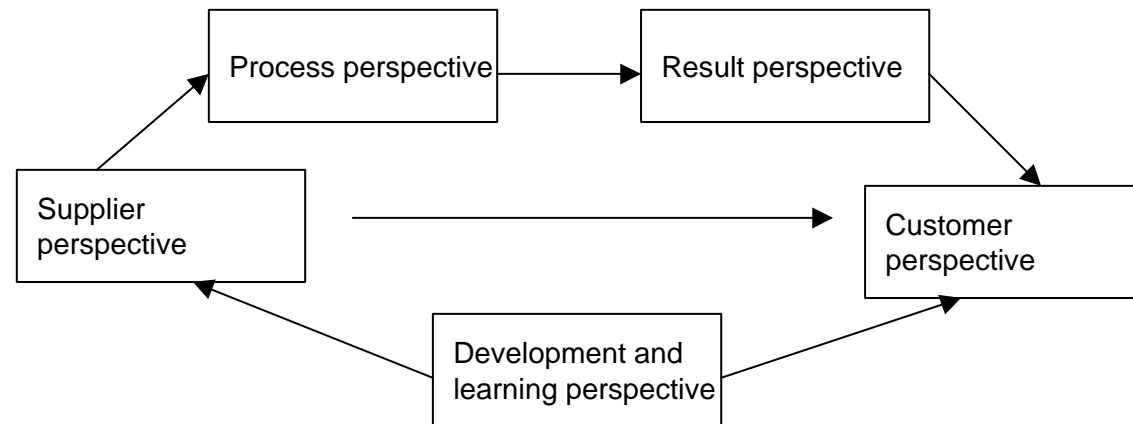


# ABB's EVITA

(Danish Trade and Industry Development Council)



| Customer perspective  | Development and learning perspective  | Supplier perspective   | Process perspective  | Result perspective   |
|---|---|--|--|--|
| <ul style="list-style-type: none"> <li>• Customer satisfaction</li> <li>• Reliability of supplies</li> <li>• Product quality</li> <li>• Quotation hit rate</li> <li>• Market share</li> </ul> | <ul style="list-style-type: none"> <li>• Process innovations</li> <li>• Number of product launchings</li> <li>• Participation</li> <li>• Flexibility</li> <li>• Competence development</li> </ul> | <ul style="list-style-type: none"> <li>• Improved lead time</li> <li>• Reliability of supplies</li> <li>• Product quality</li> <li>• Co-operation index</li> </ul> | <ul style="list-style-type: none"> <li>• Improvement of lead time</li> <li>• Capital ties-up in materials in production</li> <li>• Share of faultless production</li> <li>• Productivity</li> <li>• Reliability of supplies</li> </ul> | <ul style="list-style-type: none"> <li>• Volume</li> <li>• Gross margin</li> <li>• Net result</li> <li>• Operational result</li> <li>• Return on investment</li> </ul> |