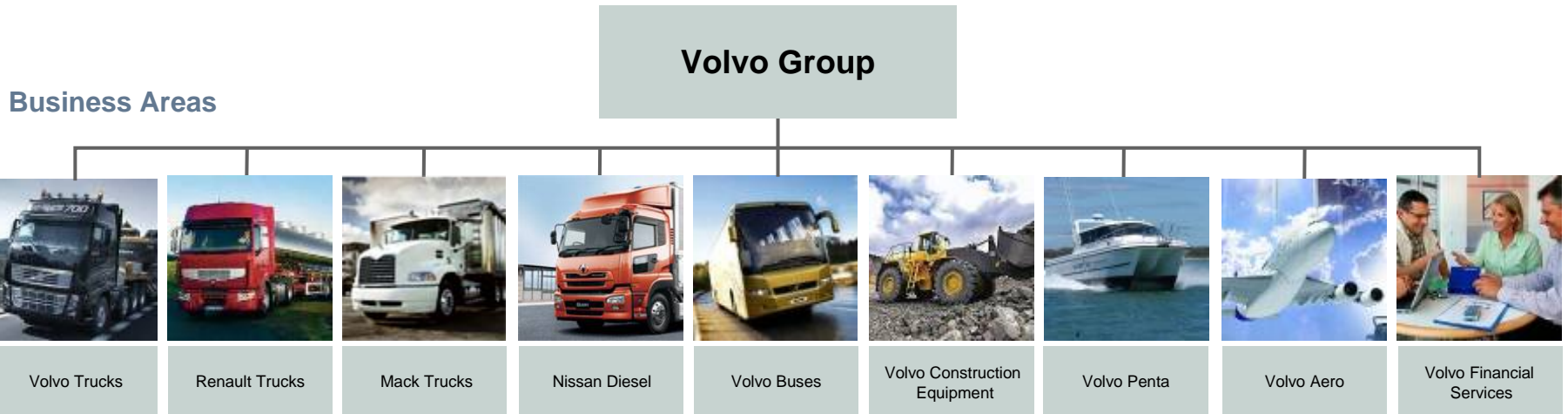


# Volvo Business Services

passion for improvement



# A Business Unit within the Volvo Group



## Business Units



# Our History



- 1994 The idea of shared services within the Volvo Group is formed at Volvo's "Controllers Conference", as being part of the Common Financial Projects (CFP)
- 1997 Decision is taken on the start-up of a Shared Service Center
- 1998 Volvo Business Services is formed
- 2000 ISO certification of our activities
- 2001/2 VBS takes on the sales accounting for a number of European market companies
- 2004 VBS establishes sites in Wroclaw, Poland and Greensboro, USA
- 2006 Our platform for Shared Services is extended to Human Resources administration
- 2007 VBS South Europe site in Lyon, France, is fully consolidated into our structure
- 2008 VBS South America, Brazil, is fully consolidated into VBS structure

# Our Mission



- Add value to the Volvo Group by providing efficient administrative solutions with high quality that support our customers worldwide.
- Actively drive and continuously develop administrative processes in cooperation with customers to meet the Volvo Group's changing and expanding needs.
- Deliver substantial savings for large-scale administrative solutions through synergies and standardization.
- Work with energy, passion and respect for the individual.

# Corporate Values

These values have a long tradition and characterize our organization, our products and our way of working.

