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# PURPOSE & VALUES STATEMENTS

Who we are

Where are we going

How will we get there

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**leonardo**  consulting

# PURPOSE STATEMENT

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## 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.

## 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.

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

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## HOW

We deliver a range of products and services in three streams: consulting, education and software. 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.

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## OUTPUTS & OUTCOMES

We will achieve the objectives defined in our Strategy. Execution of the Strategy will create and maintain a company that:

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

# OUR VALUES

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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

These values are important to us, strongly influencing our behaviours

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3

Our people join the Leonardo team to continue full and successful professional

lives; they have genuine and significant personal experience and expertise

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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

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# OUR VALUES

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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

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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

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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

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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

# WE WILL...

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- 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
- 6 We will appoint a Quality Assurance Consultant to each project



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

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**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

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# WE WILL...

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**13** We will acknowledge examples of thought-leadership by team members

**14** We will acknowledge teammembers 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

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**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

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These behaviours  
are a consequence  
of our values

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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.

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