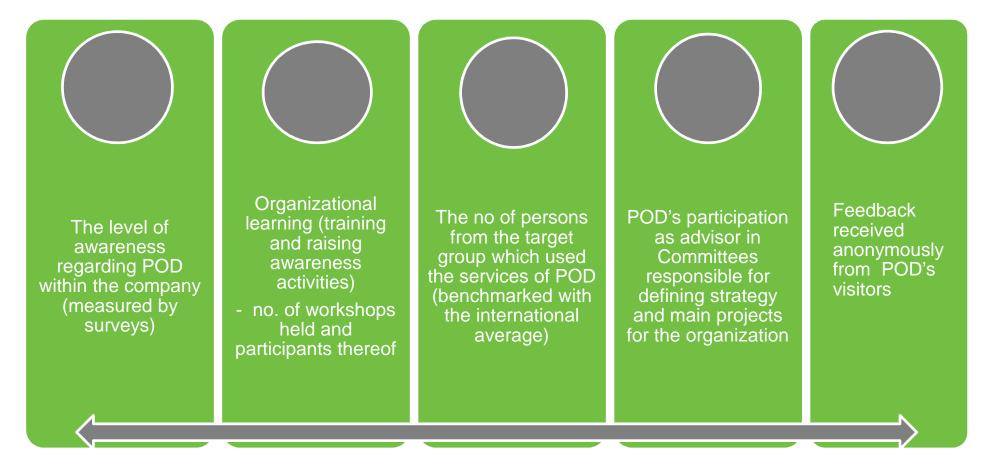


PetrOmbudsman Impact Indicators

Bucharest, 2015



Impact indicators (1)





Impact indicators (2)

Cost savings resulted from POD intervention: Internal assessment expenses from prevented The type of solutions Identification of and reporting of the litigations and resignations proposed by POD and problems unknown case load, statistics the changes determined or unrecognized by changes in procedures for cases, issues, within the company, i.e. the organization (hot that have enhanced trends and response systemic changes spots) productivity time workshops delivered free of cost