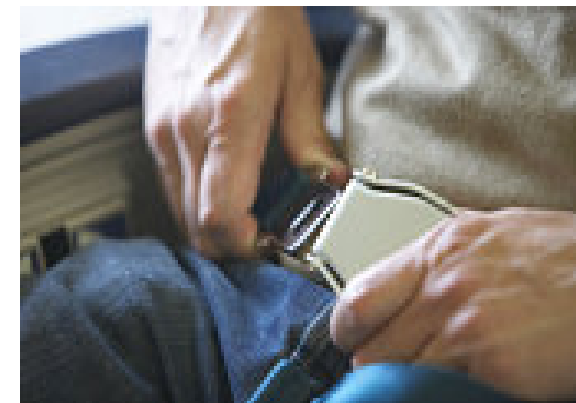
Environment



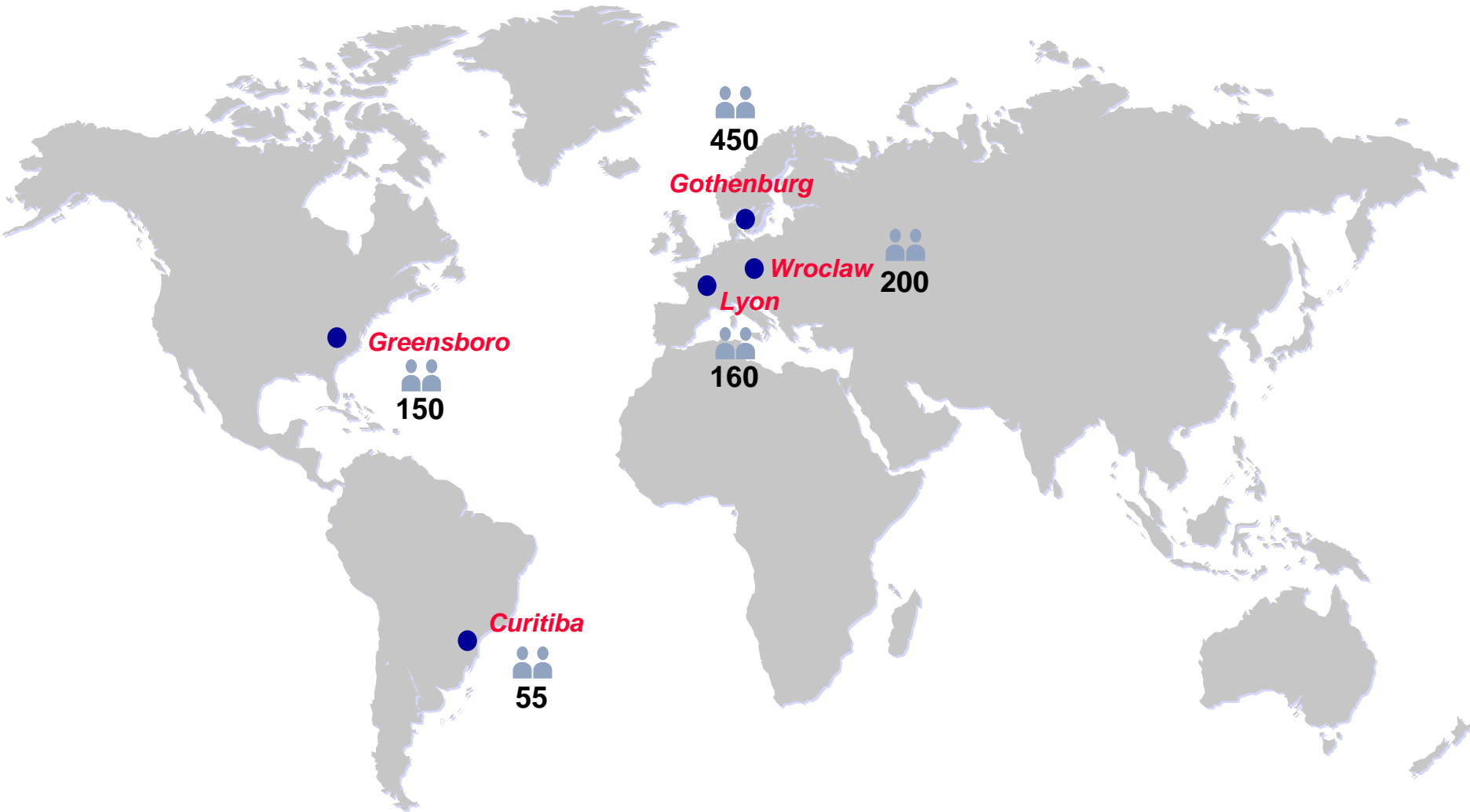
Quality



Safety



# Volvo Business Services in the World



# Our Operations

- Finance & Accounting Services
- Human Resources Services
- Consulting Services



# Finance & Accounting Services



- Purchase to Pay
- Order to Cash
- Record to Report

# Purchase to Pay



- Scanning of incoming invoices
- Registration of incoming invoices
- Matching of invoices
- Outgoing payments
- Answering questions from suppliers

# Order to Cash



- Outgoing invoices
- Credit control
- Reminders / Dunning letters
- Incoming payments
- Answering questions from customers



