

Management Response - Evaluation of the BPN-Programme

Overall Comments – Key findings

The BPN evaluation helped us as an organisation to write down the points we wanted to be changed in the future. As someone from the outside looked at our organisation, we had a far better approach than just from our viewpoints. It helped us in a fair way as well to find the weak points and to talk about them. Finally, it is an ideal baseline for the certification of ZEWO ahead of us.

In addition to all of this we have also a strong Marketing – and Sales tool with the reporting from the external consultant.

Agreement of the Management

Before we shared with the Country Directors the output and the impact on us as an organisation for the years to come, we aligned ourselves as a management team. This went quite well and we keep on working on some issues.

Learning

The organisational enhancement as a foundation with our history is only made possible in a professional way due to the humble spirit to let someone from outside analyse and structure the reality. Often, we don't see the reality from within but only from outside.

Zurich, 25th June 2019-wh