



**RTX**

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# FROM VISION TO SUSTAINED EXCELLENCE: STRATEGIES FOR TRANSFORMATION IN A CHANGING INDUSTRY

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# The Environment

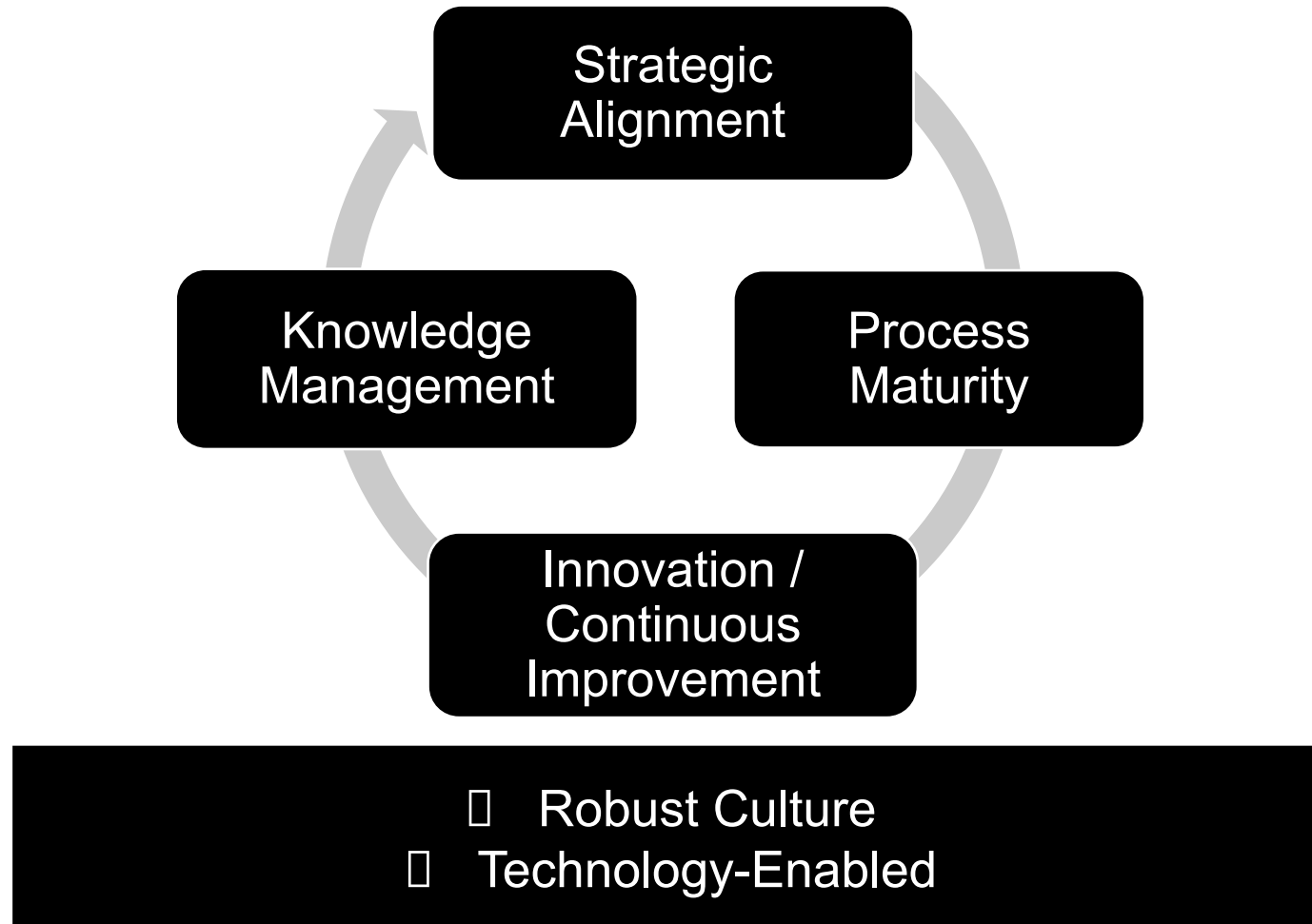
- Geopolitical Instability
- Global Economic Uncertainty
- Industrial Productivity Index Drops
- Weakening/Reallocated Global Investment and Growth
- Disrupted Supply Chain
- Talent Challenges Persist
- AI Disruptions

