



# Building Value

For Our Customers



# Building value around the world

Deliver what you want.

When you want it.

Where you want it.

With value built in – to every product, transaction and interaction along the way.

Building value for our customers is a central goal at 3M.

The question is: How do we make it happen for you?

The answer: Operational excellence fueled by 3M Lean Six Sigma.

Imagine all the people and resources of 3M worldwide focused on helping you succeed. That's what 3M Lean Six Sigma helps deliver. Because we share processes that are common globally in 3M, we've learned to speak the same language and share skills, energy and creativity – so we can deliver faster and better solutions to you.

Our global team approach combines 3M core technologies with our culture of innovation and the shared discipline of 3M Lean Six Sigma. All this is systematically directed at developing ingenious products and solutions that build value for you.

We do it to help you be more successful, because we know that your success and 3M's are intricately linked.

*“3M provided a vital service to HealthEast, the team was able to address the compliance challenges we faced with hand hygiene. The support from 3M was extremely valuable.”*

**Boyd Wilson**  
System Director, Infection Control & Epidemiology  
HealthEast Care System

“We have many suppliers but 3M does more than just supplying products – they want Home-Fix to become a very successful company.”

Low Cheong Yew  
Director  
Home-Fix The D.I.Y. Store

## Lean Six Sigma helps us perform to your high expectations

3M Lean Six Sigma helps 3M flourish in a world where our customers expect high quality and fast delivery for the best-possible value. It offers the tools, methodologies and cultural mindset needed to help fulfill our brand promise:

“Practical and Ingenious Solutions That Help Our Customers Succeed”

3M Lean Six Sigma builds on the knowledge, methods and tools honed from decades of research and operational practice. Lean focuses on reducing costs through process optimization (more speed, less waste) to add value for our customers. Six Sigma helps us measure and eliminate defects and variation so the quality of our products and processes are consistent and reliable.

3M Lean Six Sigma combines the strengths of both methodologies so we can see and improve everything we do from the customers’ perspective. It defines the

value attached to a service or product from your point of view, and it empowers us to use data, facts and teamwork to delight you with new levels of operational excellence.

By simultaneously reducing the number of steps and defects in a process, we can achieve improvements in speed, quality and costs – all at the same time – to step up the value we deliver to you.

Lean tells us, “The process is broken unless it adds value for the customer,” and “Only a fast and responsive process is capable of achieving the highest levels of service quality.”

Six Sigma tells us, “Let’s minimize variability to increase quality in every process that adds value for the customer.”

# Delivering on our brand promise



## 1. Quality you deserve

Central to 3M Lean Six Sigma is a belief that customers are entitled to the highest level of quality that can be expected. By removing root causes of variation from our processes, we help make sure you get the quality you expect, every time.

## 2. Speed to meet your demands

Even the best product in the world can't help you if it's not there when you need it. 3M Lean Six Sigma helps us streamline and accelerate our manufacturing, supply chain and service processes to meet global demands.

## 3. Efficiency to help you grow

3M Lean Six Sigma helps minimize defects and remove waste from our processes. This helps recover dollars that can be reinvested in innovation or passed on to our customers.

## 4. Innovation aligned with your needs

Our Commercialization process uses 3M Lean Six Sigma tools to constantly focus on your requirements and develop innovative new products that fill your needs, right away.

## 5. Resources applied to your challenges

By helping customers conduct 3M Lean Six Sigma projects and solve critical business issues, 3M gets to know your operations intimately, and we form a stronger, more strategic alliance. In this way, the vast resources of a global 3M can be focused on helping you succeed.

# Five big ways we build value for you

