



Johnson Controls

We combine technology with insights to build purposeful solutions that help the world progress, meeting today's needs and shaping better tomorrows.

September 2016

Johnson
Controls





Johnson Controls is a global diversified technology and multi industrial leader serving a wide range of customers in more than 150 countries.

Our 117,000 employees create intelligent buildings, efficient energy solutions, integrated infrastructure and next generation transportation systems that work seamlessly together to deliver on the promise of smart cities and communities. Our commitment to sustainability dates back to our roots in 1885, with the invention of the first electric room thermostat. We are committed to helping our customers win and creating greater value for all of our stakeholders through strategic focus on our buildings and energy growth platforms.



Director, Customer Experience

A career-making opportunity to lead and influence the delivery of an enterprise-wide Customer Experience strategy that will work to create a company-wide culture of customer success.



This is a highly visible, critical leadership role that will enable the Commercial Operating System and the execution of world class customer experience practices that improve customer loyalty, market leadership and shareholder value, maximizing profitable growth for the enterprise.

Position Summary & Primary Responsibilities

- Provide strategic direction and program office leadership for the Customer Experience program to support Commercial Excellence and associated sales, sales operations and customer service functions within the Johnson Controls Operating System across the company.
- Develop strategy and consistent framework to deliver a world class customer experience and make it easier to do business with Johnson Controls.
- Design and implement a customer experience relationship program including global customer survey, world class loyalty models and predictive analytics, action planning processes, communication and role-based reporting through business scorecards and executive dashboards.
- Manage a portfolio of initiatives to deliver improved customer experience outcomes.
- Design and develop alternative listening posts to enable deeper connection with our customers and strengthen relationships as part of our account management strategies.
- Define predictive measurement systems for key interactions with customers
- Partner with the Business Units to deliver on enterprise customer experience plan and roadmap.
- Establish and deliver on enterprise customer experience key performance indicators (KPIs) for designated programs.
- Performs other duties and projects as assigned.

Location:

Glendale, WI

Reports to:

Mark Katz

Vice President, Commercial Excellence



Requirements

- Bachelor's degree required in business, marketing, engineering or equivalent experience. MBA or other graduate-level degree preferred, or equivalent combination of education and work experience.
- 10+ years' in customer experience management roles including direct commercial experience, sales operations function or related customer satisfaction experience., with 5+ years with direct responsibility for delivering exceptional 'customer experience'.
- 5+ years' experience managing within large global multi-industrial organizations.
- Ability to communicate effectively and drive the commercial vision, mission and strategy of the organization. Ability to influence without authority.
- Proven ability to collaborate and effectively manage cross-functional teams charged with launching new programs and change management initiatives.
- Experience partnering with various stakeholders on Marketing and Digital Communications requirements (e.g. tools and systems).

Additional Requirements:

- Familiar with customer relationship management practices and process to leverage for maximum effectiveness. Experience operating in a multi-channel customer facing environment is essential.
- Proven expertise in developing and utilizing a management operating system to drive improved performance.
- Demonstrated attention to detail a commitment to quality and be results driven and customer focused. Strategic planning and delivery leadership.
- Demonstrated organizational credibility in achievement delivering results and leading people over an extended period of time.
- Proven experience in fostering a lock step relationship with the Process Excellence, IT and HR organizations creating a seamless, planned, process driven continuum between development, staging, production and support of applications and infrastructure.

Who We Are



Vision, Mission and Values

VISION A safe, comfortable and sustainable world.

MISSION Helping our customers win everywhere, every day.

VALUES

INTEGRITY FIRST We promise honesty and transparency. We uphold the highest standards of integrity and honor the commitments we make.

PURPOSE LED We believe in doing well by doing good and hold ourselves accountable to make the world a better place through the solutions we provide, our engagement in society, the way we do business, and our commitment to protect people and the environment.

CUSTOMER DRIVEN We win when our customers win. Our long-term strategic relationships provide unique insights and the ability to deliver exceptional customer experiences and solutions.

FUTURE FOCUSED Our culture of innovation and continuous improvement drives us to solve today's challenges while constantly asking 'what's next'.

ONE TEAM We are on team, dedicated to working collaboratively together to create the purposeful solutions that propel the world forward.

Integrity is at the center of everything we do and drives our continued success

- The Johnson Controls Ethics Policy represents our company values in action
- The Global Integrity Program provides support to ensure compliance with the Ethics Policy
 - 24-hour confidential Integrity Helpline
 - Mandatory annual ethics training and certification
 - Advice and guidance to Johnson Controls employees
- Ethisphere Institute named Johnson Controls one of the “World’s Most Ethical Companies” for the tenth year in a row



Becoming a Global Industrial Leader

Johnson Controls ~\$20B (legacy)

- Building Controls, HVAC Solutions & Services
- Energy Storage

Tyco ~\$10B (legacy)

- Fire & Security Integrated Solutions & Services
- Fire, Security & Life Safety Products



Johnson Controls
~\$30B



*Excludes automotive seating business spin Adient.

Leading Markets

Buildings

Leading provider of building technology, products and solutions—controls, equipment and services for HVAC, security, fire and refrigeration.



Power Solutions

Global leader and largest manufacturer of automotive batteries, powering nearly every type of vehicle.

