

**DEUTSCHE POST - The First Choice Way**  
**English Transcription**  
**Video Length: 05'04"**

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TITLE and LENGTH - Bold  
Unclear Dialogue – Underlined and bold (Please check)

**VOICE OVER**

**00:05–00:17**

Deutsche Post DHL IT Services, is the internal IT service provider of DPDHL, that is providing build, run and integration IT services to the business units around the globe.

**00:21-00:30**

Currently ITS is transforming the everyday work of their almost three thousand employees across Germany, Prague, Kuala Lumpur and Tempe, Arizona.

**00:31-00:38**

By pioneering what they call the First Choice Way, the first cross functional and cross location means IT project of it's kind.

**GERMAINE VALENCIA**

**00:40-00:48**

The First Choice Way... I sum it up in three basic concepts, there's works harder, worked faster and work better.

**ANDY LAURENCE**

**00:49-00:59**

We have a much more clear and detailed understanding of the day-to-day activity that we need to perform. We've been able to identify and remove waste.

**STEFAN PLEWA**

**01:00-01:05**

That we got closer to each other, that we started really to talk to each other instead of just sending e-mails across the world.

**ALEXANDRE DELA TORRE**

**01:06-01:12**

This is driven bottom up. This is a very fundament difference with all the programs and all the initiatives.

**UMAR KHAN**

**01:13-01:17**

We are Changing the organizational culture and how we work and communicate with each other.

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**VOICE OVER**

**01:18–01:37**

With the First Choice Way ITS is introducing a new philosophy that goes far beyond simple process improvement. It creates a more active leadership. It creates a transparent performance management, and it helps to significantly develop skills and capabilities within the organization.

**GERMAINE VALENCIA**

**01:38–01:44**

I feel I come in contact with the organization and the pulse of the organization, in an almost minute-by-minute basis.

**BORYANA GENCHEVA**

**01:45–01:48**

Many managers change their active leadership style.

**ALEXANDRE DELA TORRE**

**01:49-01:54**

It helps me to let's say, get closer to the team.

**KARIM HANKE**

**01:55-02:01**

My manager got closer to us as a team and we really started to work as a team.

**STEFAN PLEWA**

**02:02-01:10**

It got really more communicative I have to say. Because also I was used to sending out emails and responding to emails. The leadership style got more personal.

**FREDERIC BARBIER**

**02:11-02:17**

I think there is definitely a closer connection along the management chain.

**VOICE OVER**

**02:18–02:31**

Following the First Choice Way, ITS, is radically changing the way people work within the organization. Today, they collaborate much closer across functions, locations and hierarchy levels.

**02:32–02:39**

Theme tools such as whiteboard sessions and performance dialogues create a better and more transparent method of performance management.

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**VOICE OVER (Continued)**

**02:40–02:48**

Performance metrics such as productivity measures team morale and customer satisfaction are cascaded through all levels of the organizational Hierarchy.

**02:48–03:00**

Whiteboard sessions are carried out between a line manager and his team. Everyday they gather around a performance board to talk about their current activities and challenges in the fifty minute session.

**JAN KLASKA**

**03:00-03:05**

We are discussing our daily tasks, which we need to deliver.

**PETER KRAMER**

**03:06-03:09**

It's a space where dialogue happens between leaders and teams.

**ZDENEK PAPEZ**

**03:06-03:18**

The Most real benefit is probably the daily contact with your other team members and the manager as well.

**MAXIMILIAN WILMS**

**03:18-03:30**

I think the team manager discussion is useful, because everyone knows what the others feelings and how everyone feels and the condition he's in.

**LUDEK SLEGR**

**03:30-03:45**

It is more about, thinking about that element that if people aren't happy... It's very often about the working environment and some issues they aren't able to cope with... **Some issue support, so something which my manager should be concerned about,**

**VOICE OVER**

**03:46-03:51**

Performance dialogues are meetings between managers on different hierarchy levels, held on a weekly or bi-weekly base.

**03:52-04:00**

They ensure a fast and reliable cascade of communication and issue resolution across all management levels.

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**STEFAN PLEWA**

**04:00-04:16**

During the performance dialogues it's a structured way of talking really sharp about what matters really. What are the levels we have to pull on to steer the organization to improve ourselves; so we were really able to focus on certain topics.

**GERMAINE VALENCIA**

**04:17-04:31**

I truly enjoy the performance dialogues, because they allow me to assess almost on a daily basis the strength of my management team, and whether they are capable of leading the organization to provide the expected level of service quality.

**VOICE OVER**

**04:33-04:49**

Right now ITS is just at the beginning of an ongoing journey of continuous improvement. However, the First Choice Way Innovations already showed they work together to deliver a better experience for customers, employees and stakeholders.

**GERMAINE VALENCIA**

**04:49-05:04**

The main thing that I expect is predictability, and the ability to forecast the work that we do on a daily basis. Today we're almost like an electro-cardiogram - we go up, we go down and I just want a steady heartbeat.

**05'04'' - END**