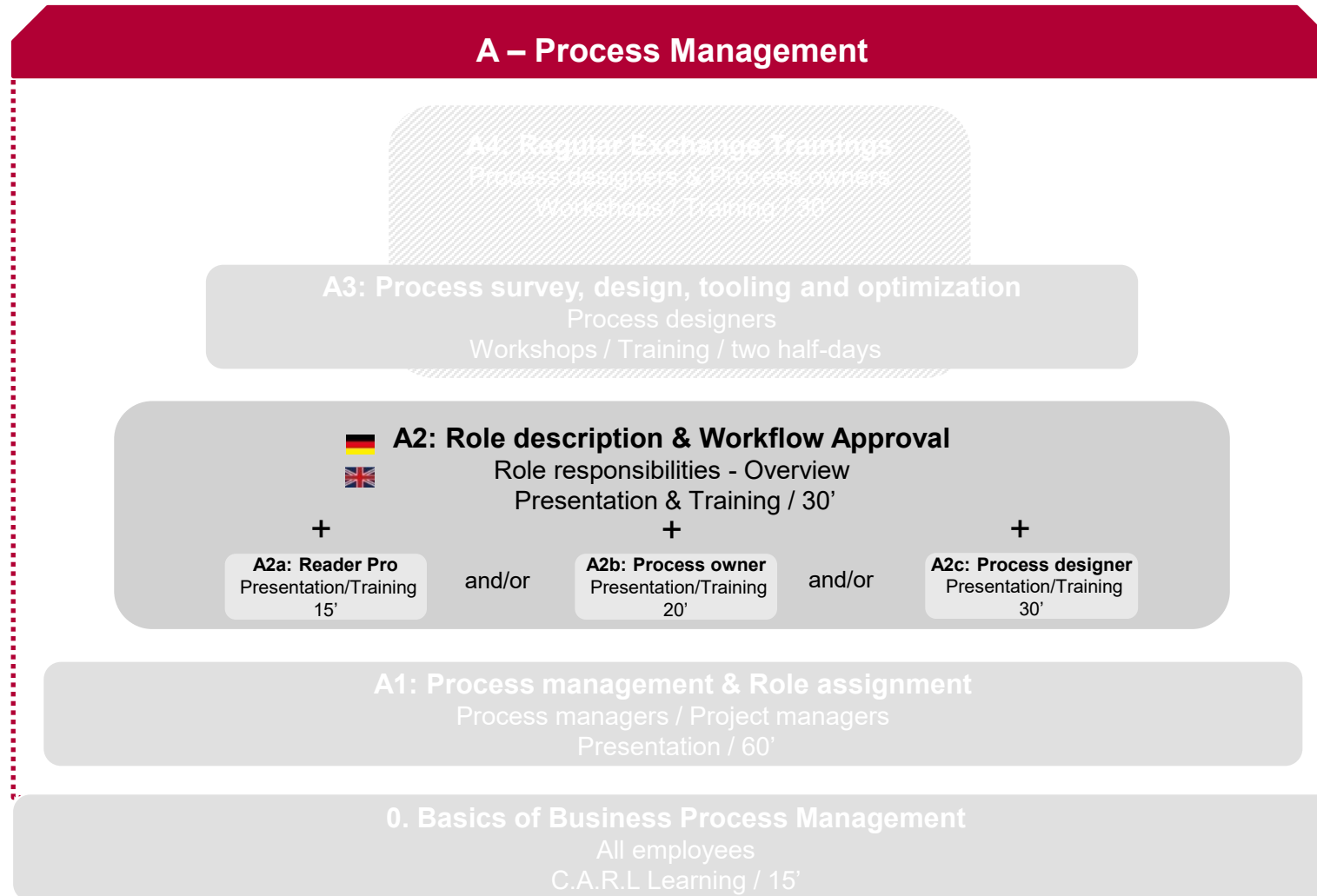
Objectives: Participants will...

