



Bringing Value to Our Customer

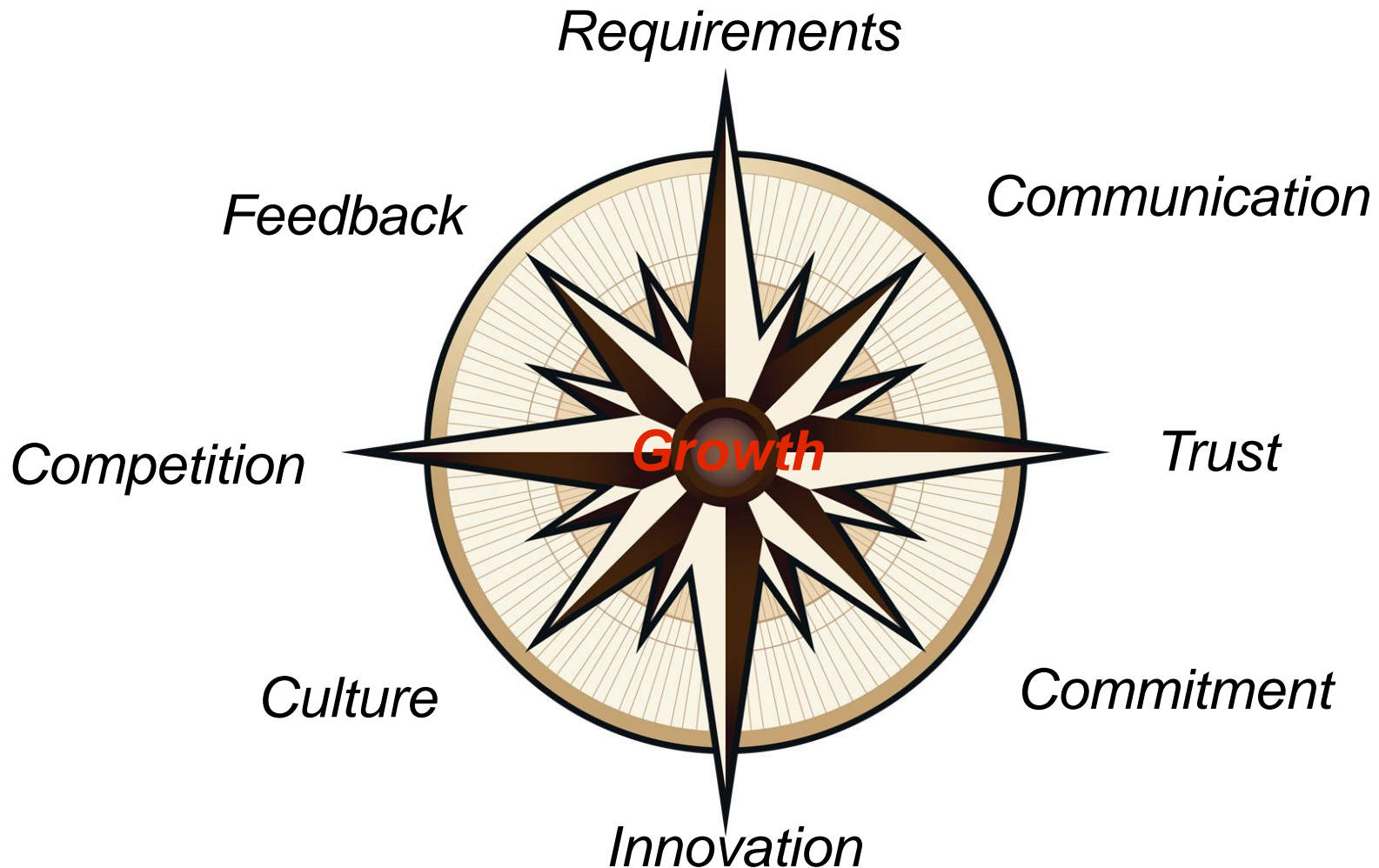
Sandra Rogers
Honeywell FM&T
October 12, 2010



Honeywell

Honeywell Federal Manufacturing & Technologies is operated for the U.S. Department of Energy under Contract No. DE-ACO4-01AL66850

Navigating Customer Relationships...