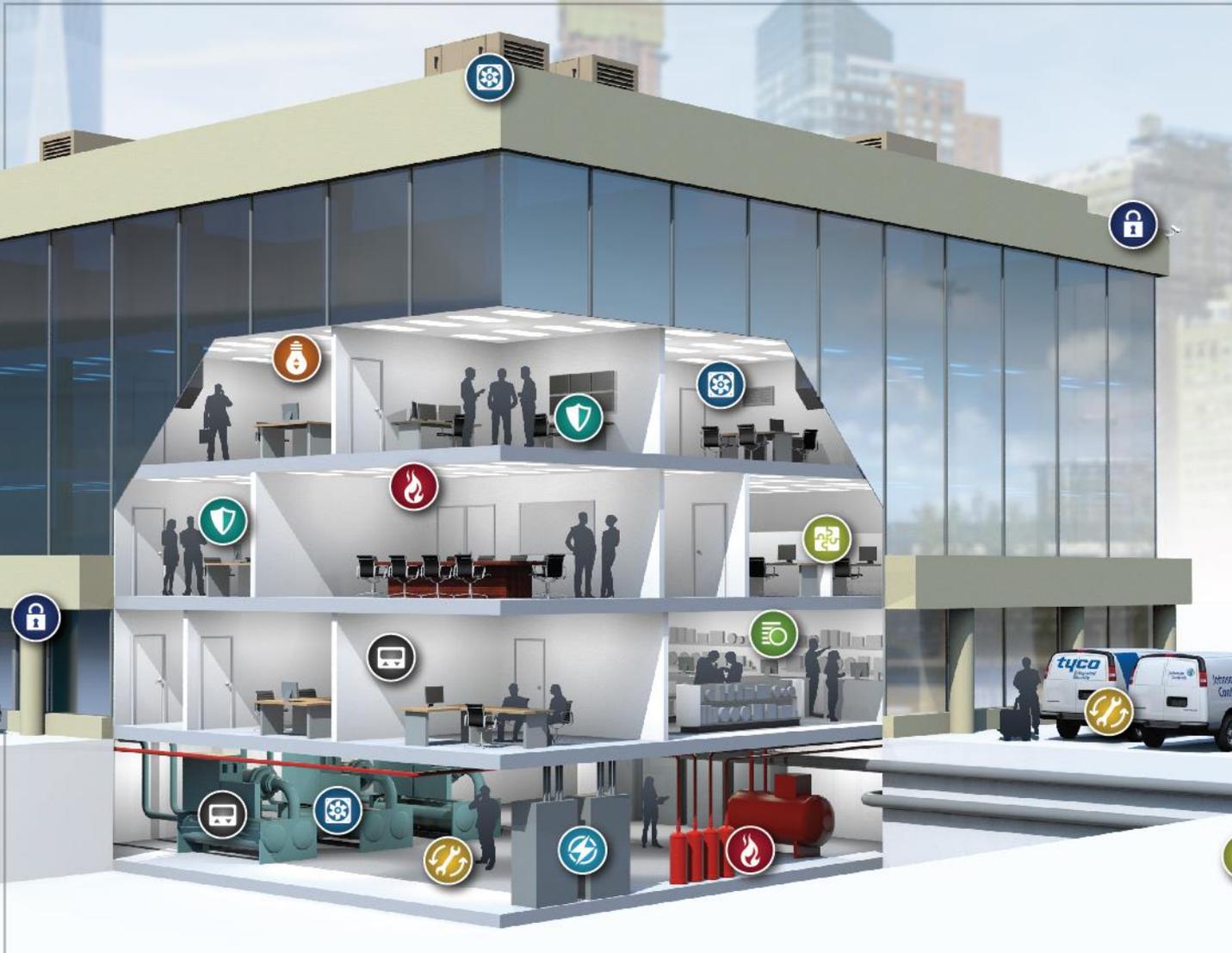


Creating a Portfolio of Leading Brands



#1 in HVAC, Controls, Fire, Security and Power Solutions

Safer, Smarter Buildings & Cities



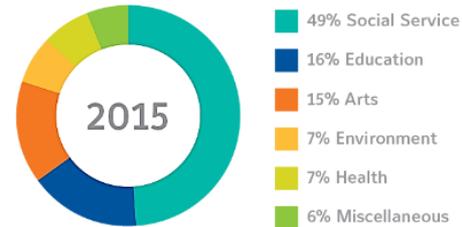
-  CONTROLS
-  HVAC EQUIPMENT
-  SECURITY
-  FIRE & HAZARD PROTECTION
-  BUILDING SERVICES & PARTS
-  LIGHTING, CONTROL & RETROFIT
-  OPERATIONAL INTELLIGENCE & LOSS PREVENTION
-  ENERGY STORAGE
-  RETAIL SYSTEMS

 TOTAL BUILDING MANAGEMENT SYSTEMS

We make the world a better place for our customers, employees, communities and shareholders

\$14.5M

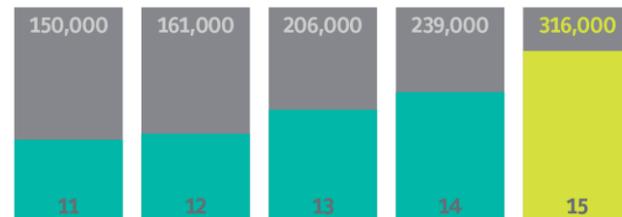
Donated to nonprofit and community organizations globally in 2015



In 2015, Johnson Controls gave \$14.5 million in the areas represented here.

316,000

total employee volunteer hours in 2015



Volunteer Hours (Blue Sky Involve, Community Involvement Program, and Executive Involvement and Steering Program)

37M

People impacted by employee volunteer efforts in 2015

Diversity and Inclusion Impact

Diversity Conferences

6-year high in hiring levels from NSBE, SHPE and SWE Diversity Conferences

Diversity Leadership

22% women representation at executive level

Women received **25%** of executive promotions globally.

17% minority representation at executive level

Minorities received **20%** of executive promotions in the U.S.

Business Resource Groups

9 BRGs globally with **43** chapters led by **more than 350** employees

BRGs raised **\$67,000** to support external partnerships

CONTACT: Carrie Losch, Executive Recruiter
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