

IMPROVEMENT PLAN

Our Improvement Plan has been formulated to deliver revenue growth and cost reductions by leveraging De La Rue's fundamental strengths more effectively than has been done in the past and to provide focus to our activities.

REVENUE GROWTH

CUSTOMER FOCUS

Vision

To be a valued partner to our customers by understanding and delivering their increasingly complex needs and requirements.

Initiatives

- Common approach to managing customer relationships across Currency and Solutions
- Shared marketing and pipeline management processes adopted
- Development of bespoke country plans identifying customer needs

Outcomes

- Reinforce existing and establish new long term customer partnerships
- Meet and exceed customer expectations
- Maximise market development opportunities

INNOVATION

Vision

Market leading innovators developing and adopting technology to provide differentiation and competitive advantage.

Initiatives

- Group wide research and development function established to drive innovation
- Investing in industry leading technology centre
- Relationships with academic institutions established to access early stage technologies

Outcomes

- Product differentiation delivering competitive advantage
- Forefront of developments in technology to meet customer needs

The fundamental strengths of the business – brand and reputation, long standing customer relationships, technology and design, robust market growth and a cash generative business model – provide the platform for the Improvement Plan.

TARGET 2013/14 OPERATING PROFIT

> £100m

COST REDUCTION

PROFESSIONALISM

OPERATIONAL EXCELLENCE

Vision

Continued improvement of the processes and systems deployed in the business.

Vision

Creation of industry leading manufacturing, quality, design and procurement functions to maximise efficiency, reduce costs and provide a competitive advantage.

Initiatives

- Commenced programme to standardise best practice across the business
- Goals and objectives communicated to all employees
- Process definition review completed prior to upgrading IT systems

Initiatives

- Upgrading our manufacturing methodology and facilities
- Centralised procurement and quality assurance teams
- Consolidation of manufacturing footprint

Outcomes

- Integrated systems to ensure greater efficiency
- Best practice processes deployed across the Group

Outcomes

- Greater operational and cost efficiencies
- Improved quality and lower waste