
AN INNOVATIVE APPROACH TO KNOWLEDGE TRANSFER

TO ENHANCE OPERATIONAL PERFORMANCE AND MAXIMIZE CUSTOMER SUCCESSES

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WHO WE ARE

Science + Service Company



CLEAN
WATER



SAFE
FOOD



ABUNDANT
ENERGY



HEALTHY
ENVIRONMENTS

Ecolab Global Footprint

19 global technology centers

26,500 sales-and-service representatives

8,600 patents

119 plants

48,000 employees

more than 170 countries

more than 220 warehouses

\$14 billion annual sales

OUR CHALLENGE

Organizational Silos and Barriers

Sales and Service

- ▲ Sale products
- ▲ Work in the field
- ▲ Customer relationship expertise
- ▲ Visibility to one or more customer accounts



RDE

- ▲ Create products
- ▲ Work in labs
- ▲ Science expertise
- ▲ Visibility to regional and global trends

THE LEAP TO COLLABORATE

Favorable Trends



Globalization


Interconnected World

Social Media

HOME
DISCUSSIONS
LIBRARY
PEOPLE
WORKGROUPS
JOIN THIS NETWORK

Ask About: Deepwater Application, Offshore Logistics, Offshore Production, Pumps and Injection Systems, Sub Sea Equ

Announcements



First oil of Stampedee deepwater oil and gas field

Spotlight

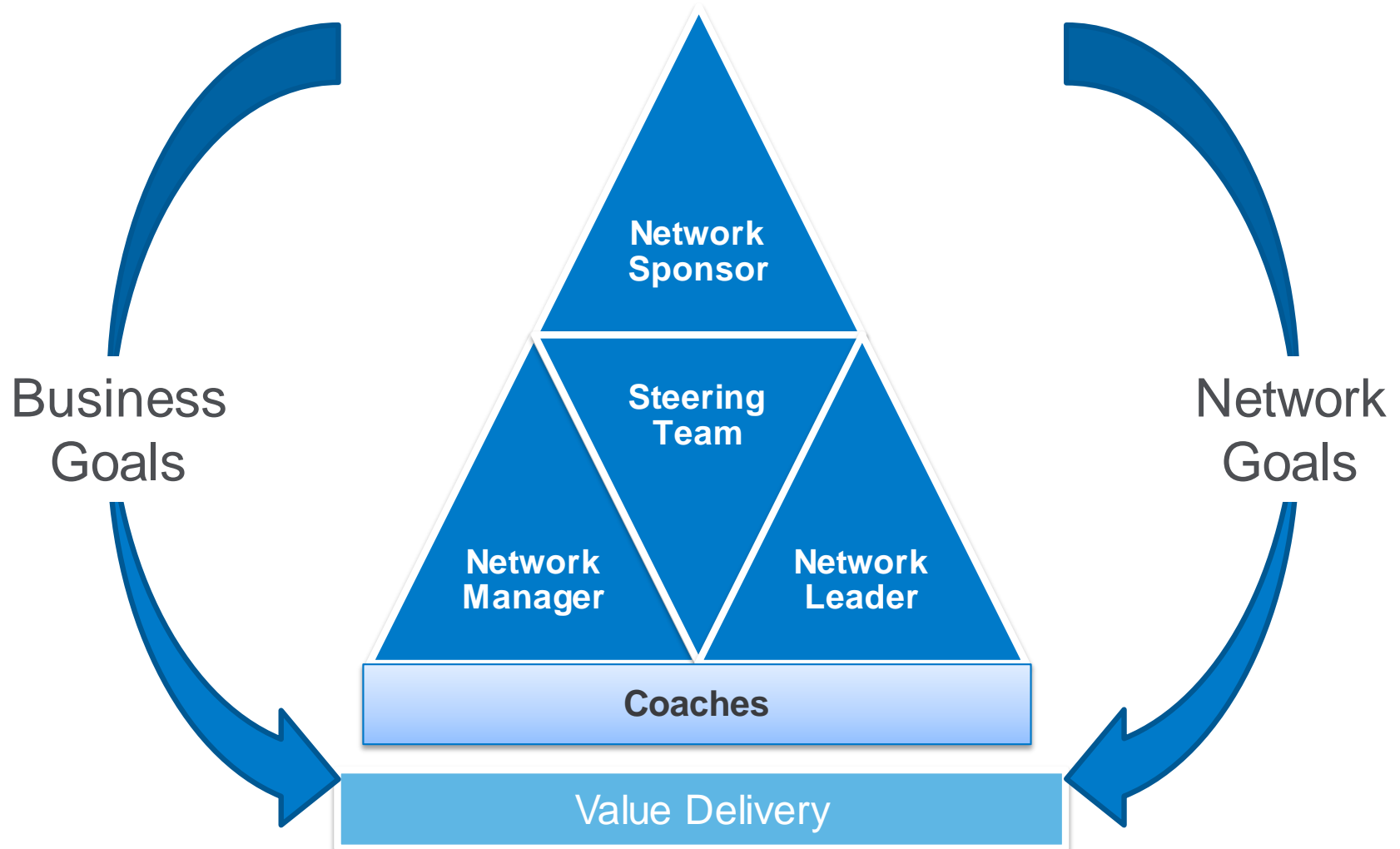
- ▣ Hydrates - LDHI versus THI
- ▣ SARA Analysis Interpretation Spreadsheet
- ▣ Pigging fundamentals
- ▣ Webcast from Offshore Magazine - Deepwater operations

(More Links...)

