

VOLVO

Information Technology

INFORMATION TECHNOLOGY

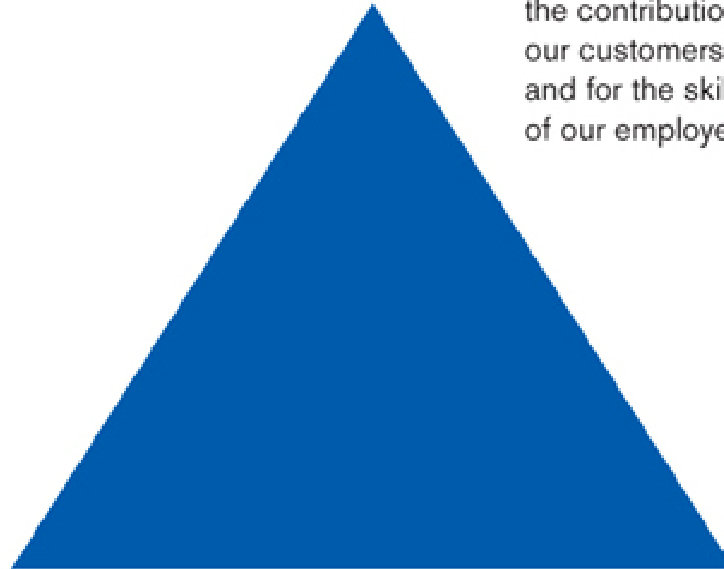
WE ARE HAPPY TO SHARE OUR KNOWLEDGE
AND EXPERIENCE WITH YOU

LET'S MAKE SURE

LET'S MAKE SURE.

VISION

We are a highly successful IT company, recognised for the contribution we make to our customers' business and for the skills and spirit of our employees.



MISSION

We create business value through IT.

We provide the Volvo Group, Volvo Cars and selected customers with cost-effective IT-solutions resulting in long term business value.

