



# GBS Culture, transformative culture



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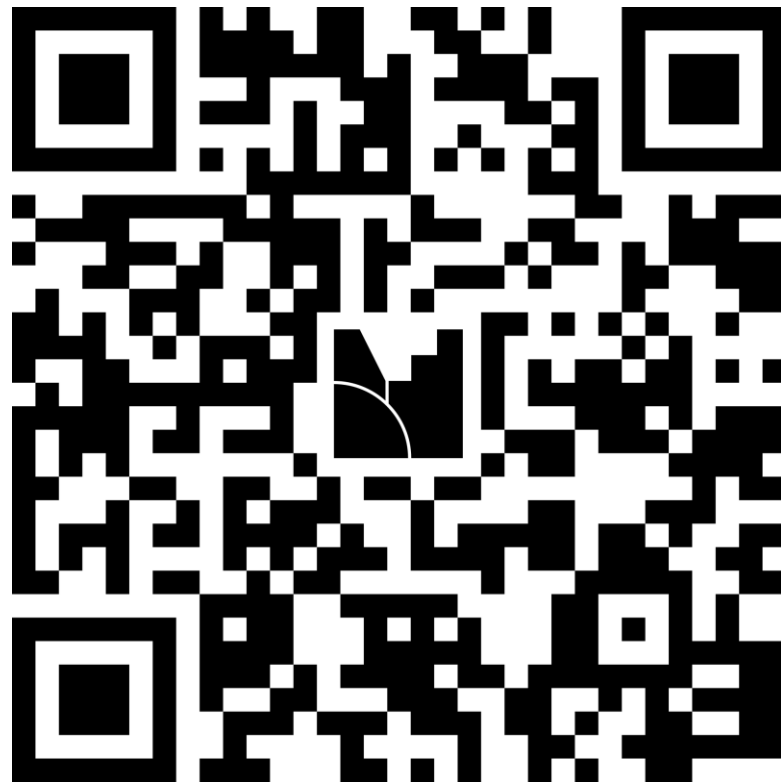


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## GBS Culture, transformative culture



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**End to End Process thinking** – in GBS we have built DNA of end to end process thinking culture that can help the business in process optimizations through:

- a. Understanding, documenting, measuring the process using the best in class methodologies
- b. Centralization and Standardization
- c. E2E Ownership driving design of the process
- d. Automation and the use of cognitive technologies (AI, algorithms, machine learning, natural language processing)



**Embracing the change as a Core operating model** – in GBS we drive the change with the business mindset and are never bored to:

- a. Removing friction from key business processes, fighting complexity and internal red tape methodologies
- b. Expand – bring new and advanced, knowledge-based scope to the Center via scalability
- c. Transform – provide Value add via regional and enterprise-wide transformation project
- d. Change agents – we are ambassadors of change in the organizations with in depth experience of change and managing impact, embedding changes into the organization's structures, culture, daily work practices to ensure the long-term positive outcomes



**Business Impact through Strategic Partnership** – in GBS we work in the middle of the business and act together with them to win the market via:

- a. Building strong business acumen – in GBS we can reach out across the organization and build business knowledge to maximize the impact, helping business front end to win
- b. Acting as advisors, not just processors– in GBS we build understanding of E2E process and can advise to the business and resolve their issues with agility
- c. Connecting networks across geographies and functions– in GBS we work with multiple countries/regions/ Centers of Excellence/functions – which gives us unique possibility to connect people with impact as true business partners
- d. Challenging legacy ways of working, impacting company's performance, profitability, and operations, influencing in a positive way financial, operational and reputational outcomes



**Center of Gravity** – many roads cross in GBS – geographies, people, processes, systems, data. Being the central Hub of the organizations, we have the power to deliver:

- a. Creating value through process centralization and data management
- b. Driving large-scale initiatives and transformations
- c. Building the digital core: automation, AI, insight-ready data
- d. Be the vehicle for transformation - being a hub enables the transformation – we make it happen; without GBS and it's culture it does not go beyond the PowerPoint presentation



**Expertise and Excellence** – GBS is built on high competency jobs which allowed us to:

- a. Build deep technical knowledge and high competencies roles
- b. Encouraging innovation and simplification – never be satisfied with status quo and find new ways to simplify/innovate; we always strive for excellence
- c. Talent development hub - exporter and importer of talent to build skills offered in GBS, development via job rotations (multi-skilled workforce)
- d. Future Skills Start Now - constantly learn new skills – upskill/reskill to stay relevant in digital, AI, automation, data and ESG world



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Future Outlook  
*'Made in Krakow'*

What is the Future  
of  
Krakow GBS Industry?