# The Call to Excellence

- **S**peed – to delivery and market
- **A**gility – quick reactions to change and complex environments
- **V**alue – quality, buying power
- **I**nnovation – creation and adoption
- **E**ffective culture for compliance and performance

**Excellence is a rhythm from strategy to process through people**

# Cycle of Excellence – From Vision to Sustained Excellence



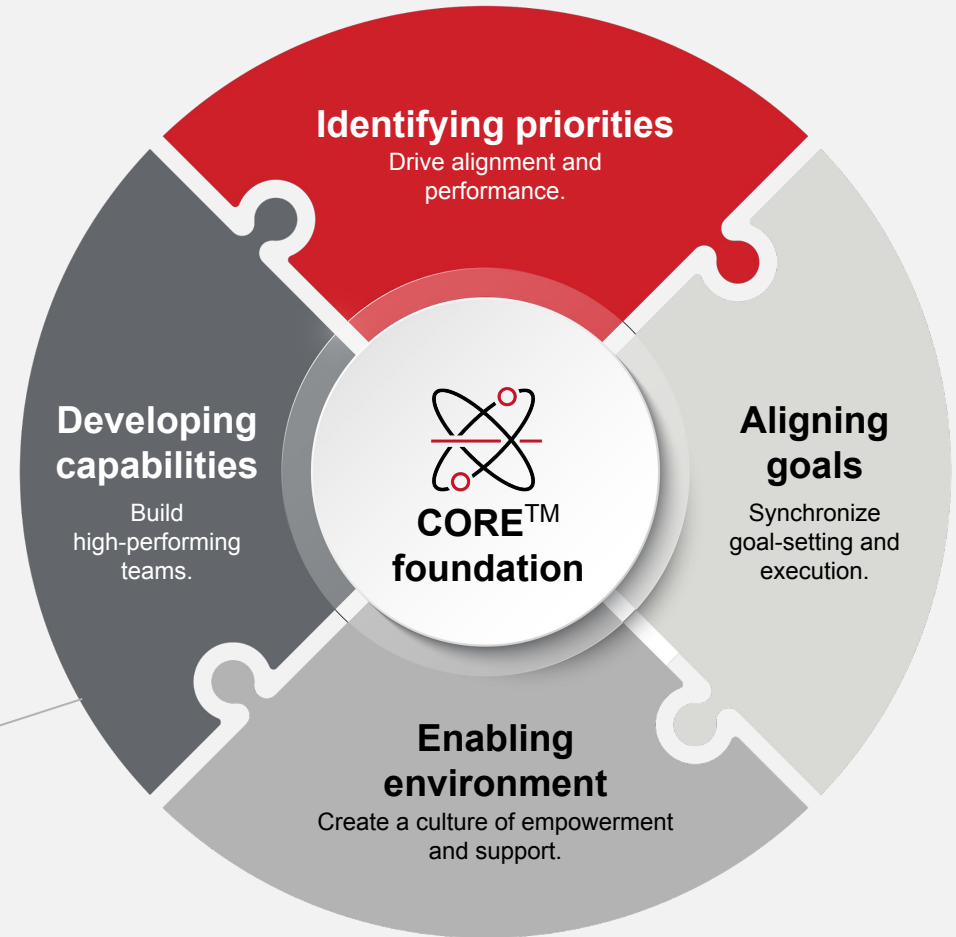
**Excellence is a rhythm from strategy to process through people**