Discussions - Latest Activity

Subject	Replies	Created By	Last Updated
Dearator Tower Sanitation NEW	1	[User Name]	4/19/2018 2:17 PM
OFC pump/flowmeter automation NEW	0	[User Name]	4/19/2018 1:32 PM
Can high antifoaming dosage injected before Trifasic separator in oil, gas and water process cause problems ?	3	[User Name]	4/18/2018 3:50 PM
Biocide injection (batch)	1	[User Name]	4/17/2018 2:30 PM
Foam Testing	9	[User Name]	4/17/2018 2:26 PM

Strong Governance and Business Focus



Accountability and Adoption

- ▲ Promote CORE during recruiting
- ▲ Create early awareness with new hires
- ▲ Direct associates to CORE after formal training classes
- ▲ Network Managers, Network Leaders, and Steering Teams have performance goals tied to network service
- ▲ Subject matter experts have performance goals to reply to discussions
- ▲ Annual global recognition program



DEMONSTRATED VALUE

60 Documented Success Stories

The screenshot shows the 'CORE SUCCESS' website. The header includes the logo 'CORE SUCCESS' with the tagline 'COLLABORATE. GROW. WIN.' and a navigation menu with links: 'SUBMIT A SUCCESS STORY', 'LATEST CORE SUCCESS', '2016 YEAR IN REVIEW', 'SUCCESS FEATURES', 'SUCCESS BRIEFS', 'TESTIMONIALS', 'ARCHIVES', and 'CORE HOME'. The main content area features a large blue banner with a trophy icon and the text 'SUCCESS STORIES'. Below the banner, there are four interactive cards: 'SUCCESSFEATURE' (with a trophy icon), 'SUCCESSBRIEF' (with a trophy icon), 'ARCHIVES' (with a folder icon), and 'TALKBACK' (with a speech bubble icon). Each card contains a call to action to click for more information.

CORE SUCCESS
COLLABORATE. GROW. WIN.

[SUBMIT A SUCCESS STORY](#)

[LATEST CORE SUCCESS](#)
[2016 YEAR IN REVIEW](#)
[SUCCESS FEATURES](#)
[SUCCESS BRIEFS](#)
[TESTIMONIALS](#)
[ARCHIVES](#)

[CORE HOME](#)

SUCCESS STORIES

CORE Success is the home to learn more about how users are gaining value from knowledge sharing. From technical issues answered to customer service wins, more and more users are finding success with CORE.

SUCCESSFEATURE
Click here to read more about how CORE users are gaining success using knowledge sharing

SUCCESSBRIEF
Click here to read snapshots that show CORE users collaborating to solve challenges

ARCHIVES
Click here to search through our archives and read past success stories

TALKBACK
Click here to hear what users have to say about CORE and knowledge sharing

**Over \$1.7 million in annual revenue gains,
\$12 million in customer savings and \$170,000 in
annual internal process improvements.**

Proven Business Value through Collaboration

Revenue Gain

Sales Rep wins \$400,000/year petrochemical business and saves customer from \$1M/day shutdown

“Solving this issue for my customer was clear evidence that technical expertise and knowledge sharing is key to our success. It’s a powerful differentiator, and the only thing which makes our customers pay more for our chemistries.” – *District Representative*

Customer Savings

Sales Rep wins new process business worth \$70,000 annually in refinery, saves customer \$1.5M

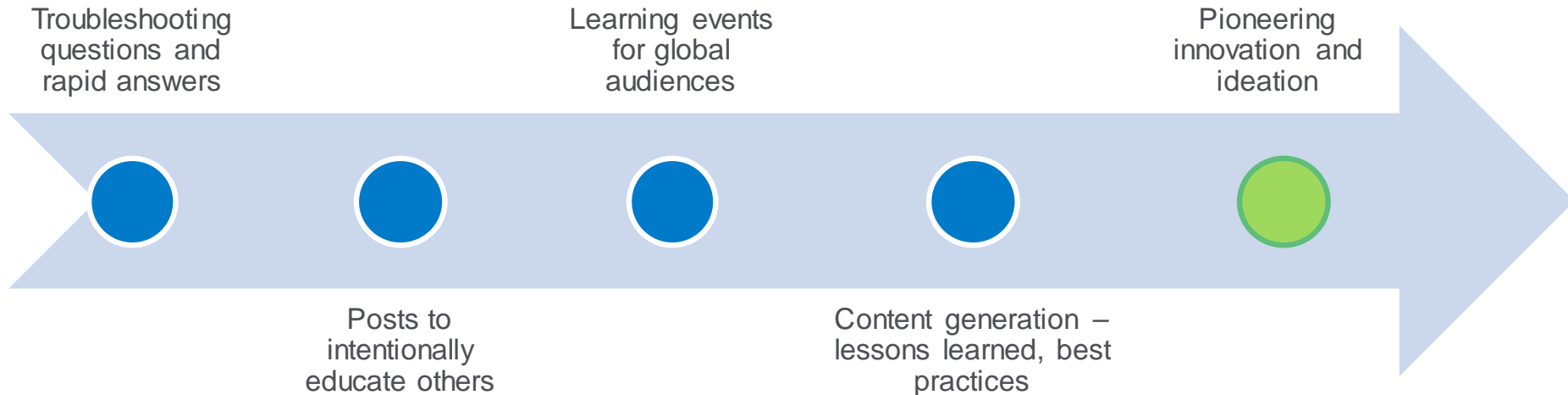
“Thanks to CORE, I came across to my customer as someone who’s technically capable and experienced. To me, this win puts our foot in the door on the process side.” – *District Representative*

Process Improvements

Chemist develops more efficient sample test method that results in process improvement saving \$51,100 annually

“Reaching out on CORE before I started designing my experiment allowed me to come up with a better method up front.” – *Senior Chemist*

Knowledge Sharing Maturity



Partnership with HR Training department and business teams results in innovation and faster customer solutions