VALUES

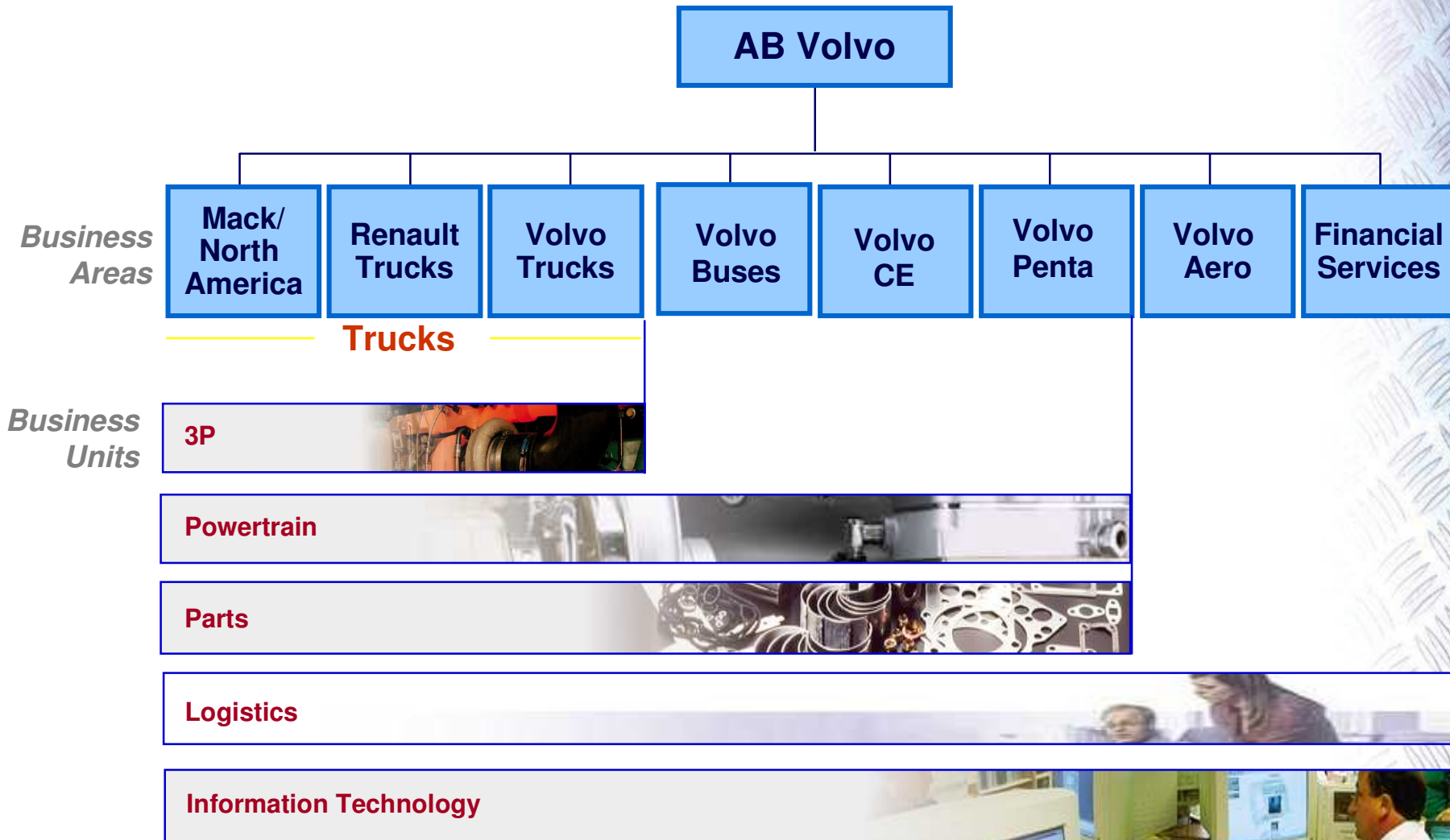
Professionalism

Respect

Spirit

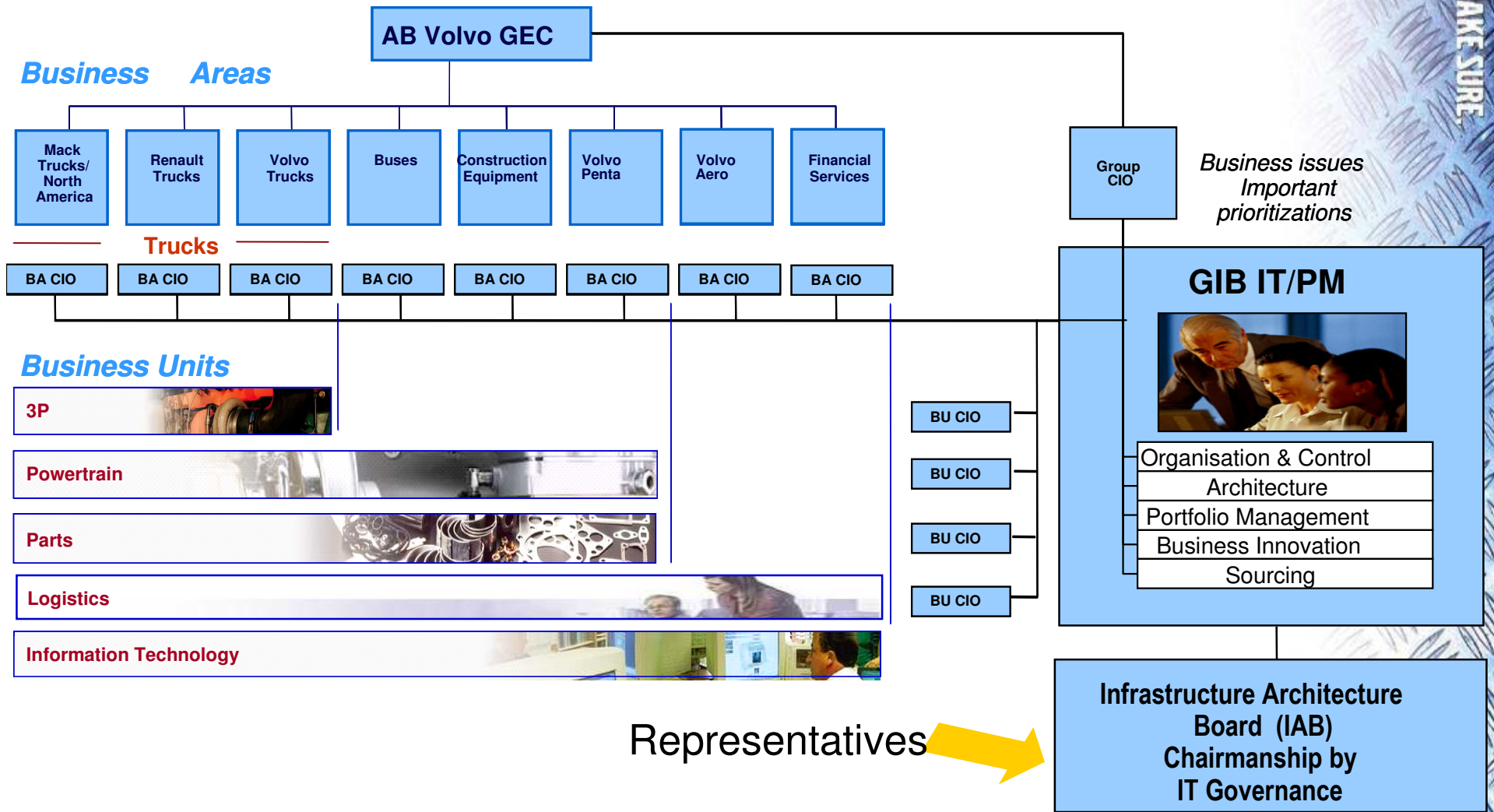
The Volvo Group Organisation

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IT