

## BUSINESS ASSURANCE

# Digitalization as benefit for customer

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**Ranko Režek**

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**KONFERENCIJA**  
CONFERENCE



19. studenog 2018., Zagreb | 19 November 2018, Zagreb



**Nordijska  
industrijska  
učinkovitost**

**Nordic  
Industrial  
Efficiency**

*"We always overestimate the change that will occur in the next two years  
and underestimate the change that will occur in the next ten.  
Don't let yourself be lulled into inaction"*

**Bill Gates, 1996**  
**The road Ahead**

# Future

*I very frequently get the question: 'What's going to change in the next 10 years?' And that is a very interesting question; it's a very common one. I almost never get the question: 'What's not going to change in the next 10 years?' And I submit to you that that second question is actually the more important of the two—because you can build a business strategy around the things that are stable in time. ... [I]n our retail business, we know that customers want low prices, and I know that's going to be true 10 years from now. They want fast delivery; they want vast selection. It's impossible to imagine a future 10 years from now where a customer comes up and says, 'Jeff I love Amazon; I just wish the prices were a little higher,' [or] 'I love Amazon; I just wish you'd deliver a little more slowly.' Impossible. And so the effort we put into those things, spinning those things up, we know the energy we put into it today will still be paying off dividends for our customers 10 years from now. When you have something that you know is true, even over the long term, you can afford to put a lot of energy into it.'*



***Low prices,  
fast delivery,  
vast selection***

**Jeff Bezos**  
**CEO Amazon.com**

## Our services required internal digitalization

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## Digital Interaction as a first step in external digitalization – My DNVGL

**Ecert  
Mark  
Platform**

CertMark



eAdvantage

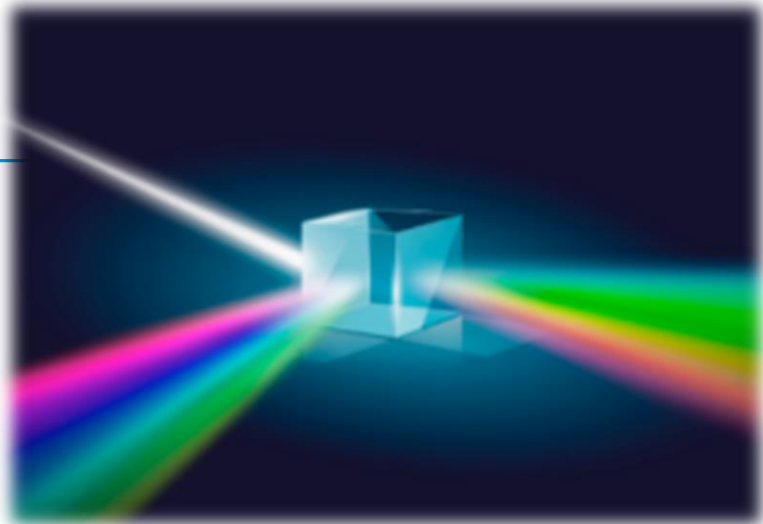
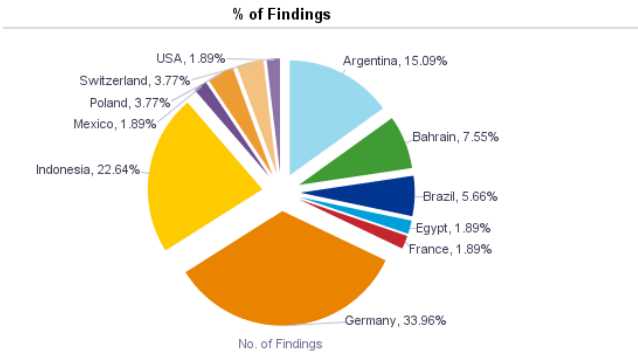
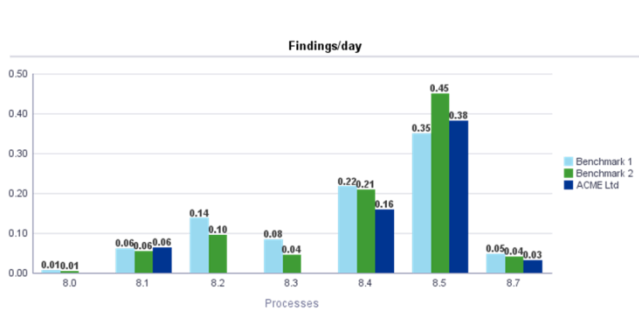
**E-  
advantage**

