



PURPOSE & VALUES STATEMENTS

WHO WE ARE
WHERE WE ARE GOING
HOW WE WILL GET THERE

What?

In association with our business partners, we assist customers to improve organisational performance by documenting, analysing, improving and managing business processes. Further, by developing these process management capabilities in our customers, we enable them to sustain performance improvements.

Purpose Statement





*We will
create and
nurture
a quality
mindset in
all team
members*

WHO?

Our customers come from a wide spectrum in the public and private sectors in Australia and overseas. They are a diverse group unified by a commitment to process-based management.

HOW?

We deliver a range of products and services in three streams: *software, consulting, and education*. We are committed to the delivery of quality outcomes for customers based on deep understanding of the role of process management in corporate performance management.

OUTPUTS

We will achieve the objectives defined in our Strategy Map.

OUTCOMES

Execution of the Strategy Map will create and maintain a company that:

- is financially and strategically sound
- delivers excellent service to customers
- attracts the best people to join the team
- has a valid reputation for thought leadership



Purpose Statement

These values are important to us, strongly influencing our behaviours

- 1** Our passion is to be acknowledged thought-leaders in process management theory and practice, from strategy to execution, so that we are very confident of the high quality and positive impact of the advice we give to our customers
- 2** Our customers and partners depend on us to provide them with high quality, informed and reliable assistance with important strategic, operational and project issues; we respect and respond to the trust they place in us
- 3** Our people join the Leonardo team to continue full and successful professional lives; they have genuine and significant personal experience and expertise
- 4** Our commitment to our team, our customers and our partners extends beyond the boundaries of daily business to the encouragement and support of activities that sustain and inspire ourselves and others
- 5** Our services are reliably delivered to effect change, address strategic and operational challenges, and increase internal capability – we improve processes, align strategy and execution, reduce complexity, and enhance organisational, process and individual performance
- 6** Our duty is to deal honestly with ourselves and others in delivering tangible, sustainable benefits to both our customers and our shareholders, based on genuine thought-leadership and assured quality
- 7** Our future is built on our commitment to study the issues that concern our customers and, through better understanding and superior expertise, deliver targeted outcomes that assist those customers in both the short and long term
- 8** Our values drive our behaviours and we value highly the experience of delivering outstanding customer outcomes and leaving behind enhanced customer capability in the areas where we have worked



*Above all ...
we value the
sustained development
of a capable, credible
and disciplined
Leonardo team who
significantly influence
the success of
our customers through
reliable, innovative and
pragmatic advice.*

These behaviours are a consequence of our values

- 1** We will avoid real or perceived conflicts of interest
- 2** We will respect and protect customer, business partner and colleague confidentiality
- 3** We encourage and respect different ideas
- 4** We will be quality-driven in all aspects of our business
- 5** We will insist that all customer deliverables containing substantive advice be reviewed by an appropriately experienced colleague before release



We will
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We will



- 6** We will appoint a Quality Assurance Consultant to each project
- 7** We will work hard to build and sustain a healthy team culture
- 8** We will continue to learn and to assist others to do so as well
- 9** We will not accept customer assignments unless we know we have the appropriate experience and expertise to deliver excellent results
- 10** We will transfer capability to customer staff whenever we can
- 11** We will be fair, tolerant and trusting
- 12** We will encourage innovation in the development and delivery of customer services
- 13** We will acknowledge examples of thought-leadership by team members
- 14** We will acknowledge team members who demonstrate consistent excellent performance
- 15** We will recruit quality-conscious, qualified and motivated people
- 16** We will invest in the development of our people
- 17** We will have a Professional Development Plan for each employee
- 18** We will conduct project reviews before, during and after projects as appropriate
- 19** We will continuously improve our own processes
- 20** We will act at all times to develop and protect our reputation
- 21** We will create and nurture a quality mindset in all team members