Honeywell International

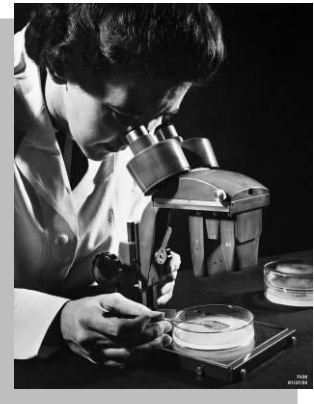
~ 120,000 employees in more than 100 countries working to ...

Build a world that is safer and more secure ... more comfortable and energy efficient ... more productive and innovative

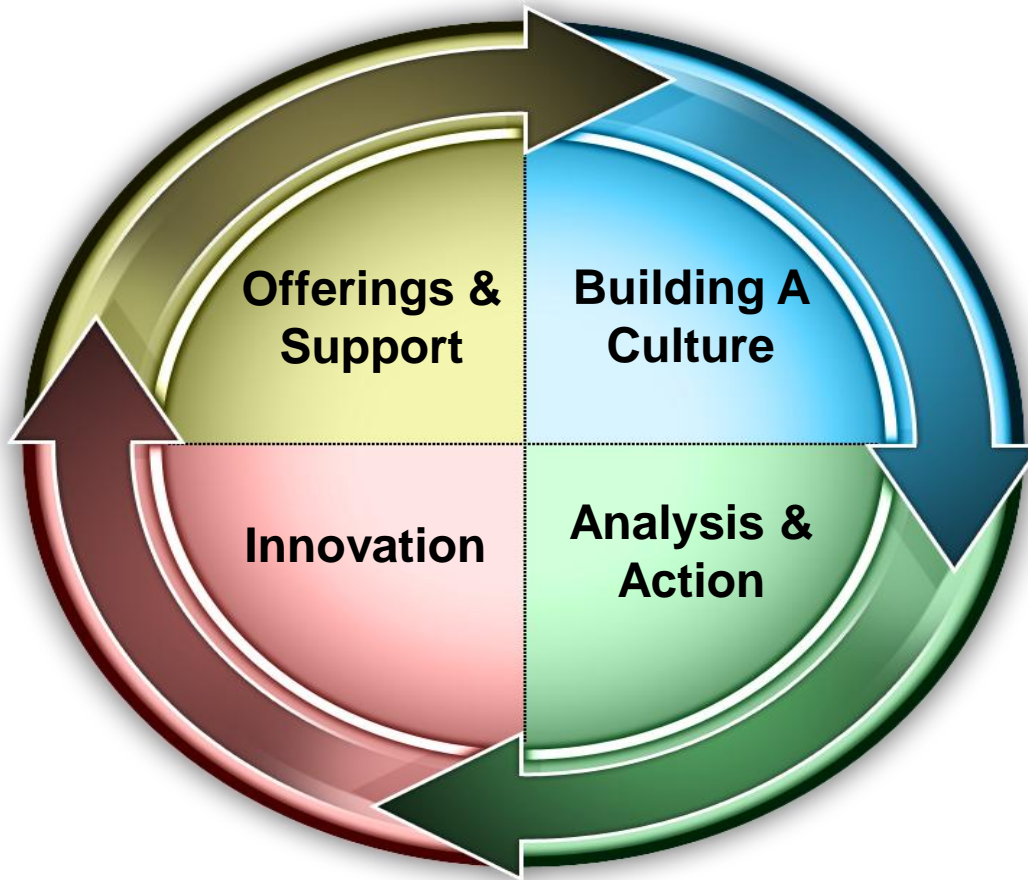


Global scope, great positions in good industries

Honeywell FM&T LLC



Focusing on the Customer...