**Lumina**



# Benchmark - Lumina

Macro process	Process	Heat map
04	4.0	😊
	4.4	😊
	5.0	😊
05	5.1	😊
	5.2	😊
	5.3	😊
06	6.0	😊
	6.1	😊
	6.2	😊
07	7.0	😊
	7.1	😊
	7.2	😊
	7.4	😊
	7.5	😊
	8.0	😊



Improvement through awareness.

A set of tools that gives you the confidence to make the right decisions, through relevant insights and performance benchmarks internally and against industry peers.





## MANAGEMENT SYSTEM CERTIFICATE

Certificate no.:  
105489-2001-AQ-BBB-RvA

Initial date:  
25 December, 2005

Valid:  
21 December, 2011-25 December,  
2014

This is to certify that the management system of

### BBB Company

Surinamestraat 287, 2585 GJ Den Haag, Netherlands  
and the sites as mentioned in the Appendix accompanying this Certificate

has been found to conform to Quality management system standards:  
**ISO 9001:2008, ISO 14001:2004**

This certificate is valid for the following Scope:

Development and operation of the non-profit, private data network infrastructure for higher and public education institutions, research institutes, and public collections, as well as provision of high-performance computing facilities in conformance to the Information Infrastructure Development Program. Provision of electronic public procurement services.

Place and date:  
Barendrecht, 21 December, 2011



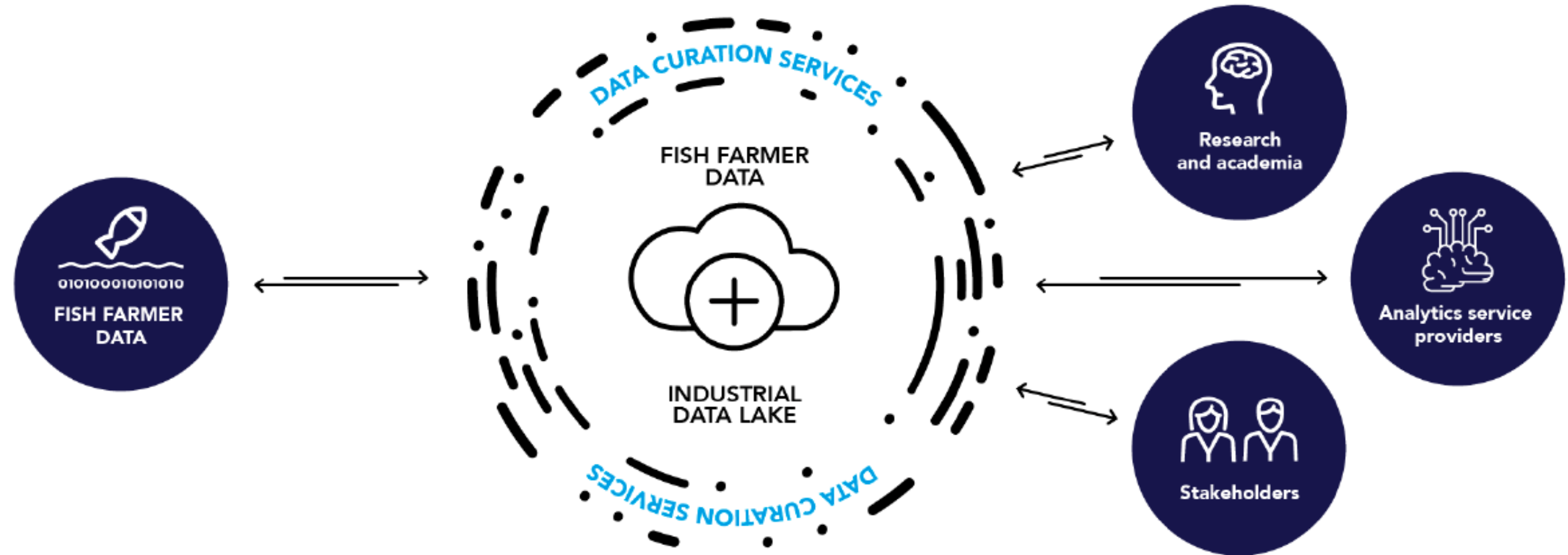
For the issuing office:  
DNV GL - Business Assurance  
Zwolseweg 1, Barendrecht, -, 2994  
LB, Netherlands