# Human Resources Services



- Operated with HR Service Centers
- Single point of contact for HR services

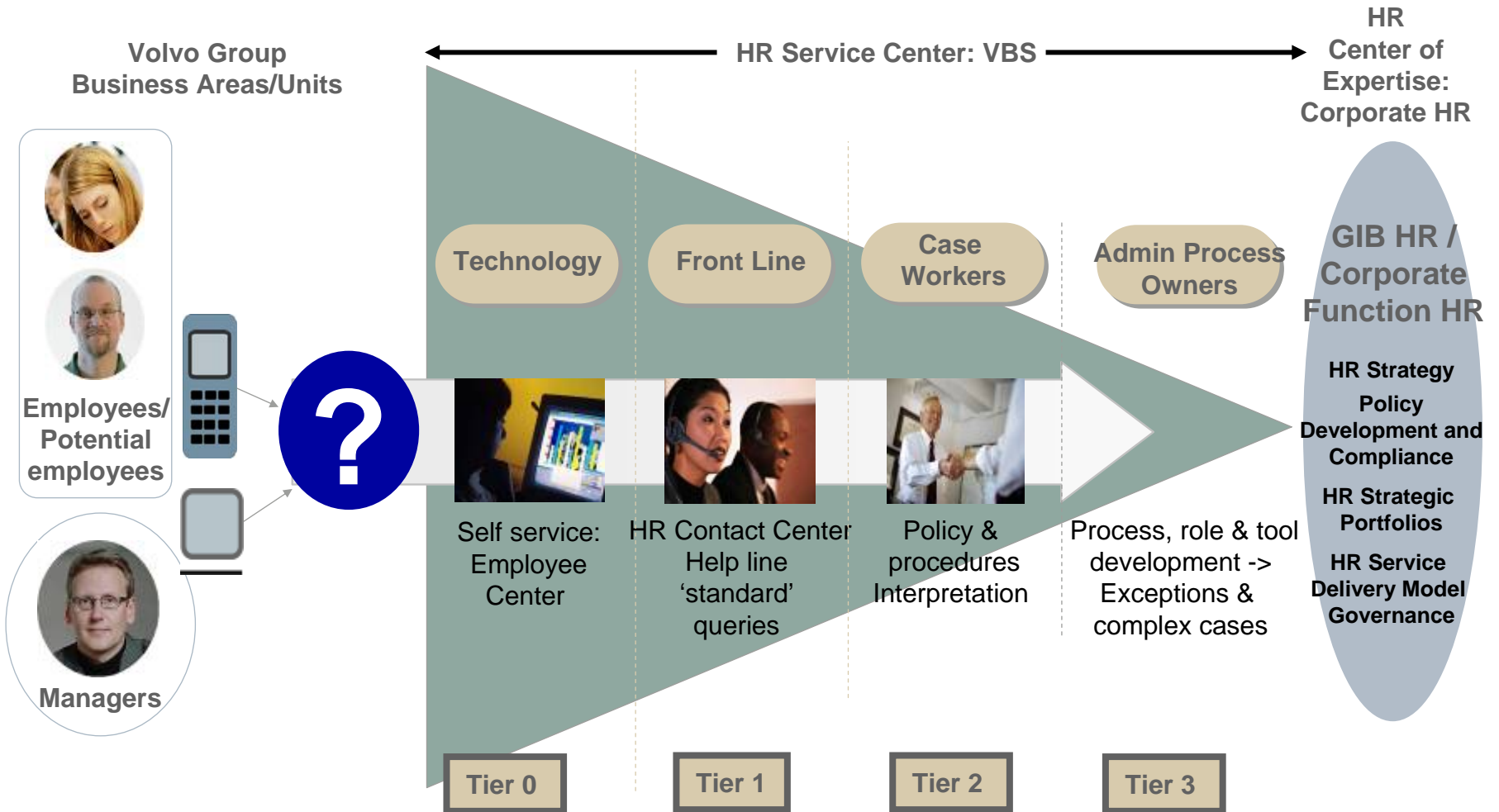
# Human Resources Services



- HR enquiries – Front Line
- Recruitment services
- Personnel and organizational administration
- Timekeeping and scheduling
- Compensation and benefits
- Training
- Reporting
- International Assignments
- Payroll

