

FIRST CHOICE AT DHL



~270,000

**EMPLOYEES INVOLVED
IN INITIATIVES**

WITH CONTINUOUS IMPROVEMENT
FOCUS



USED IN

220 COUNTRIES

AND TERRITORIES WORLDWIDE



**>30,000
EMPLOYEES**

TRAINED EXPERTS



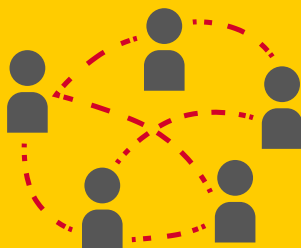
>3,000

INITIATIVES PER YEAR
since 2006



REGULAR

NET PROMOTER APPROACHS
IN 128 COUNTRIES



>60,000

**EMPLOYEES COVERED
IN PERFORMANCE DIALOGS**



>20,000

**LEADERS USING PROBLEM
SOLVING AND GEMBA**
TO SOLVE DAY-TO-DAY
BUSINESS PROBLEMS