... gain a deeper understanding of how process management is embedded in the company

...know the BPM roles within the company

INFORMATION AND TRAINING CONCEPT

MODULE LANDSCAPE



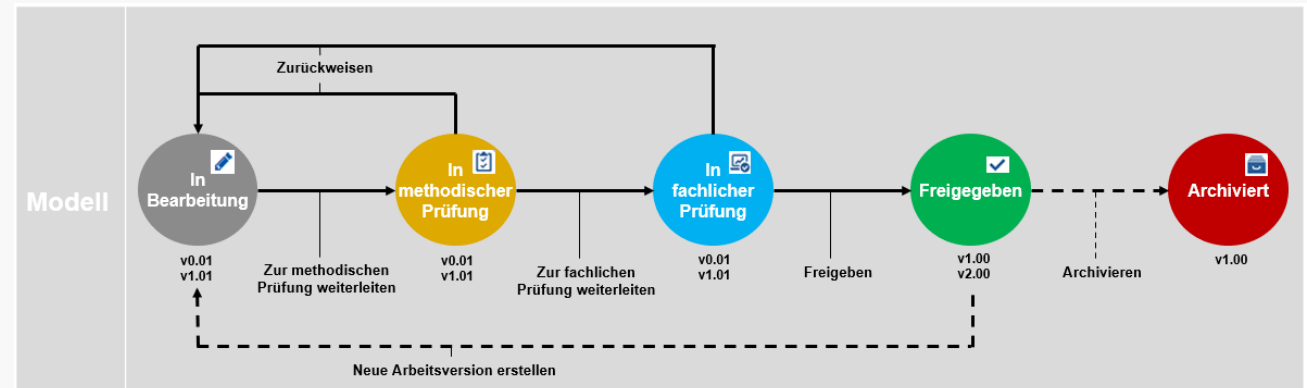
A2: Role description & "Workflow release" concept

Medium / group of participants

Front training or MS teams
Employees who take on one of the designated BPM roles

Contents

Leser (Standard)	Prozesssponsor/weitere
Organisationsportal	Lesen & Entdecken
Prozessverantwortliche	Prozessdesigner
Lesen & Entdecken Steuern & Freigeben	Lesen & Entdecken Gestalten & Dokumentieren



Objectives: Participants will...

- ...understand their BPM role and the responsibilities that come with that role.
- ...know their field of application within "ADONIS".
- ...understand the concept of workflow release

INFORMATION AND TRAINING CONCEPT

MODULE LANDSCAPE

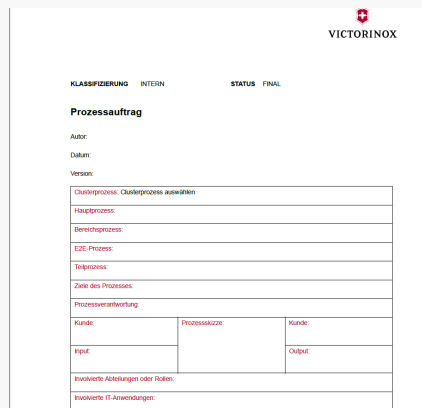


A3: Process survey, design, application and optimization

Medium / group of participants

Front training or MS teams
Process designers, who collect, model and adapt processes

Contents



VICTORINOX

KLASSIFIZIERUNG INTERN STATUS FINAL

Prozessauftrag

Prozessname: Schadenprozess bearbeiten

Hauptprozess:

Bereichsprozess:

ESL-Prozess:

Teilprozess:

Ziele des Prozesses:

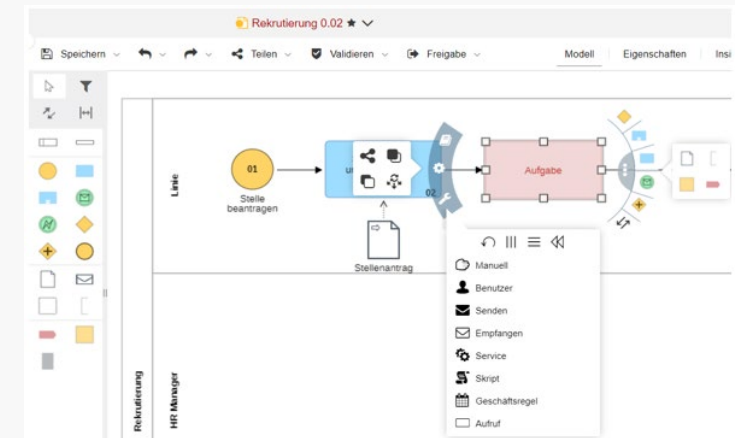
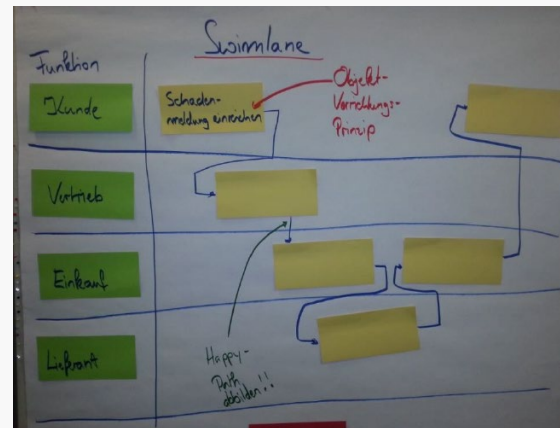
Prozessverantwortung:

Kunde: Prozesskürze: Kunde:

Input: Output:

Involvierte Abteilungen oder Rollen:

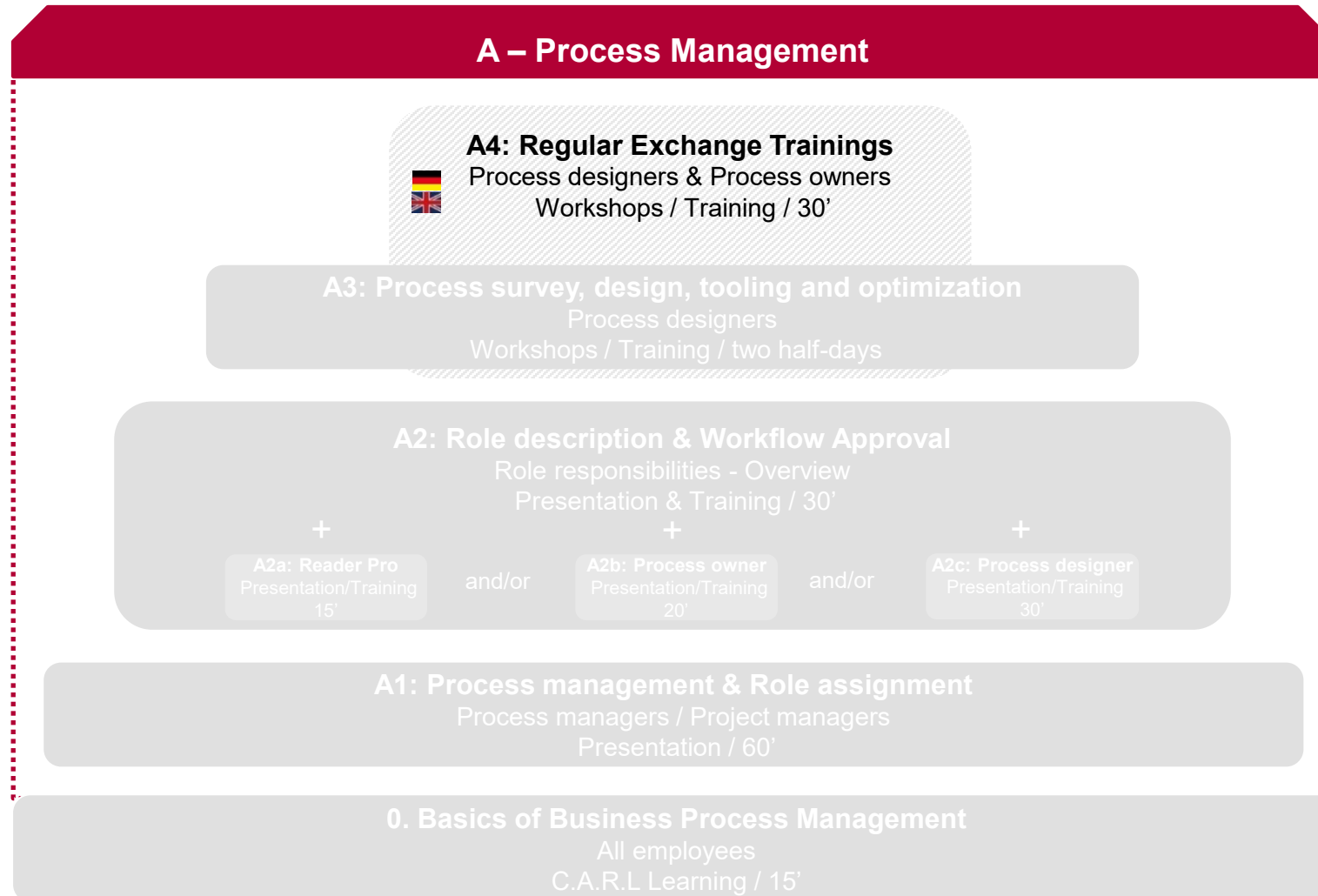
Involvierte IT-Anwendungen:



