The DuPont Approach to Operational Excellence: DOES™

To help you achieve Operational Excellence, we combine the best management processes, globally recognized technologies and technologies, Six Sigma methodology, and a proven culture-change model to provide an integrated solution. Our DOES™ integrated management system process gives a company the benefits of lower costs, increased efficiencies, fewer injuries, maximum sustainable returns on operating assets, and an enhanced competitive position.

DOES™ can be applied to existing or new facilities (including acquisitions), expansions, and consolidations. Our process gives an organization these advantages:

• Strategic clarity about your mission, objectives, and organizational expectations;
• A culture of Operational Excellence;
• Best practices in advantageous architecture and processes;
• A well-orchestrated improvement journey; and
• Superior organizational alignment and execution.

Taking the journey toward achieving Operational Excellence typically begins with making an initial step-change improvement, followed by a continuum of incremental enhancements, and resulting in a significant, sustained competitive advantage. Our process gives an organization these advantages:

• A clear vision among senior managers of the role of operations and its impact on business results;
• Superior responsiveness to ever-changing market dynamics.

Operational excellently companies outperform the market by a factor of three. Among the attributes they share are:

• A clear vision among senior managers of the role of operations and its impact on business results;
• Superior responsiveness to ever-changing market dynamics;
• A dogged commitment to implement new strategies that add value for existing customers and potential markets;
• Unmatched levels of cost, quality and schedule;
• Superior knowledge and performance management;
• An impressive level of ownership and productivity among the workforce.

You can raise your business performance and improve your competitive position by applying the DuPont integrated management system process to Operational Excellence—DOES™. A powerful combination of world-class knowledge and extensive operating experience—built on a foundation of world-class safety excellence.

WHY PARTNER WITH DUPONT? ASK US.

There are five main reasons to partner with DuPont:

1. We are an owner/operator company with global
operations and clients.
2. We have systems and processes that drive a culture
of operational discipline.
3. We have world-class technology and science
integration of the best practices for asset productivity and capital
effectiveness.
4. We have a broad applications experience base.
5. We use our extensive resource base to transfer
knowledge and improve your capabilities and performance through DOES™.

By helping you achieve Operational Excellence, we will improve your organization’s performance—DOES™.

Your organization can turn obstacles into competitive advantage by leveraging DuPont technical expertise, advanced methodologies and culture of safety and innovation. Our 200 years of manufacturing experience and proven expertise in Operational Excellence, 150 years of engineering technology center innovation and systems integration, and many years of experience in providing commercial safety consulting and training services are available to help your company maximize long-term productivity and profitability globally.

Find out how we can help you today.

Call 1-800-532-SAFE today or visit www.safety.dupont.com

Your worldwide network of more than 1,000 consultants integrates the owner operator experience, best-in-class management capabilities and proven DuPont technology to transfer our knowledge to your organization. We also provide collaborative implementation assistance to help you create a culture of operational discipline.

Operational Discipline—The Key to Global Business Competitiveness

A study by the Board of Manufacturing and Engineering Design (formerly the Manufacturing Studies Board) of the U.S. National Research Council showed that companies that effectively integrated world-class manufacturing systems/processes with disciplined practices achieved tremendous improvements in asset productivity performance.

At DuPont, we have experienced the same levels of impressive, measurable results. At the core of this success has been a focused integration of the best practices for asset productivity and capital effectiveness to create a sustainable model for Operational Excellence. With 150 sites in 70 countries producing 2,400 products for 25,000 customers, the application of Operational Excellence best practices has given us the discipline to achieve outstanding performance in not only globally effective and competitive facilities operations but overall capital effectiveness—a 10 to 15 percent lower cost than industry average.

Transferring Knowledge

Transforming Companies

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Integrated Management Systems that Drive Productivity

DuPont Operational Excellence Systems (DOES™) is an integrated management system process that drives operational productivity by applying proven practices and procedures in these “foundation areas”—Asset Productivity, Capital Effectiveness, and Operations Risk Management.

Our unique understanding of strategy application, integrated systems, managing processes and technology first help benchmark your organization against other leading companies and discover the causal factors preventing superior performance.

At the end of our initial diagnostic analysis, your organization will clearly understand:

• causal factors preventing superior performance.
• how to exploit your core capabilities, stretch goal setting and determine performance metrics.
• where to apply “lean” practices that drive out waste and increase productivity.

Planning

Implementation

• Facility Operation
• Project Implementation
• Project Planning
• Facilities Planning
• Business Planning

Value Improving Practices

Operations ProBE

Operational Sustainability

- DuPont Operational Excellence Systems—delivers sustainable results for your company.

The DOES™ Delivery Model

Men's how DOES™—DuPont Operational Excellence Systems—delivers sustainable results for your company.

Asset Productivity

Asset Productivity is a process for extracting the maximum value from a manufacturing asset base (people, materials, and investment), resulting in increased headcount productivity. Our clients increase their asset efficiencies and realize increased profitability through our proven change processes and by implementing our world-class work-management processes, results-oriented key performance indicators, and industry-recognized best practices/standards.

Asset Productivity projects typically last 18 to 36 months depending on size and complexity. Typical improvements include:

- 10-20 percent reduction in fixed costs for every $10M saved in fixed costs we can save you $40M in variable costs.
- Uptime improvements of 2 to 4 times the fixed cost benefits.

