

THE LILA CONSTITUTION

This constitution outlines the value system for the people in our organization. It ensures that we consistently keep the foundations of our thinking and actions in mind and that, in all areas, we value and adhere to these premises as consistent and guiding principles at all times and without restriction—knowing full well that we can and want to measure ourselves against them time and again.

EXCELLENCE AND PASSION

We strive to consistently rank among the best in our field—which is why the value we provide to our clients is significant. Our team's performance, with its skills and competencies, is more than the sum of individual contributions. Our concept of performance is shaped by the will and willingness to improve and to deliver Lila's best performance: Each of us strives to continuously improve, and each of us strives to deliver our personal best at the right moment. The Lila Organization provides the economic and organizational framework that supports this self-chosen mindset. Joy, fun, and humor are just as welcome as a clear focus on goals. This combination of professional ease, confident focus on what matters most, and healthy ambition delivers top results. We encourage and foster self-motivation, but each individual is responsible for their own self-motivation.

TEAM AND PEOPLE

People make the difference: This is what makes us an organization that operates on the basis of partnership among equals and works within networks of subject-matter experts. Leadership and how we interact with one another mean that we seek and find solutions together and deliver results—each of us takes ownership of our own proposals. Mutual respect and proactive collaboration enable this diversity of personalities and cultures within the team to blossom into something special: strong personalities in a strong team—for us, this is not a contradiction but a dynamic combination that we master and continue to develop.

CUSTOMER VALUE AND INTELLIGENCE

Internally: optimal cost-benefit intelligence. Externally: exceeding customer needs. This balancing act demands a great deal from us while simultaneously ensuring our long-term success: operating as a profitable and efficient organization, recognizing customer expectations, and inventing and discovering surprisingly intelligent solutions—that's the Lila way to success. The result: the highest possible level of standardization and industrialization, especially in processes and systems, combined with meaningful customization in customer solutions.

FAIR TRUST AND PACE

Transparent, credible, and fair communication and conduct—that's what we mean by "Fair-Trauen." Those who act this way stand for consistency and clarity in their work. They can assess the consequences of their actions and know that they can rely fully on agreements made, both in terms of content and timing.

We respect and value agreed-upon rules and adhere to them—which also means: no games! Anyone who plays political games operates outside the Lila World and slows us down. The interplay of reliability, dependability, and optimal pace is what drives the Lila World.

STRENGTH AND CURIOSITY

A key component of our success is a robust and resilient organization that looks to the future with curiosity. We are financially independent and have higher profit margins than most other companies. We think and act with a long-term perspective—this applies to both our business and our social responsibility.

Based on this mindset, we are alert explorers: We see ourselves, both internally and externally, as discoverers of potential. Our interest in the new and the unusual drives us—the combination of strength and active curiosity makes us effective catalysts for change.

Besigheim, January 2016



Michael Müller



Rupert Früh



Marcus Hepp



MÜLLER | DIE LILA LOGISTIK