Honeywell FM&T Culture

Values
Behaviors
Results

Honeywell Behaviors:

Growth and Customer Focus

Leadership Impact
Gets Results
Makes People Better
Champions Change and Six Sigma
Fosters Teamwork and Diversity
Global Mindset
Intelligent Risk Taking
Self-Aware/ Learner
Effective Communicator
Integrative Thinker
Technical or Functional Excellence

Growth and Customer Focus



Who are our customers?



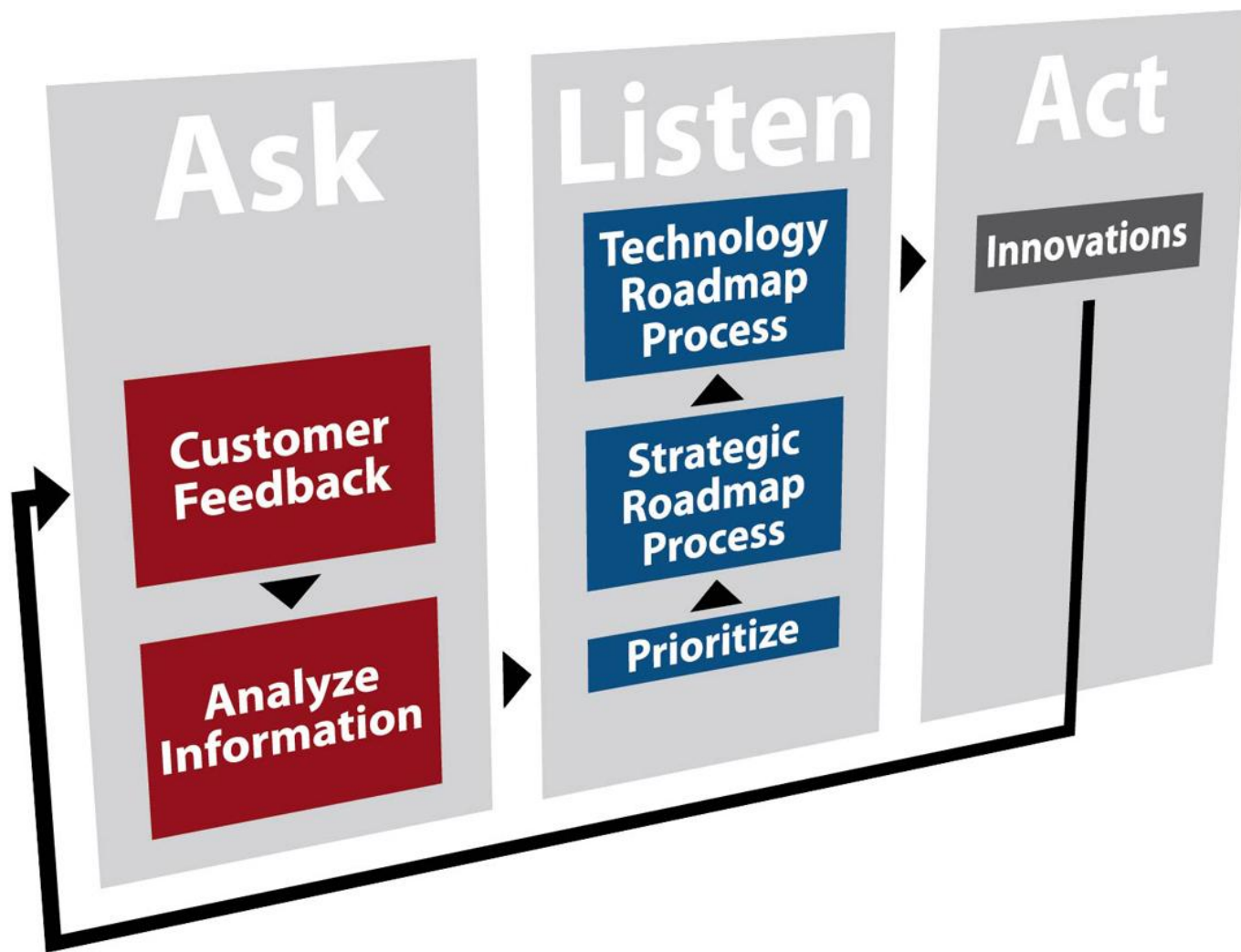
- Trade and business journals
- Annual reports
- Newspaper articles
- Market research
- Industry seminars
- Special on-site assignments

Understanding Customer Requirements....

