

# FY21 FSP Priorities on a Page

## Our Mission

We have a passion to protect what matters most

## Johnson Controls Vision

A safe, comfortable, and sustainable world

## Johnson Controls Mission

Helping our customers win everywhere, every day



### Provide Superior Customer Experience



Delight our customers with faster delivery and ease of doing business

- Reduce product quality issues.
  - Drive improved responsiveness when they do occur
- Change customer perceptions of Delivery Performance by improving more granular metrics
- Execute on IT initiatives to improve Ease of Doing Business



### Focused Operational Improvements



Execute on the critical few improvements that are aligned with our strategic intent. Tirelessly pursue removing hurdles that affect our ability to meet and exceed our customers expectations.

- Achieve JCMS L3 in at least 1 plant.
  - For the remaining Plants sustain MP's and focus on lean fundamentals to drive standard work and quality
- Improve inventory effectiveness with a more mature S&OP process
- Attain our sourcing goals, and build towards a more resilient supplier base
- Continue our strategic CAPEX investments, and ensure that we are hitting our savings goals with those investments



### Be an Innovation Leader



Develop products and solutions that revolutionize the way we way we address our customer's needs and are at the forefront of new technologies

- Develop consistent processes and repeatability across our engineering teams in FSP
- Build on momentum of delivering NPIs in Water
- Build a non-fluorinated portfolio for Foam
- Commercialize our digital offerings: Connected Applications and electronic sprinkler
- Drive more consistent cadence of NPI launches for Restaurants, Vehicles and Engineered Systems



### Thought Leader of the Fire Industry



Provide direction with various stakeholders and influencers to sustain our industry thought leadership

- Effectively work with our Industry partners to drive advantage
- Continue to be an excellent community partner



### Win with People



Engrain critical business acumen at all levels in the organization to deliver on objectives from strategy to implementation. Retain and attract key talent with the right skills to support a growth and innovation strategy.

- Build on safety culture to achieve Zero Harm.
  - Journey Back to the New Normal safely
- Drive deeper engagement with employees through OHI
- Enhance development and growth opportunities; Develop leadership pipeline
- Increase diversity and inclusion through mentorship, recruiting initiatives, and fostering a culture of inclusiveness