# Human Resources Services

## Service Delivery Model



# Consulting Services



- Finance Consulting
- HR Consulting
- Project Management

# Finance Consulting



- Finance Specialist services
- Finance process development
- Finance packaged solutions
- Finance Competence for hire

# HR Consulting



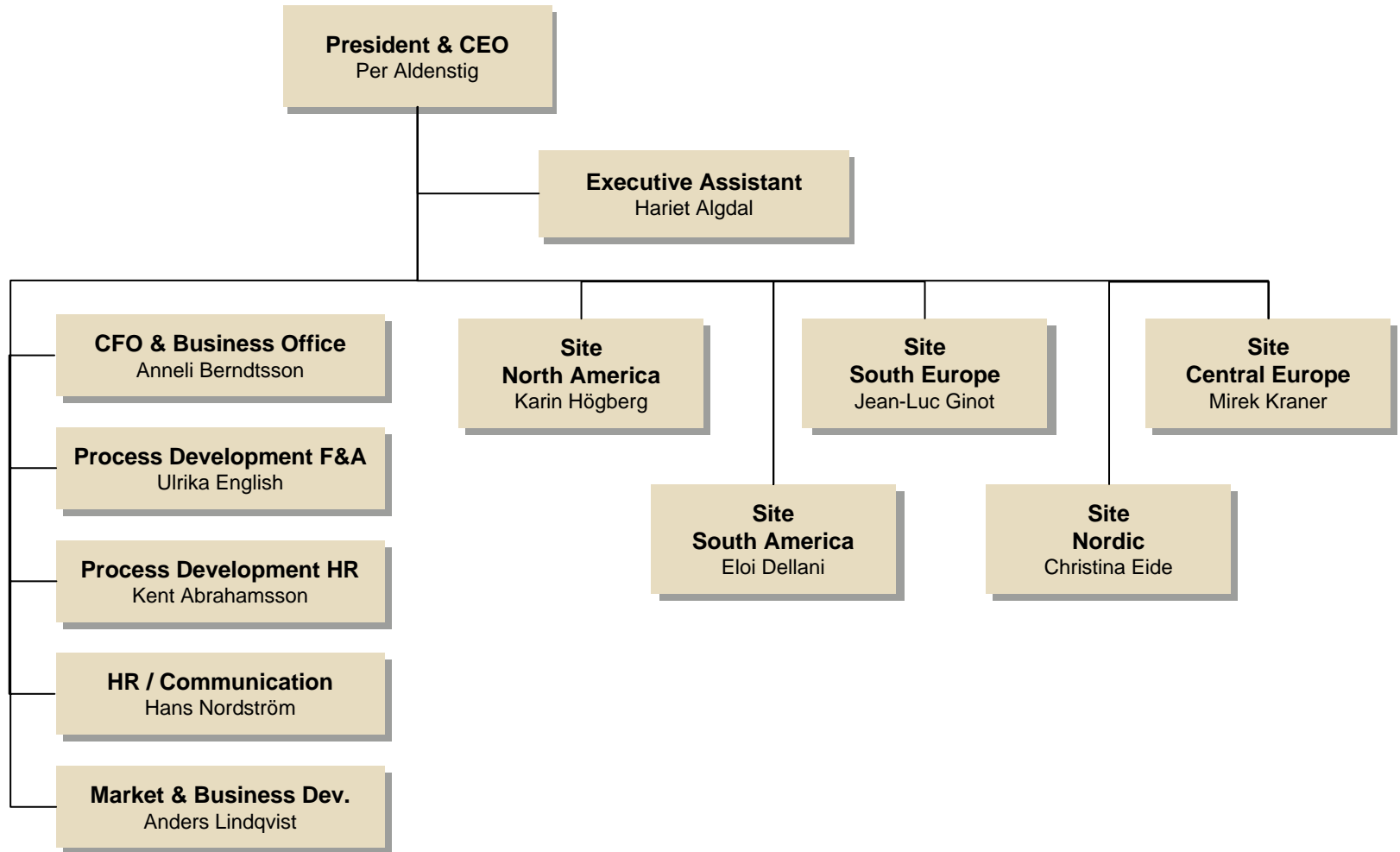
- Workforce management
- HR Specialist services
- HR Competence for hire
- HR Process Development

# Project Management



- Program management
- Project management
- Change management

# VBS Organization



**VOLVO**