# What is CORE™?

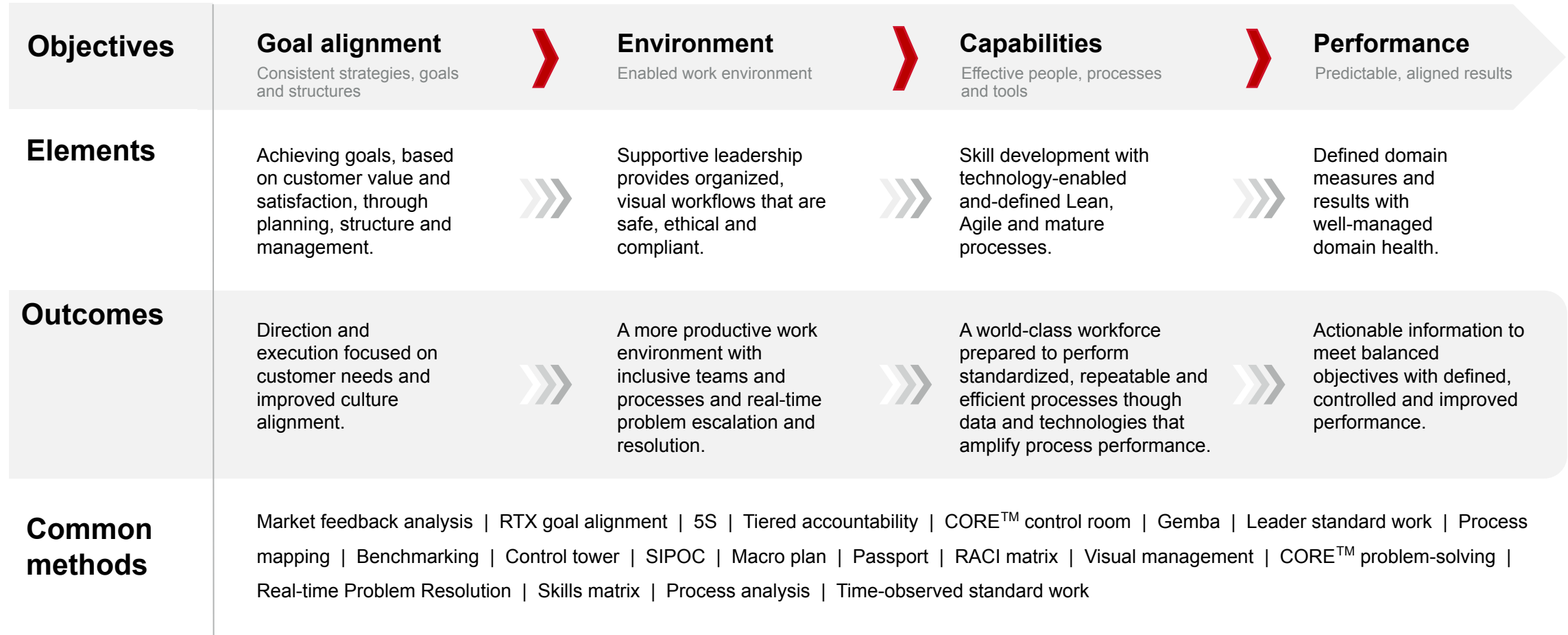
The Customer-Oriented Results and Excellence (CORE)™ operating system is how we work together. It provides a common language and enables a culture of continuous improvement aligned to deliver performance for our customers. CORE™ is how we get work done to deliver at our best.

**The Customer-Oriented  
Results and Excellence  
(CORE)™ operating  
system**

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# CORE™ operating system – The framework



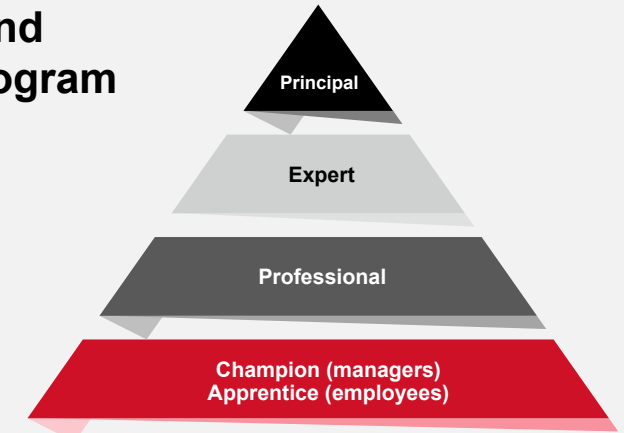
**A living, breathing framework that pivots**