Ask
Listen
Act



Technology and Innovation



Prevent....Not Just Fix

Define *what's important*

Measure *how we're doing*

Analyze *to identify root causes*

Improve *by preventing root causes*

Control *to guarantee performance*



Continuous Improvement Toolbox

By integrating tools and applying to all processes ...



...involving people, teamwork, and change.

Communication, Commitment, Trust...

How We Build and Manage Relationships

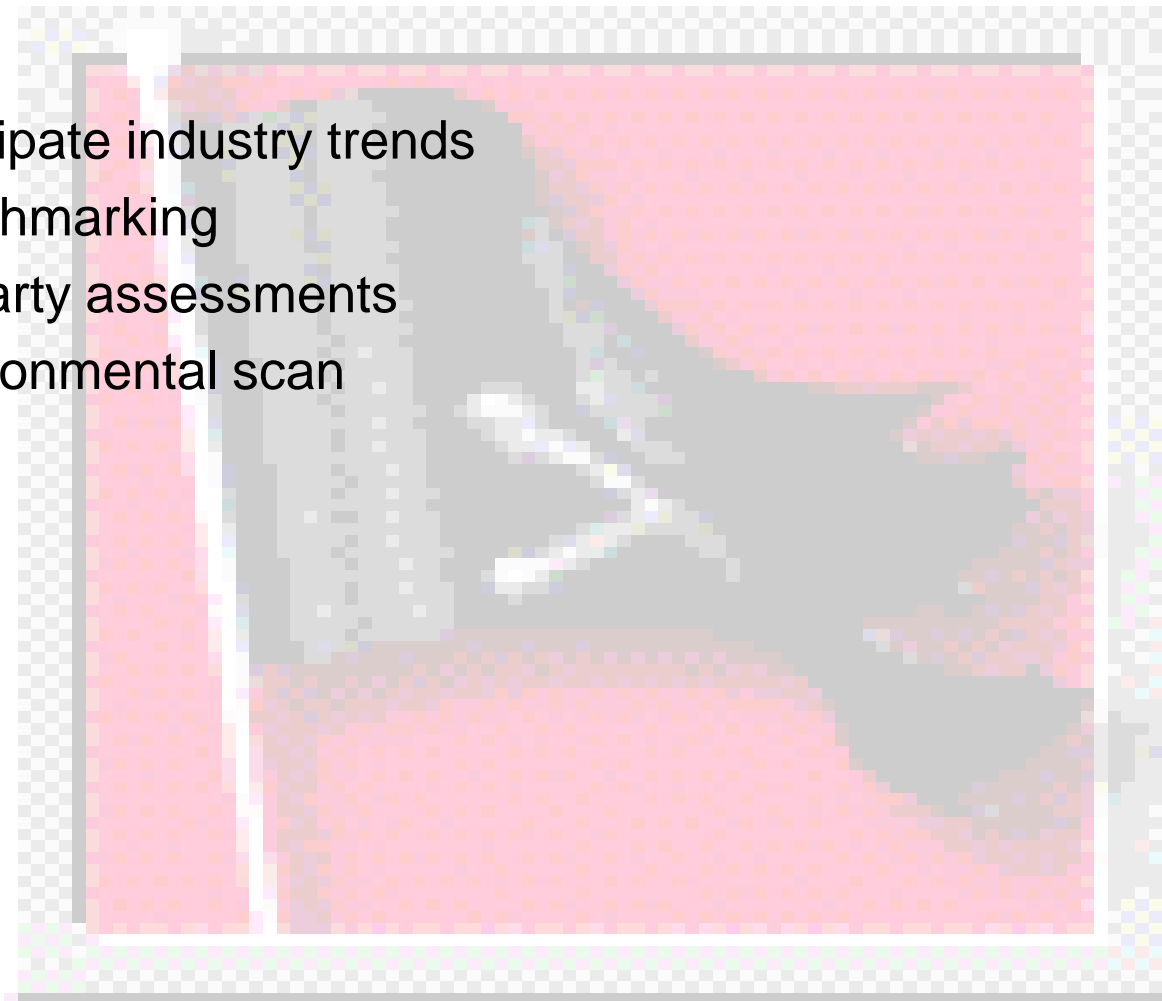
- Tailor Listening Methods
- Collect Actionable Information
- Keep Commitments Made
- Follow Up

