

CHAPTER 1: INTRODUCTION

Back in 1873, Boon company was founded in Amsterdam where it started as a carpentry shop before finally the company moved to Edam in 1970s and got its current name called "Boon Edam". Nowadays, Boon Edam has become a mini-multinational company with around 20 subsidiaries spread over the world.

At the moment, the Boon Edam company is transforming from a functional oriented company towards a process oriented company with the help of One Way of Working (OWOW). Since Boon Edam has a lot of different subsidiaries, departments and cultures within their mini-multinational company, there must be many different ways of "how they work". Therefore, as their part of strategy to Align People and Work Better Together, they refer this internally as their One Way of Working and One Boon. As Boon Edam has many departments, means there would be more than one OWOW. It could be a OWOW for Manufacturing, a OWOW for Service where all of them are not the same. Thus, during the internship process, the author will only focus on giving an advice throughout the creation of the to-be defined OWOW concept for Boon Edam "Service" processes.

When working on this project, the author used DOT framework to help answer both main and sub-questions within the research. Some specific strategies and methods from DOT framework have been chosen by the author to help suit the research needs. All progress is reviewed weekly in weekly meetings with company tutor to discuss and help solve any issues that occur.

In this report, the author divides it into 5 chapters. The report begins with Chapter 1 about the introduction that has been written on this page. Chapter 2 provides information about the company in more detail. Chapter 3 explains in detail the assignment given and the research carried out during the internship period. Chapter 4 shows all the processes and results obtained during the assignment and research. The last chapter, Chapter 5, will close with conclusions and recommendations. After that, there will be an evaluation section containing reflections on this graduation internship project and followed by an attachment showing all the related documents for this report.