

# FIRST CHOICE AT DHL



**~270,000**

**EMPLOYEES INVOLVED  
IN INITIATIVES**  
WITH CONTINUOUS IMPROVEMENT  
FOCUS



USED IN

**220 COUNTRIES**

AND TERRITORIES WORLDWIDE



**>3,000**

**INITIATIVES PER YEAR**  
since 2006



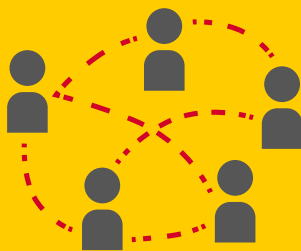
**>30,000  
EMPLOYEES**

TRAINED EXPERTS



**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