

## igus® solar system (since 1986)

([www.igus.eu/info/company-about-igus](http://www.igus.eu/info/company-about-igus))  
 "I need no boss. Give me the customer!  
 I am the manager!" (since 1990)  
 "To manage: to finish something successfully."  
 We want our customers to say,  
 "Whow, they are good!"



## Guiding stars: PERFECT motion plastics®:

**P Performance.** Results, Transparency, measurability. High goals and standards. One Thing(s).  
**E Easy.** Simplify. Make it easy for all, customers and colleagues, KNOC KNOC (No "No" without CEO)  
**R Right.** Do it right the first time. Seek advice immediately. Resolve complaints immediately. First help, then negotiate.  
**F Fast.** Customers love speed.  
**E Efficiency.** Do more with less. Frugality. Savings for new invests.  
**C Clarity,** Honesty, truth, respect in all we say, write, do. The cheapest solution that works is the best for our customer.  
**T Tons of innovation.** Invent. Experiment, learn and be curious.

And the second F:

**F Success and FUN for our people,** through the success and fun of our customers. PLUS: the second, the "wrong F", is the realization that nothing is perfect, but the strive for perfection drives us.

## igus® drivers, tools & habits

Success for me and my colleagues through the success of our customers

Customers' success and joy



Purpose!



Improve all types of motion with motion plastics® (Tech up, cost down)  
 with CO<sub>2</sub>-neutral footprint and zero plastic waste  
 and be the easiest-to-deal-with company in the industry  
 (Examples: delivery times from 24hrs, online service life calculation)



Rules of working together

1. Free will – nobody acts against his own will.
2. Once we choose, then we work on a "world class" level.
3. Decide & inform. Clear decision rights.
4. Deliver or inform to all. Transparency and honesty. "You can't manage a secret".
5. Celebrate success. Applause. "I had a good day". What's next?
6. Everyone can criticise everyone else in a constructive manner.
7. Encourage, help and support your colleagues
8. Respect, politeness and friendliness to everyone
9. Disagreement desired, KnockKnoc desired
10. Conflict management stages for every employee:
  1. Team
  2. Team & ERC<sup>(1)</sup>
  3. Team & ERC & HR<sup>(2)</sup>
  4. Team & ERC & HR & CEO

(1): Employee Representative Council  
 (2): Human Resources, and/or other Division Managers/Top Leaders

**Customer**  
 The customer is our sun; gives us light and energy - ideas and money

My team ... my colleagues

Other teams

## Tools

- Creativity everyday
- GEMBA Walks



- ips Lean Tools

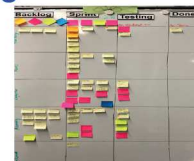


- SWOT Analysis

- World class goals



- Scrum & Co Agile work

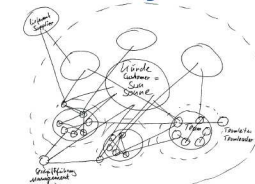


- OKR, BPR

- iLead trainings



- Solar system



- Transparency You can't manage a secret

- KPIs: Speed, quality, productivity ...

- World class standards Develop and maintain

- ... and more:

- Sharepoint
- Digitalisation
- iLearn
- igus® Academy
- IHK Certificates



- etc. ...