# CORE™: Leader application example

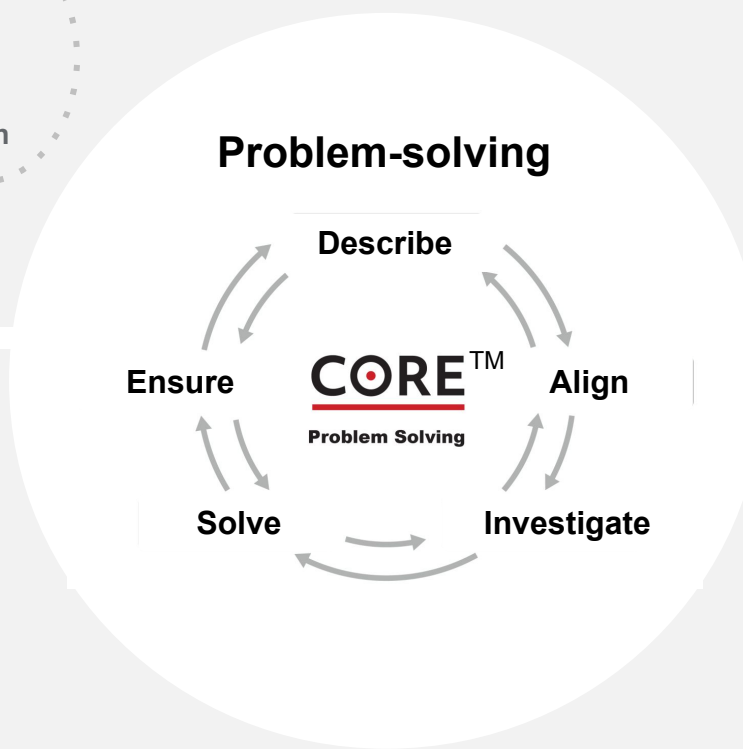
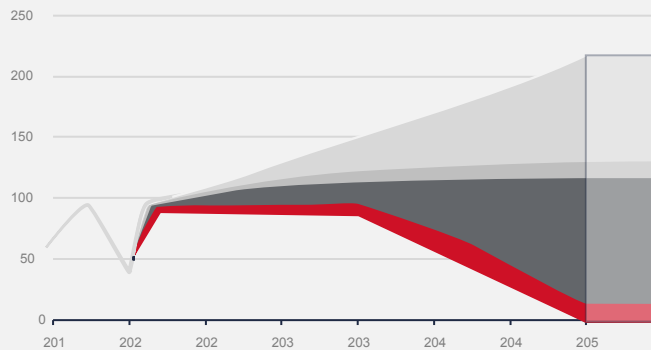
## Business alignment and rhythm



