



**Lindström Group leads the way to a process driven operational development for ensuring Lindström's customer experience and quality**

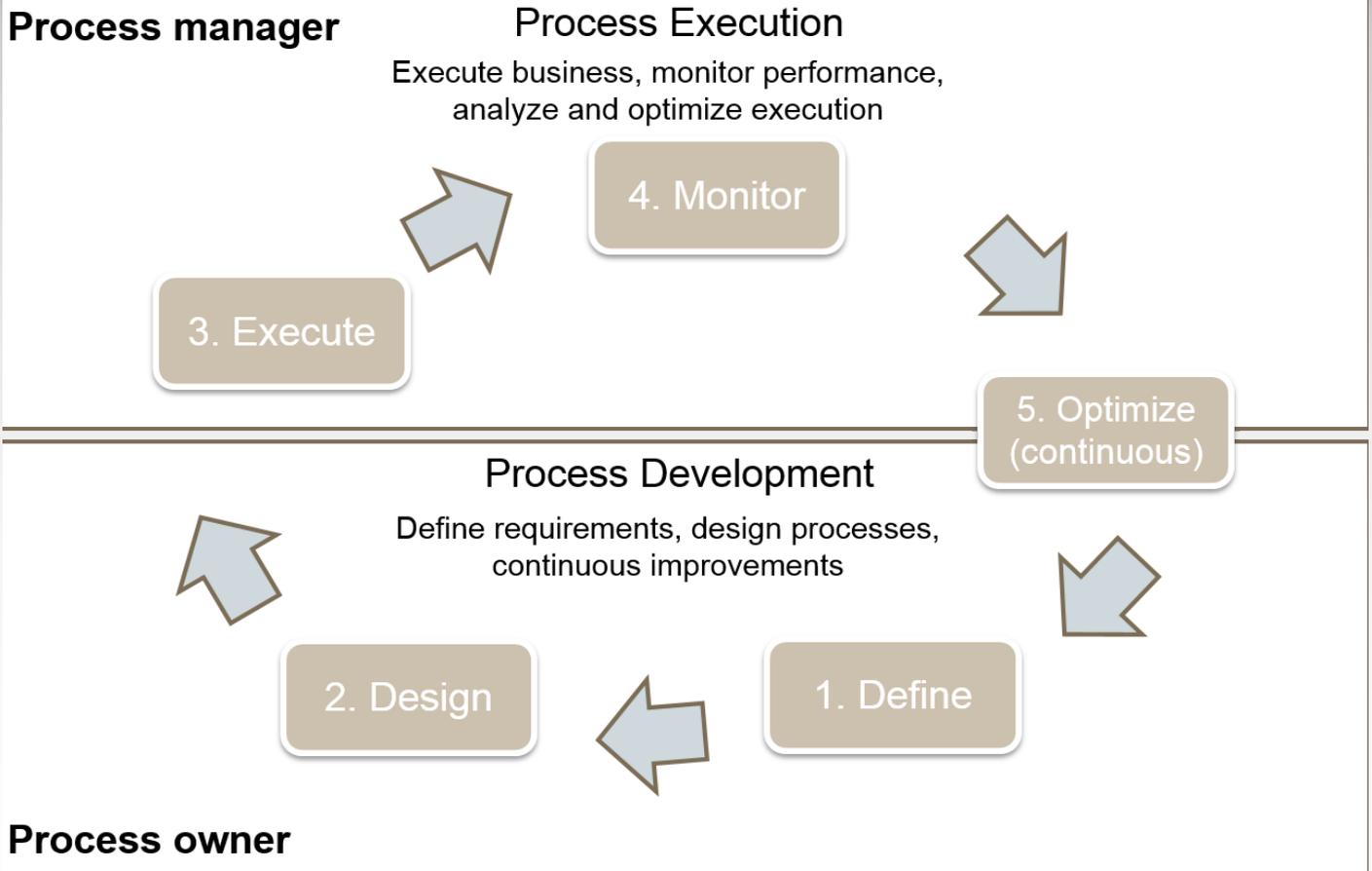
Lindström is a leading textile service company operating in Europe and Asia. Lindström's mission is to strengthen the company image of its customers by making their everyday life easier and provide the best value on the market. This is done also by operating as a responsible corporate citizen and a respected employer.

In developing their processes, Lindström turned to QPR to develop harmonized and enhanced business processes and a process management model to ensure its future competitiveness and success. "We chose QPR to help execute our vision of having the fastest and most reliable processes in the industry", says Harri Puputti, Senior Vice President, Corporate Quality.

"Our intention was to first get a clear understanding of process development and then evaluate tools for doing this", continues Harri Puputti. QPR was chosen as a consulting partner with expertise in process development. The work was started as a strategy-led exercise by understanding the strategy and business models and then defining the capability framework, process map, process management model and finally Lindström's development portfolio management model. "In the first phase of our project, we already saw how QPR EnterpriseArchitect was used and decided that it would give the best support for further development as this project would not be a one-time exercise", says Harri Puputti.

*“We choose QPR to help execute our vision of having the fastest and most reliable processes in the industry.”*

- Harri Puputti, Senior Vice President, Corporate Quality -



*Business process and portfolio management at Lindström Group.*

During spring 2014 a holistic process picture was developed. A new process driven development management model was gradually taken in to use. In the beginning of 2015, Lindström started to take incrementally QPR's enterprise architecture based operational development methodology (QPR ODM™) in use as well. "Again in this case Lindström found a partner who shares a vision of being fast and agile" concludes Harri Puputti.

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Textile service company Lindström strengthens the company image of its customers. Our service makes our customer's everyday life easier and provides the best value on the market. We are a responsible corporate citizen and a respected employer.

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