

WELCOME TO EGA MASTER INNOVATION GOOD PRACTICE



EGA *Master* S.A.
ART IN INNOVATION

EFQM Forum 2010
5th October, Bilbao



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ART IN INNOVATION

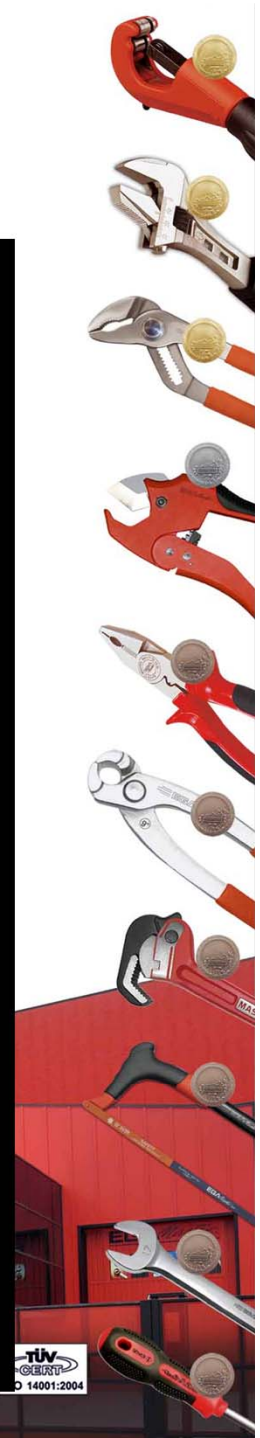
EG

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Management
Award
2009

TUV
CERT
D 14001:2004



R&D+ Innovation

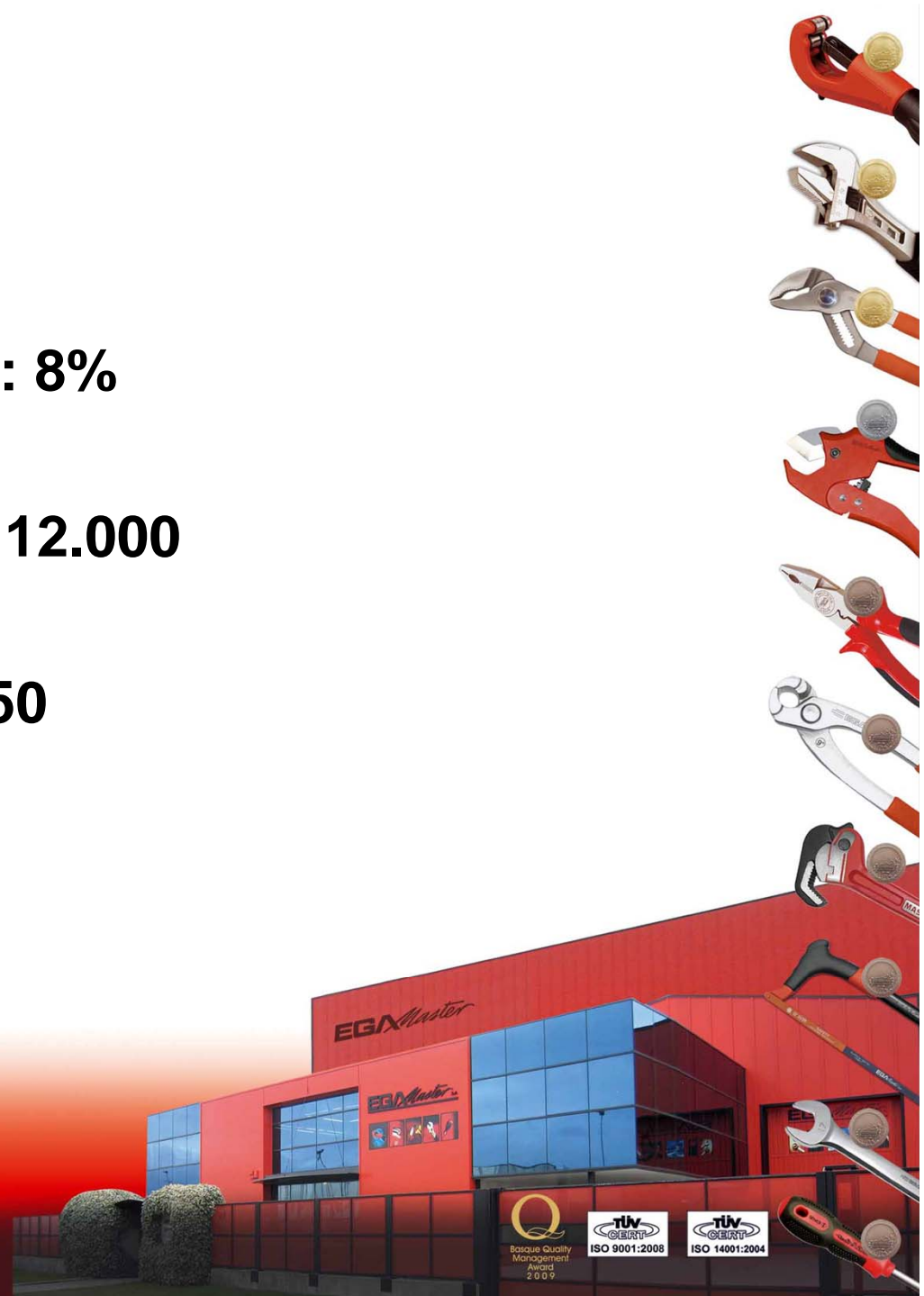
- Investment in R & D + i: 8%
- Number of references: 12.000
- Number of patents: >150

