

## EFQM Member Ambassador's Profile



**Organisation:** ABB Industrial Automation Division

**Job Title:** IA Quality Manager

### **Profile**

- **Can you introduce yourself shortly?**

ABB Vice President, Head of Quality Industrial Automation Division

- **How did you start your EFQM adventure?**

I became EFQM assessor back in 2008 when I had the opportunity to assess the application of the model in different companies and industry sectors, helping them to enhance the way they operated and their performance.

- **A brief description of your organisation's use of EFQM?**

In the ABB Industrial Automation Division the EFQM model represents the foundation of our operating framework connecting the Division to the different business units, in order to create the right transparency, consistency and agility on the way we deliver our business.

- **Any comment or last word?**

EFQM model is the vehicle to continuously and systematically enhance the way we operate.