



SHELL POLSKA SP. Z O.O.

Outward Mindset as a game-changer of our customers' experience

Process migrations caused the move of the critical mass to Customer Operations in Krakow. Breakthrough business results requires a change of mindset with holding everyone accountable for their impact.

Increase ownership, accountability, individual's empowerment and commercial mindset by understanding and measuring the impact thanks to Outward Mindset approach (by Arbing Institute).

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**FINANCIAL
BUSINESS GROW**

11.6% / year

**Financial results: business grow
by 11.6% in a year time**

**SATISFACTION
CUSTOMER EXPERIENCE**

from 8.2 to 8.6

**Increased from 8.2 to 8.6 in 8
months (target of 8.5 out of 10)**

Customer experience; increased from 8.2 to 8.6 in 8 months
(target of 8.5 out of 10). Financial results; business grow
by 11.6% in a year time.

The team