Objectives: Participants will...

...learn how to survey a process
...can model and check business process diagrams in "ADONIS"

INFORMATION AND TRAINING CONCEPT MODULE LANDSCAPE



A4: Regular knowledge exchange meetings

Medium / group of participants

Information event or MS teams
Process owners & process designers (cross-functional)

Contents



Best Practice

Exchange of experience

News

Challenges

Objectives: Participants will...

...exchange ideas and learn from each other's colleagues
...learn about news in ADONIS and are able to apply them

WHERE IS THE JOURNEY HEADING / OUTLOOK



WHERE IS THE JOURNEY HEADING / OUTLOOK

ROLLOUT SUBSIDIARIES

- Application of the same training structure
- All trainings online
- Using the same BPM roles
- Languages: German & English
- 1 Enterprise process model, different process variants

OPERATIVES HRM



Mitarbeitende rekrutieren 2.00

Prozessvarianten:

- Mitarbeitende rekrutieren (Mexiko)
- Mitarbeitende rekrutieren (USA)



Mitarbeiteraustritt durchführen 1.00

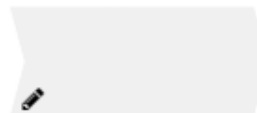
Prozessvarianten:

- Mitarbeiteraustritt durchführen (Mexiko)
- Mitarbeiteraustritt durchführen (USA)



Arbeitszeugnis
oder Zwischenzeugnis erstellen
1.00

LOHN / GEHALT



Lohnlauf durchführen

Prozessvarianten:

- Lohnlauf durchführen (Mexiko)

WHERE IS THE JOURNEY HEADING / OUTLOOK

QMS ISO 9001 / KVP



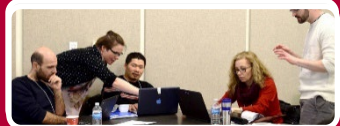
LESSONS LEARNED



High initial outlay pays off



Approach the topic of "process management" with simple and understandable content Make it fun!



Conduct process design training in person



Interdepartmental processes as a challenge



Training concept also works in the subsidiaries



Subject area "process management" is huge Focus!





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THANK YOU!