

Booth Veneers achieves Silver Level Milestone in ACE

ACE (Achieving Competitive Excellence) is UTC's Operating System. It is the way all UTC employees do business every day, around the world, to delight our customers and create value for our shareholders.

There are three elements to the ACE Operating System:

- Disciplined application of ACE TOOLS for process improvement and waste elimination, problem solving and decision making.
- A CULTURE which is fact-based, data-driven, and customer-focused, supported through employee engagement, visual approaches to improvement, learning from problem identification and resolution, and feedback to guide us and validate the desired outcomes.
- COMPETENCY built through ACE education, the experience gained in doing many improvement activities, and in the sharing of best practices



Performance base lined and gap closure plan created
Customer expectations quantified



Business results positively impacted
Measurable improvements in key customer deliverables



Sustained performance to business objectives
Gold performance targets established



Sustained, year-over-year improvements
Best-in-class customer satisfaction and performance