within the Volvo Group

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Volvo IT in Brief



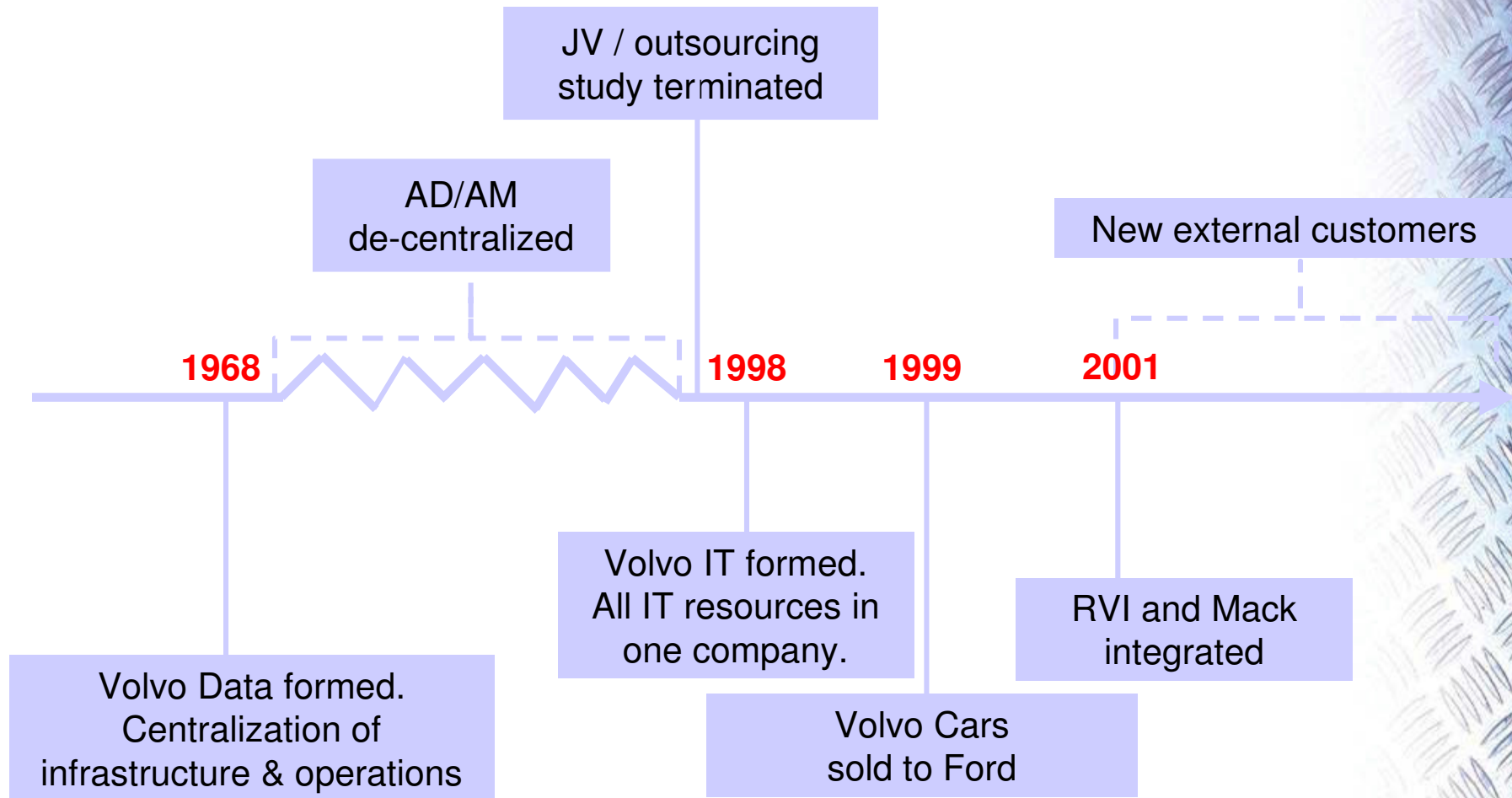
Turnover 2004 (FC): 6 200 MSEK (5 800)

