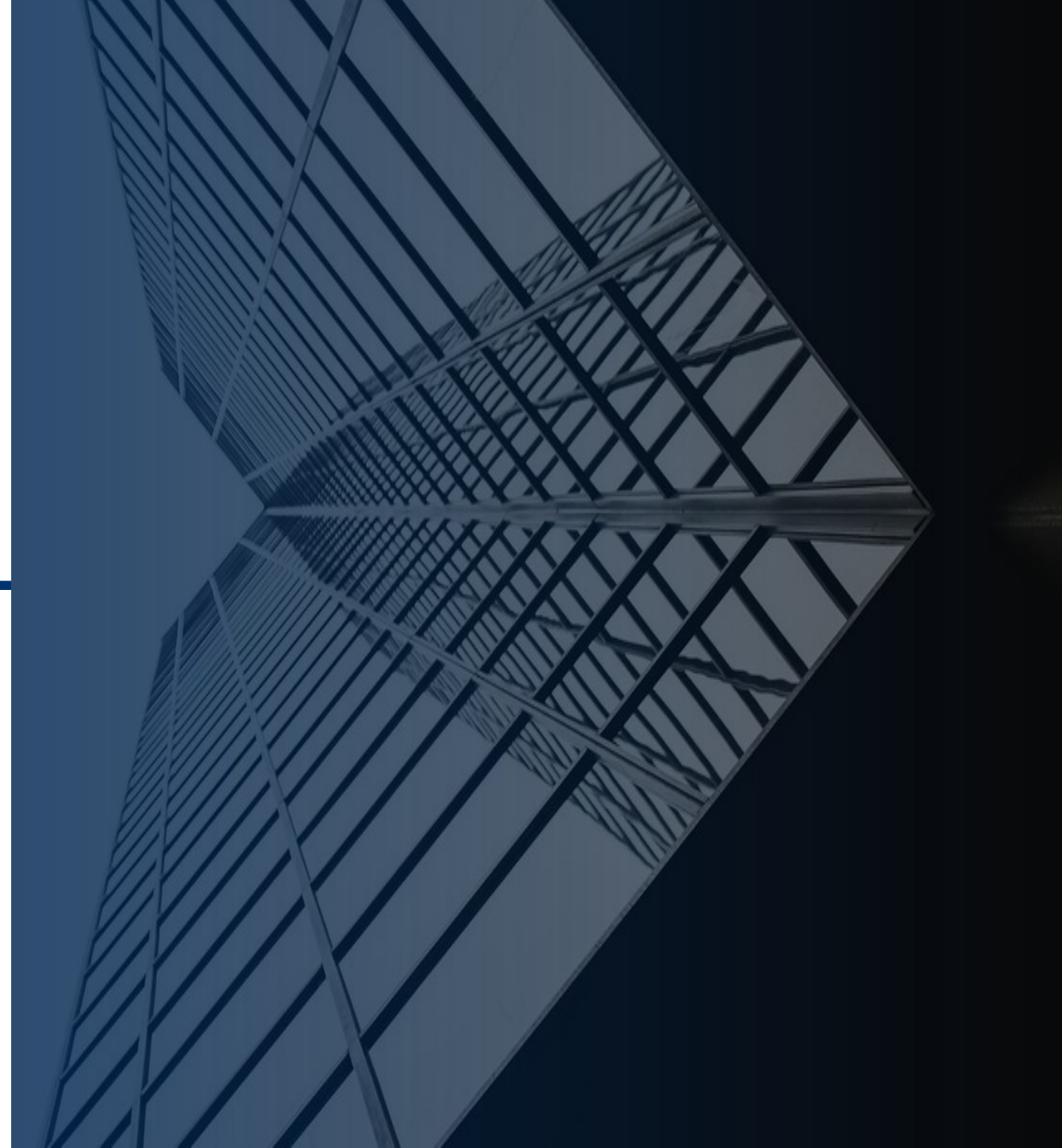


# RETURN MANAGEMENT

- Use Case – Wachstumsstrategie & -umsetzung für Industriedienstleister



# Growth strategy & implementation for industrial service providers

## Industrial company to success in 5 years

Situation & Goals	Measures	Results after 60 months
<p><u>Industrial service provider surface finishing with focus on automotive</u></p> <p>Sales and earnings situation insufficient for necessary future investments</p> <p>Margins under pressure from key accounts (automotive) and quality issues</p> <p><b>Limited growth perspective</b></p> <p><u>Goals</u></p> <p><b>Increase sales and earnings growth</b></p> <p><b>Reduce dependence on automotive</b></p>	<p>Introduction of quality-oriented remuneration system</p> <p>Establishment of contribution margin calculation for offer optimization &amp; identification of loss-makers</p> <p>Development of target customers in alternative industries such as medical technology, electrical engineering and sensor technology</p> <p>Elimination of loss-making contracts by renegotiation, termination or stopping them</p> <p>Introduction of integrated ERP system with SAP Business One</p>	<p><b>Turnover: € 2.5 million to € 4 million</b></p> <p><b>EBITDA: €250 thousand to €1.0 million</b></p> <p><b>Realization of growth investment through expansion of company building and technology with a total volume of € 3 million.</b></p> <p><b>Streamlining administrative processes and improving payment transparency</b></p>