

Our 5x5 strategy

Leveraging our 5x5 differentiated strategy for growth

5x5



Our differentiated 5x5 strategy continued to inform our operational priorities through the face of the Covid-19 pandemic and continues to do so. It is based on five strategic priorities, which are deliverable through five strategic enablers, and is designed to help us achieve five goals.

1 Fully engaged employees

Fully engaged employees working in a safe environment.

2 Superior customer service

Superior customer service in Assurance, Testing, Inspection and Certification.

3 Margin-accretive revenue growth

Margin-accretive revenue growth based on GDP+ organic growth.

4 Strong cash conversion

Strong cash conversion from operations.

5 Disciplined capital allocation

Accretive, disciplined capital allocation policy.

Our 5x5 Strategy
Continued

Our 5 strategic priorities

Our 5 strategic enablers



Differentiated brand proposition

We are focused on developing a strong and differentiated brand, to position Intertek as the global market leader in Total Quality Assurance ('TQA').



Superior customer service

Delivering the highest standards of customer service is at the heart of our journey to being the world's most trusted TQA partner.



Effective sales strategy

Driving continuous improvement in margin-accretive revenue growth demands a structured and disciplined approach to sales effectiveness that is increasing leads and conversion rates.



Growth and margin-accretive portfolio

Prioritising investments with high-growth and high-margin prospects which help us to deliver maximum value.



Operational excellence

An 'ever better' approach to continuously improving our efficiency and productivity through quality management and operational excellence.



Living our customer-centric culture

Strong spirit of entrepreneurship, a customer-focused mindset and engagement at all levels of the organisation.



Disciplined performance management

Financial and non-financial metrics and processes focusing on margin-accretive revenue growth and strong cash conversion.



Superior technology

Improving the customer experience, leveraging back office synergies and delivering superior business intelligence.



Energising our people

Through investments in their capabilities, providing a fully aligned reward system and promoting internal growth.



Delivering sustainable results

Providing growth for our customers and shareholders and recognising the importance of sustainability for the wider community.