4 800 people (incl 1000 contractors)

70 000 users in 300 sites

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Our History – Key Events



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A Global Organization

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	1998	2004
Sweden	2555	2975
Belgium	137	220
Great Britain	62	110
France and Spain	-	730
Poland	32	90
USA	336	570
South America	43	50
Asia	11	15
Australia	-	30
Total	3200	4800



+
50%

Volvo IT in Europe



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Volvo IT in North America



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Our Customers

VOLVO CARS / FMC



20%

THE VOLVO GROUP 75%



SELECTED OTHER CUSTOMERS



5%

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SELECTED OTHER CUSTOMERS



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Volvo IT Key Focus Areas

- Customer Satisfaction & Business Value Add
 - 'Business Consulting' & BPM capabilities
 - Customer Cost Management
 - Customer Interface & commercial interaction
 - Benchmarking
- Cost / Benefit
 - Operational Excellence in project deliveries
 - 5% Annual Productivity Improvement (10% in I&O)
 - Competitive Sourcing
 - External I&O Growth
- Globalization
- Attractive Workplace

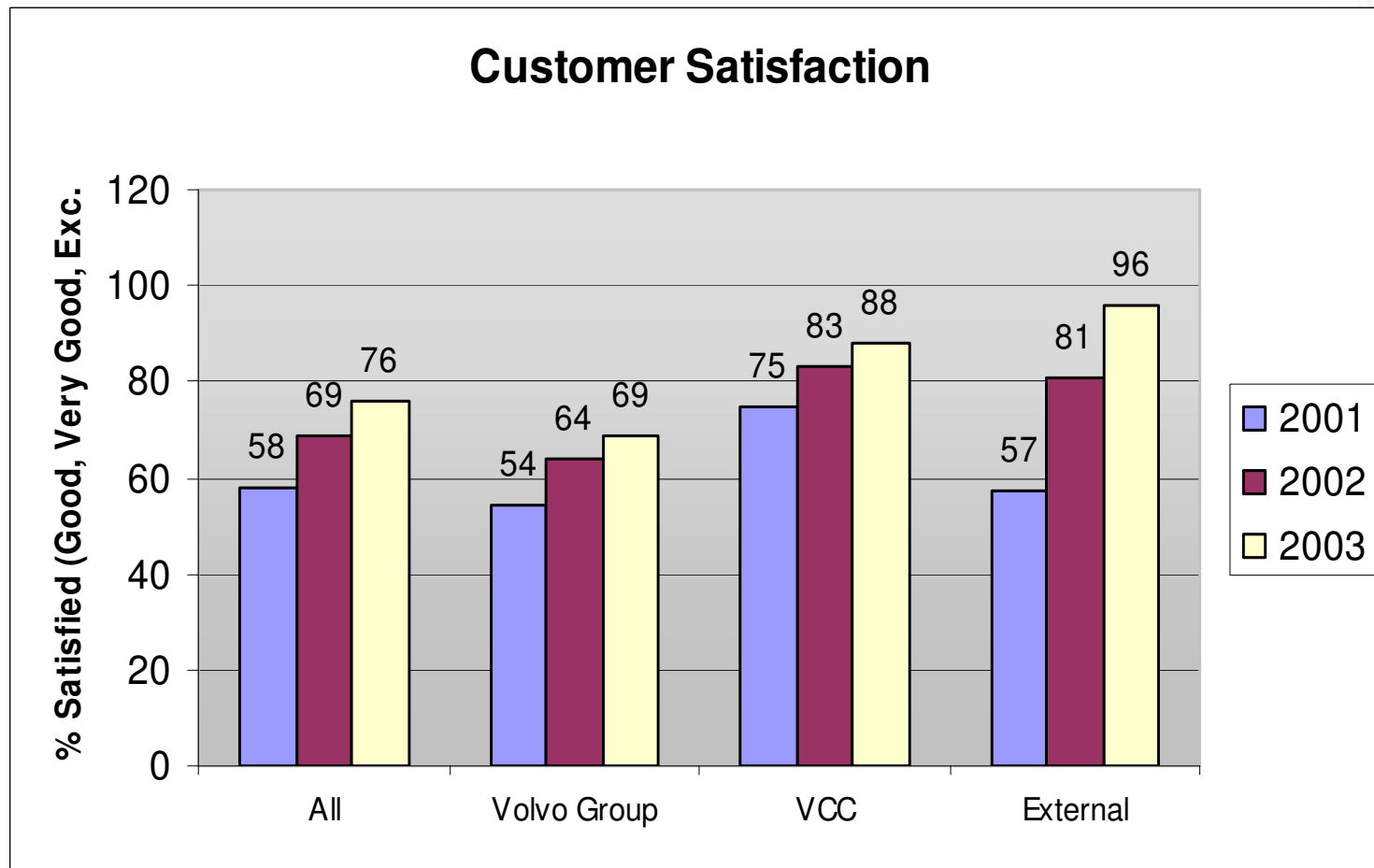


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Volvo Information Technology