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HUMAN TEAM

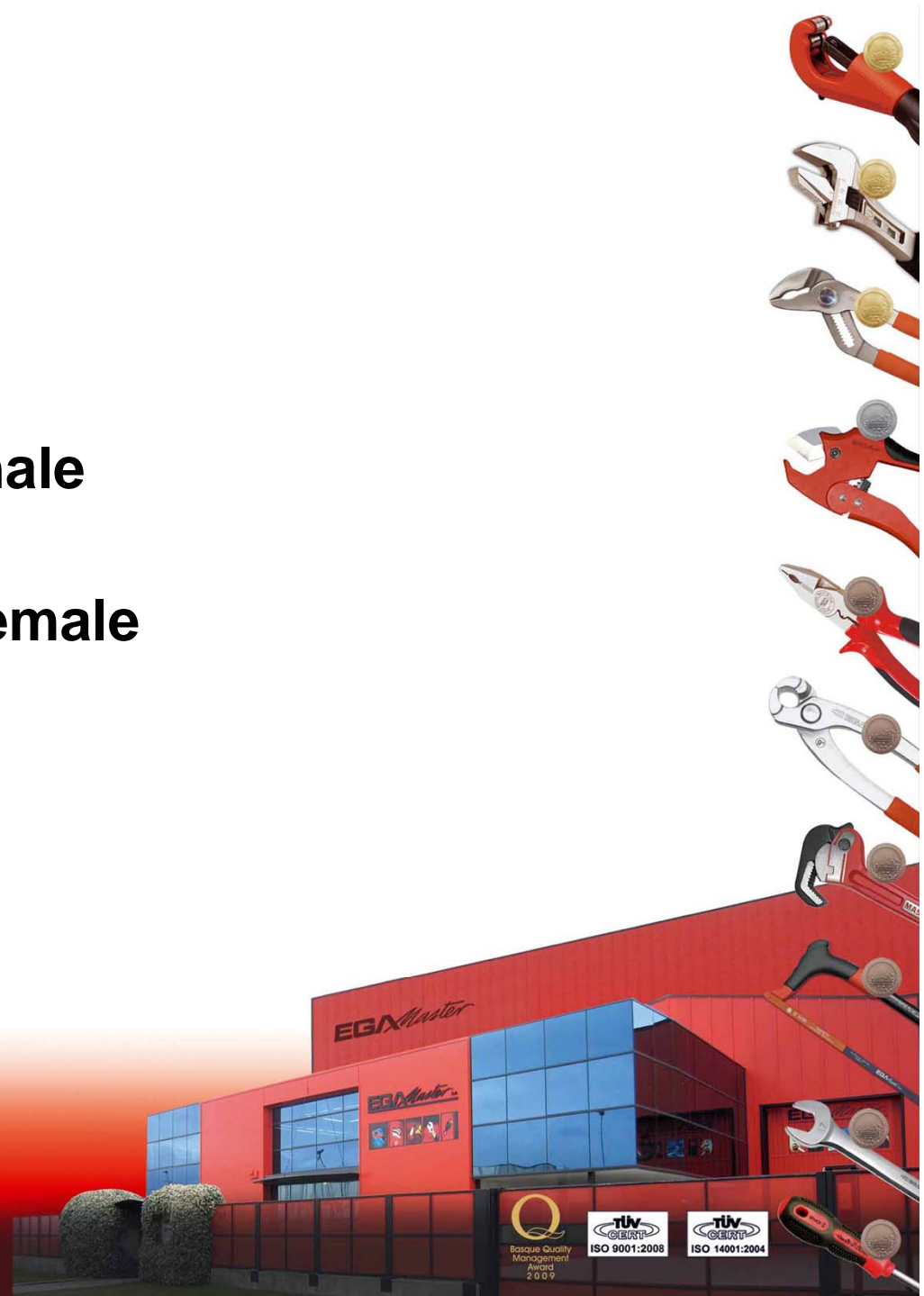
- Average age 32
- 53% of employees female
- 62% of team leaders female
- 17 languages
- 13 nationalities

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RECOGNITION

- **GOLDEN Q AWARD** (EFQM)
- **PRINCIPE FELIPE AWARD** in
Competitiveness and Internationalization
- **PATENT OF THE YEAR** for Worldwide Patent

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RESULTS

- 12% increase employment 2007-2010
- No temporary or permanent staff reduction during the crisis
- 14% export sales growth 2007-2010

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TÜV
CERT
ISO 9001:2008

TÜV
CERT
ISO 14001:2004



SOME END USER CUSTOMERS

- EXXONMOBILE
- SHELL
- IBERDROLA-SCOTTISH POWER
- GDF-Suez
- SIEMENS
- GENERAL ELECTRIC
- PHILIPS
- NATO
- MERCEDES-BENZ
- BMW
- AIRBUS
- BASF
- UNITED NATIONS
- ...

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THANK YOU
ESKERRIK ASKO