*Carine de Majer*  
Carine de Majer  
Management Representative

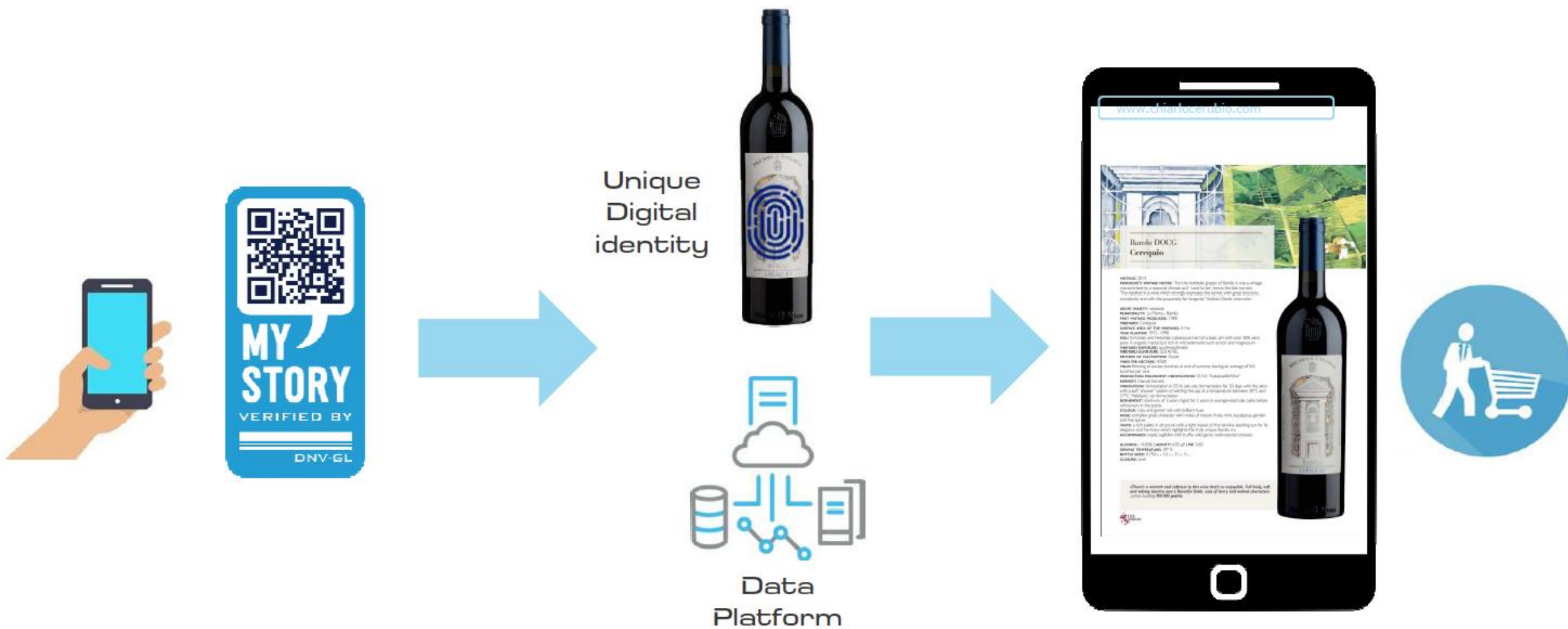
Lack of fulfillment of conditions as set out in the Certification Agreement may render this Certificate invalid.  
ACCREDITED UNIT: DIET NORSKE VERITAS CERTIFICATION B.V., ZWOLSEWEG 1, 2994 LB, BARENDRECHT, THE NETHERLANDS. TEL: +31 (0) 10 2922600.  
Reference: dnvgl.com



## Data platform - Veracity







# Thank you!

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**SAFER, SMARTER, GREENER**

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