



Performance improvement approach earns Nokia Siemens Networks coveted award from Vodafone

Vendor wins “Outstanding Performer of the Year” award at Vodafone Supplier Conference

Nokia Siemens Networks has won an “Outstanding Performer of the Year” award at the Vodafone Supplier Conference in recognition of its excellent performance, competitiveness and reliability as a global business partner to the world’s biggest operator.

“Customer satisfaction is a cornerstone of the Nokia Siemens Networks value system and we have adopted a strong, collaborative approach to working with our customers to achieve success, and it is hugely encouraging to see it recognized in this way,” said Giuseppe Donagemma, who is in charge of Nokia Siemens Networks’ business relations with Vodafone. “The fact that we received this award during a challenging post-integration year makes the achievement even more special.”

Vodafone has a stringent Supplier Management Program, with rigorous goal setting and benchmarking in every area of collaboration, measuring performance of its global suppliers across seven product categories. Nokia Siemens Networks won the award for performance based on nearly 150 projects carried out for Vodafone across the world.

“The key to Nokia Siemens Networks’ success is its structured approach to performance improvement. They have developed a strong project methodology across the world, have clear objectives for local units, and have set KPI’s and targets at the local level, creating a successful interface at both the global and the local operating company level,” said, Detlef Schultz, Vodafone’s Global Supply Chain Management Director. “This progress helps to make the relationship between our two companies even stronger.”

Nokia Siemens Networks won this award following a bi-annual benchmarking exercise undertaken under the Vodafone Supplier Management Program, a tailor-made initiative aimed at enhancing the company’s supply chain management operation across different areas, including acquisition and performance.

The evaluation process includes a scorecard for each of seven product categories, each measuring performance across six pillars. The six pillars include; Corporate Responsibility, Financial Stability, Technology, Commercial Aspects, Delivery Capability, and Quality Management. Nokia Siemens Networks surpassed its goal in five out of the seven product categories, and showed considerable progress over the previous year’s performance.

The award validates Nokia Siemens Networks’ collaborative approach to its customers, which combines the company’s global knowledge and local expertise together with an open communications approach with its partners, as well as a deep understanding of its customers’ challenges and needs.

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