Commitments Made, Commitments Kept



Assessing the Competition

- Anticipate industry trends
- Benchmarking
- 3rd party assessments
- Environmental scan



Employee Engagement

Strategic Planning
Customer Input

Employee Sharing



Maintaining a Positive Customer Relationship

Evaluating Customer Feedback

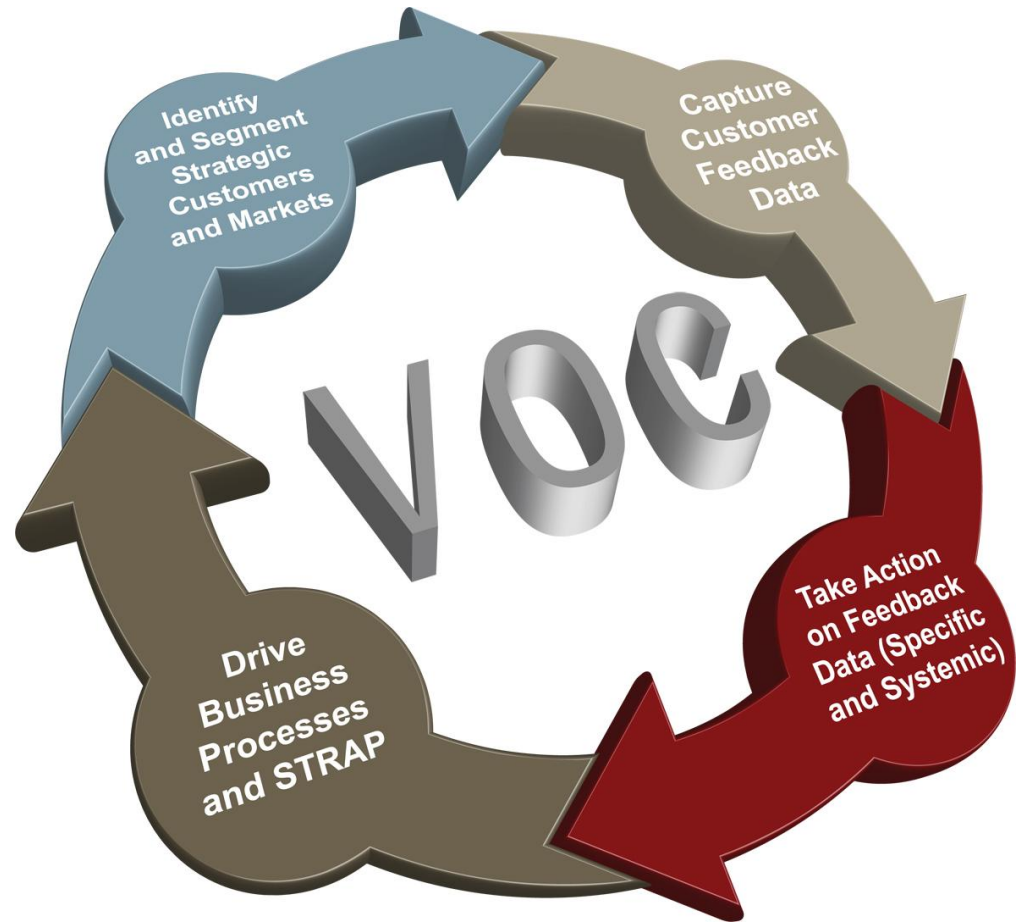
- Audits
- Rejects
- Returns
- Performance Evaluation
- VOC Survey