## Proficiencies and certification program



## Maturity assessment

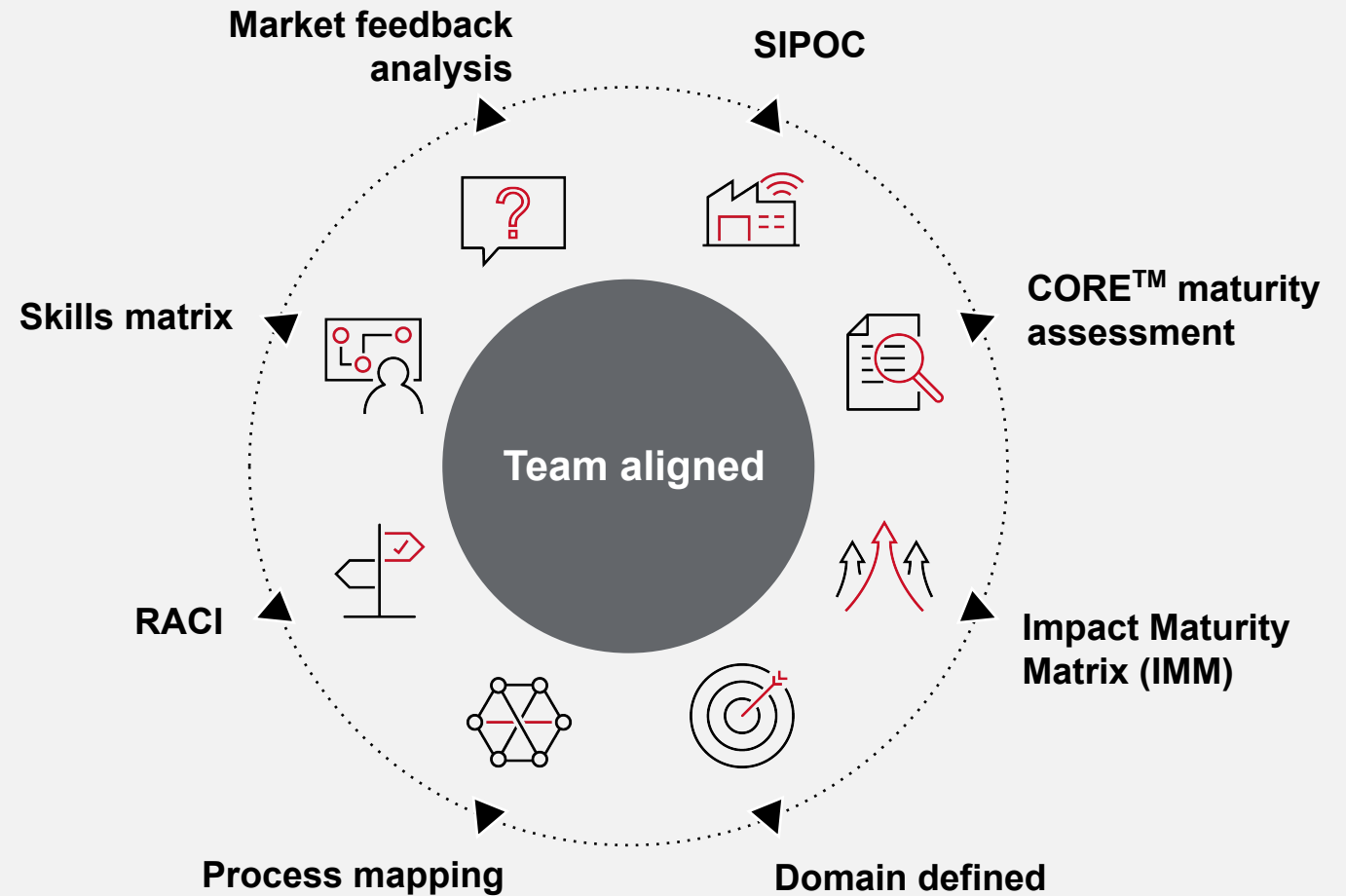


## Continuous improvement toolbox



# CORE™ Domain use – Business or functional area

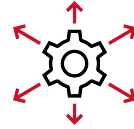
Several powerful design tools are built into the CORE™ operating system to choose from and configure, as relevant and beneficial to align goals, mapping processes and determining accountability. When we all use domains, we are all clear on how they support each other and the enterprise.



# CORE™ in action

## Challenges

Competing priorities



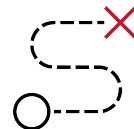
Competency and proficiency



Process breakdown



Performance challenges



Major changes/disruptions



## Outcomes

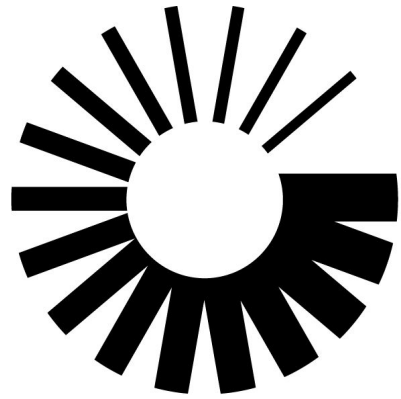
Aligned priorities

Disciplined health and high-performing teams

Process maturity

Performance excellence

Transformation



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