If you consider all your experiences with Volvo IT, would you consider that they have been...

Poor / Acceptable / **Good** / **Very Good** / **Excellent**



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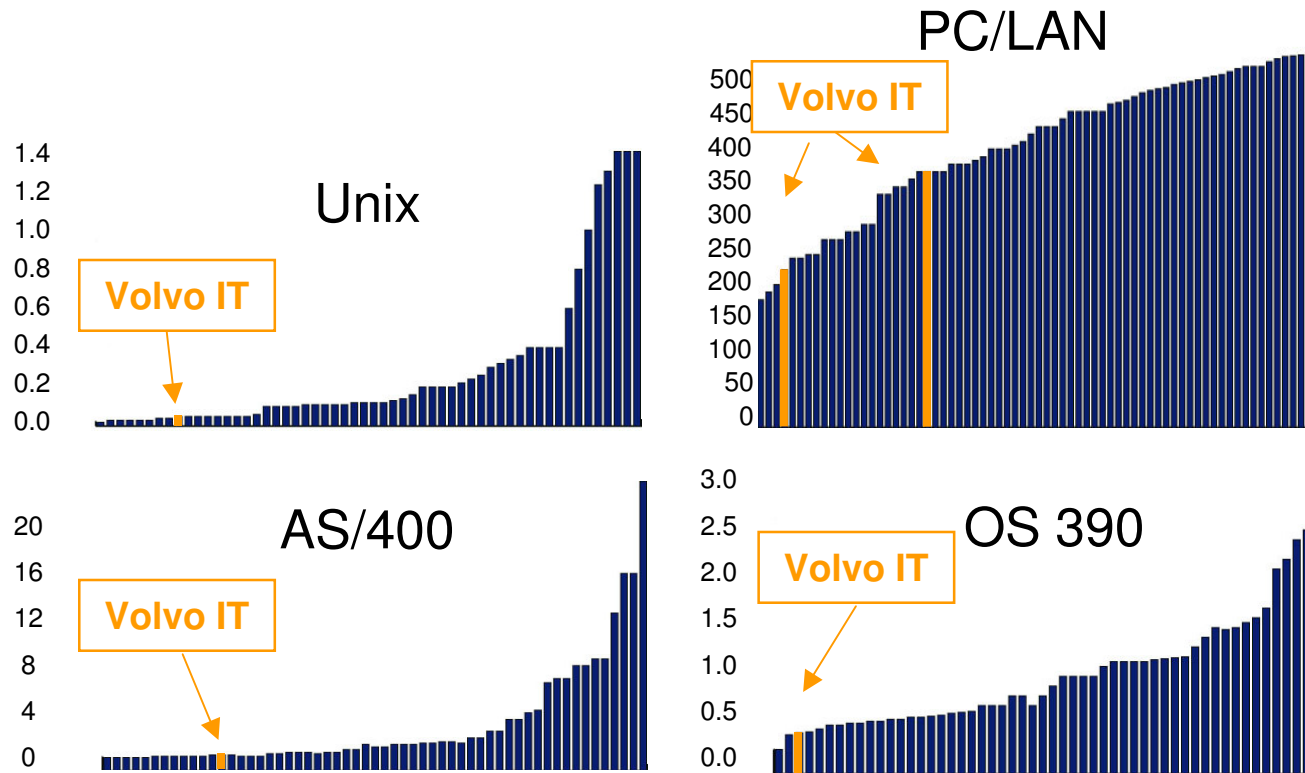
Volvo IT – winner of the Compass Award 2001

”With its conscious commitment and motivated, involved staff, Volvo Information Technology has conducted continuous, factbased analyses and improvement programmes which have resulted in world class cost effectiveness and quality.”



Measuring Efficiency: Benchmarking cost / performance

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Source: Compass surveys

Attracting & Retaining the right employees



- ❑ Volvo IT most popular employer among Swedish IT students
- ❑ Highest Employee Satisfaction within the Volvo Group

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