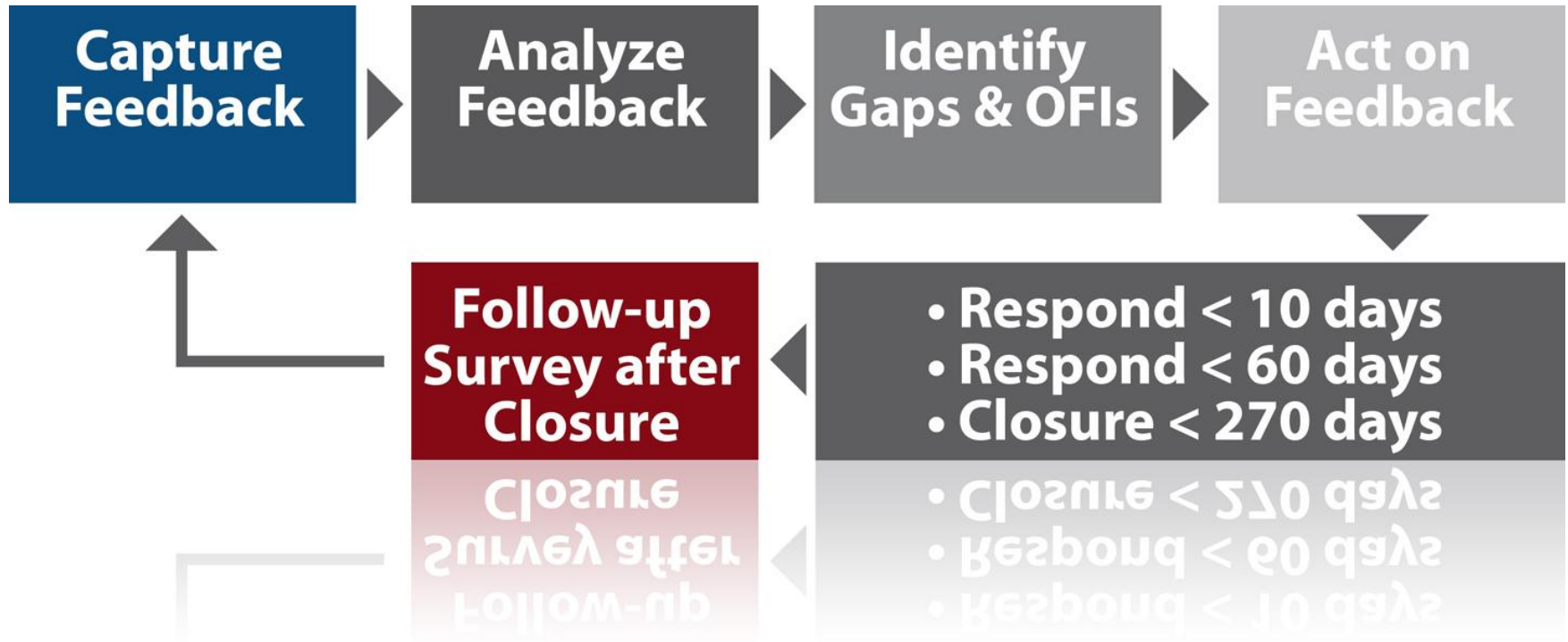
Voice Of Customer

What is the Voice of the Customer?

A systematic process to understand the needs of our customers, assess our level of performance to those needs, and to promptly respond to 'actions' and opportunities.



Managing VOC Information



Lessons Learned



LESSONS LEARNED

- Don't assume **ASK**
- Actively listen
- Take action
- Align, Involve, and Communicate
- Customer feedback is a key input to the business capture process