These Asset Productivity continuous-improvement processes have given DuPont an enviable competitive advantage—2 to 10 percent increase in fixed cost productivity globally over the past 10 years.

DuPont Operations ProBE™ is a business management tool that can uncover your plant’s “Hidden Capability.”

• A cost-effective, easy-to-use application.
• An analytical tool as well as management tool
• Has helped quantify over $300 million in recurrent earning potential for DuPont.

Results are measurable and focused to increase throughput productivity, improve variable margin and ultimately customer satisfaction.

Capital Effectiveness

The goal of a Capital Effectiveness System is to systematically translate business growth plans into physical assets that deliver business value. By employing DuPont’s world-class knowledge and know-how related to Capital Effectiveness Systems, you will minimize risk and lower required capital investment by ensuring technology and systems/processes associated with projects are appropriately aligned and managed. DuPont has consistently demonstrated that Capital Effectiveness can reduce annual capital budgets by 10 to 15 percent and/or increase yield from existing capital budgets by 10 percent or greater.

To help you increase productivity and profitability and maximize the return on capital investment, DuPont has:

• Developed a well-defined Facilities Engineering Process;
• Identified Critical Success Factors;
• Created processes to enable and benchmark a successful execution of capital projects;
• Developed assessment tools to measure how well those steps have been managed and implemented; and
• Explored training and development programs to create knowledge and effectiveness in planning, leading and managing capital projects.

With 150 facilities worldwide, DuPont is a global company and understands and incorporates the unique cultural aspects of each organization into our solutions and systems. DuPont generates superior returns on investment based on worldwide capital productivity. These include a 12-15 reduction in capital expenditures vs. the industry average; and a productivity increase of 17% in the past decade.
Integrated Management Systems that Drive Productivity

DuPont Operational Excellence Systems (DOES™) is an integrated management system process that drives operational productivity by applying proven practices and procedures in three “Foundation Areas” — Asset Productivity, Capital Effectiveness, and Operations Risk Management.

Our unique understanding of strategy application, integrated systems, managing processes and technology first helps benchmark your organization against other leading companies and discover the technology first helps benchmark your organization against other leading companies and discover the sources of competitive advantage.

You see defined areas of improvement, we then work with you to develop and implement integrated solutions customized to your industry and operational infrastructure. Our Six Sigma compatible methodology for realizing sustainable business benefits requires address work management practices, people/culture and technology.

The DOES™ Delivery Model

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DuPont Operations ProBE™ is a business management tool that can uncover your plant’s “Hidden Capability.”

A cost-effective, easy-to-use application that can recover your plant’s “Hidden Capability.”

DuPont Reliability

Are you trying to repeat your way to standard? Are you getting the most out of your existing operating equipment? Over 200 years of operation experience and know-how has lead us to grasp the key to successful execution of capital projects; developed assessment tools to measure how well those steps have been managed and implemented; and, developed training and development programs to unique resources are knowledgeable and effective in planning, leading and managing capital projects.

With 130 facilities worldwide, DuPont is a global company and understands and incorporates the unique cultural aspects of each organization into our solutions and systems. DuPont generates superior returns on investment based on world-class capital productivity. These include a 12% reduction in capital expenditures vs. the industry average; and, a productivity increase of 17% in the past decade.

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To help increase productivity and profitability and maximize the return on capital investment, DuPont has:

• Developed a well-defined Facilities Engineering Process;
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• Created value/market opportunities by a successful execution of capital projects; developed assessment tools to measure how well those steps have been managed and implemented; and;
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Operational Excellence Integrated Management Systems

Organizations – Risks and Responsibilities

Guidelines – Practices – Procedures – Audits

Organization – Roles and Responsibilities

Facilities Engineering Process

Business Planning

Facilities Planning

Project Planning

Facilities Implementation

Facility Operations

Value Improving Practices

- Reliability

- Optimization

- Technology & Facilities Safety - Environmental

- Operations Risk Management

- Asset Productivity

- Technology & Facilities Safety - Environmental

- Capital Effectiveness

- Operations Risk Management

- Asset Productivity

- Value Improving Practices

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• Strategic clarity about your mission, objectives, and organizational expectations.
• A culture of Operational Excellence.
• Best practices in advantageous architecture and processes;
• A well-orchestrated improvement journey; and
• Superior organizational alignment and execution.

Taking the journey toward achieving Operational Excellence typically begins with making an initial step-change improvement, followed by a continuum of incremental enhancements, and resulting in a significant, sustained competitive advantage.

Our approach has helped clients focus on areas assess and respond to challenges in the global marketplace that were undermining their ability to compete effectively, let us help your organization achieve similar results.

Operational excellence companies support their business by a factor of three. Among the attributes they share are:

• A clear vision among senior managers of the role of operations and its impact on business results.
• Super responsive to ever-changing market dynamics.
• A dogged commitment to implement new strategies that add value for existing customers and potential markets.
• Customized levels of cost, quality and schedule.
• Superior knowledge and performance management.
• An impressive level of ownership and productivity among the workforce.

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5. We use our extensive resource base to transfer knowledge and improve your capabilities and performance through DOES™.

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