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PricewaterhouseCoopers

A Quality Journey

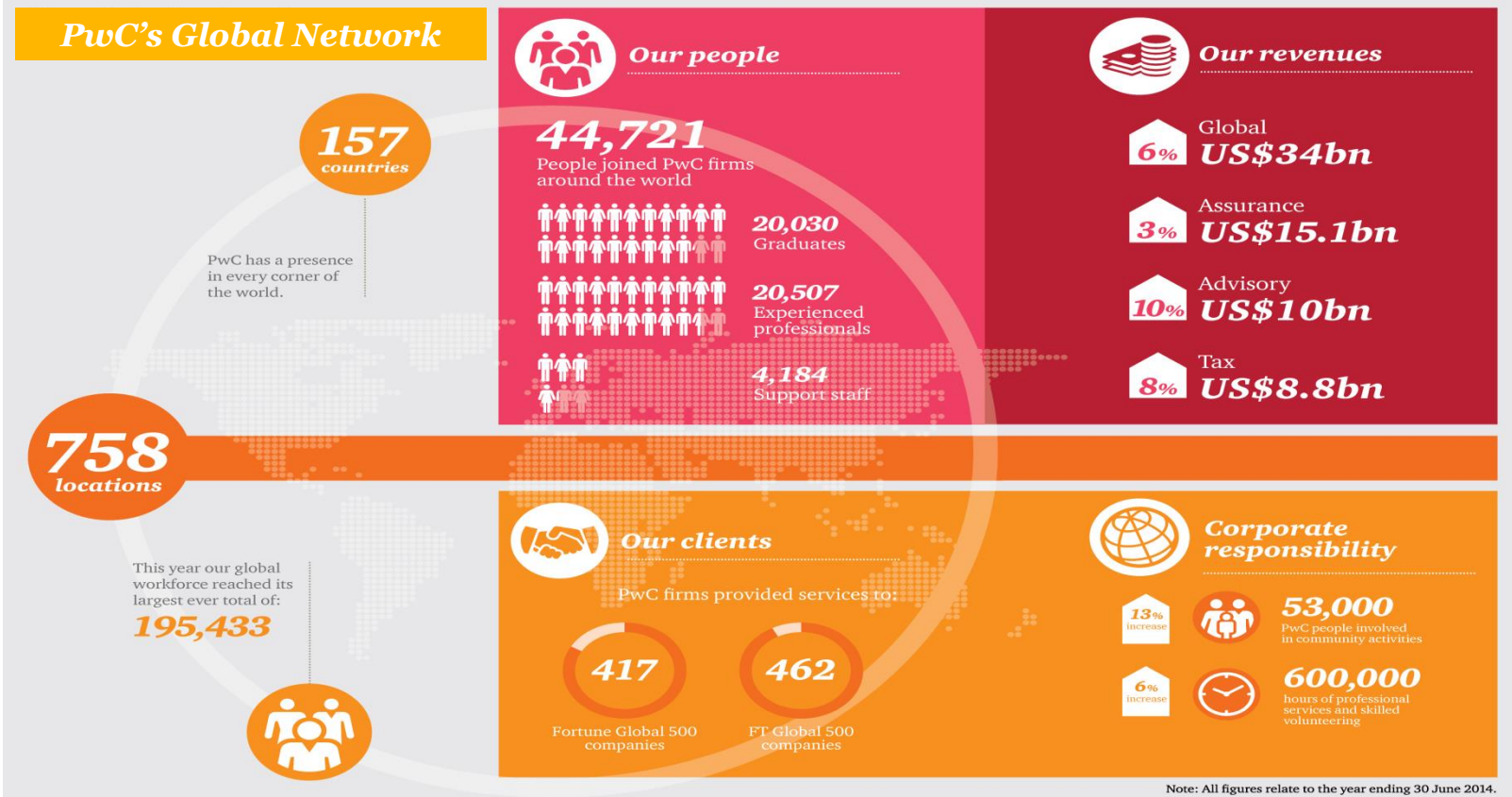


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Who we are ...

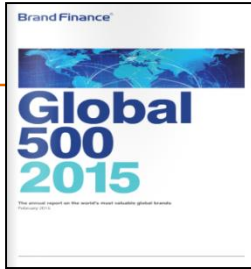


Scale and Presence ...



Note: All figures relate to the year ending 30 June 2014.

Strong Branding ...



BSI Score 93.4



BSI Score 91.8



BSI Score 91.1



BSI Score 90.1

McKinsey & Company

BSI Score 90.1



BSI Score 89.7



BSI Score 89.7



BSI Score 89.7



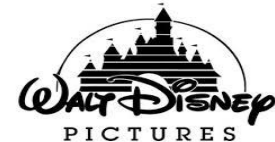
BSI Score 89.6



BSI Score 89.6



BSI Score 89.6



BSI Score 89.5

Source: http://issuu.com/brandfinance/docs/brand_finance_global_500_2015



Defined purpose...

Build trust in society & solve important problems



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Driving Quality

Our Quality Journey

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- How can we be distinctive in a highly competitive and regulated industry?
- How can we drive a major quality initiative inside a high quality organization?
- How can we measure benefits?

Approach

- Assess what our rationale, business case and level of commitment are
- Build out an improvement opportunities road map
- Link initiatives to strategy
- Rethink everything
- Try anything

Lessons Learned

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- Innovation dies without managing performers AND producers.
- Quality focus drives culture.