



How a disjointed business developed a common way of making sound financial decisions

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TNT, together with parent company TPG, has long been associated with innovation in logistics and delivery. Among other creations, the business was the first of its kind to launch guaranteed nationwide same day delivery - both for businesses and consumers. So it should come as no surprise that when it comes to teaching its people to make sound financial decisions, TNT chose an innovative, simulation-based approach.

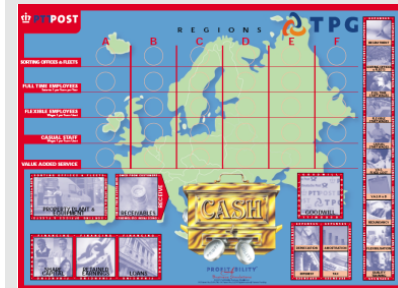
At the annual company conference, TNT Logistics, TNT Express and the Dutch Post Office (all part of parent company, TPG) sought to sing from the same hymn sheet on the issue of financial management of the business.

Nearly 300 of the top managers from the three businesses met together. The conference theme was 'Managing for Value'. ProfitAbility was chosen to provide board-based simulation training to help managers grasp these important concepts in a fun and action-based workshop.

Because each part of TPG operates in a different marketplace, ProfitAbility created three different financial management simulations: delivery, logistics and post office. But the underlying message remained the same:

- Your role is to create value for shareholders
- Here's how this is done
- Here's how we measure whether or not value has been created

The conference training proved so successful that many parts of the business rolled out in depth simulation programmes to their key managers in house.



“As a business operating with tight margins in an extremely congested market, TNT reaped the rewards of sound financial decision making throughout their business.”