



Sustainable Operations Maturity Model

In an era when consumers express their values through their choices, dedicating resources to products and services that align with these values has become imperative. Aligning your brand with sustainable practices is no longer an option but a necessity. Today's consumers identify themselves with initiatives that promote sustainability and environmental preservation, demanding responsible manufacturing, sustainable materials and ethical trading practices. Leading-edge companies have refined their processes, gaining competitive advantages through operational excellence, cost efficiencies and technological innovation. However, true success is achieved by integrating sustainability into these advanced processes, ensuring long-term adaptability to evolving regulations and best practices.

Considering your company's unique needs, Cognizant introduces a sustainable operations assessment tool. This tool offers a swift and efficient means to evaluate your current sustainability, identify opportunities and prioritize initiatives. Together, we will craft a roadmap to achieve leading-edge sustainability, reinforcing your company's value proposition and securing prominent position in conscious consumer-driven markets.

Pillars of the maturity assessment

The Sustainable Operations Maturity Model is a tool that allows partners to assess their current capabilities in this area, identify gaps and design action plans to position themselves advantageously in the conscious consumer-driven market.

Our in-house model encompasses five key pillars that must be evaluated to become industry leaders in sustainable operations.



Corporate strategy:

Elevate your business purpose by integrating sustainability goals. Align your company's vision with environmental and social responsibility, creating a mission that extends beyond profit and positively impacts society and the environment.



Governance:

Establish robust governance structures that enable the execution of sustainability principles and ensure compliance with established goals. Implement proactive measures to manage risks and capitalize on opportunities related to sustainability.



Business processes:

Assess your entire value chain to evaluate the application of best practices that minimize environmental and social impact. Enhance your core business processes to reflect your commitment to sustainability.



Technology:

Embrace and deploy tools that improve your business processes in pursuit of sustainability goals. Leverage technology to collect, analyze and act upon sustainability data, optimizing resource use and energy efficiency.



People:

Ensure your workforce not only possesses the knowledge and skills for sustainable operations but also experiences a professional journey that is fulfilling and sustainable. Cultivate a culture of continuous learning and commitment to sustainability among your employees.

Common pain points and challenges

Navigating the path toward sustainability presents various challenges:

- **Lack of awareness/expertise:** Many companies remain unaware of evolving sustainability trends and their potential financial impact
- **Compliance challenges:** Adhering to fast-changing legal standards and regulations in many jurisdictions can be a complex task
- **Data underutilization:** Unlocking the full potential of data for sustainable decision-making is an area that often requires improvement
- **Equity and diversity:** Achieving equitable compensation and workforce diversity remains a persistent challenge for many organizations
- **Legacy systems:** Outdated technology infrastructure can hinder the adoption of sustainable IT solutions
- **Change management:** Effectively transitioning to new, sustainable processes and strategies demands a robust change in management and training framework

Benefits and opportunities of this model

Embracing sustainable operations promises an array of opportunities and benefits:

- **Enhanced brand value:** Your brand's reputation receives a significant boost when you embrace sustainability, attracting conscientious consumers and investors
- **Risk mitigation:** Increased awareness of regulatory changes and the integration of risk management practices ensure your business remains strong when facing evolving regulations
- **Cost reduction:** Optimizing resource utilization and energy management leads to substantial cost savings
- **Competitive advantage:** Remaining at the forefront of technology trends and sustainability initiatives enhances your competitiveness
- **Improved employee satisfaction:** Equitable compensation, diversity and inclusion practices enhance employee morale, job satisfaction and productivity

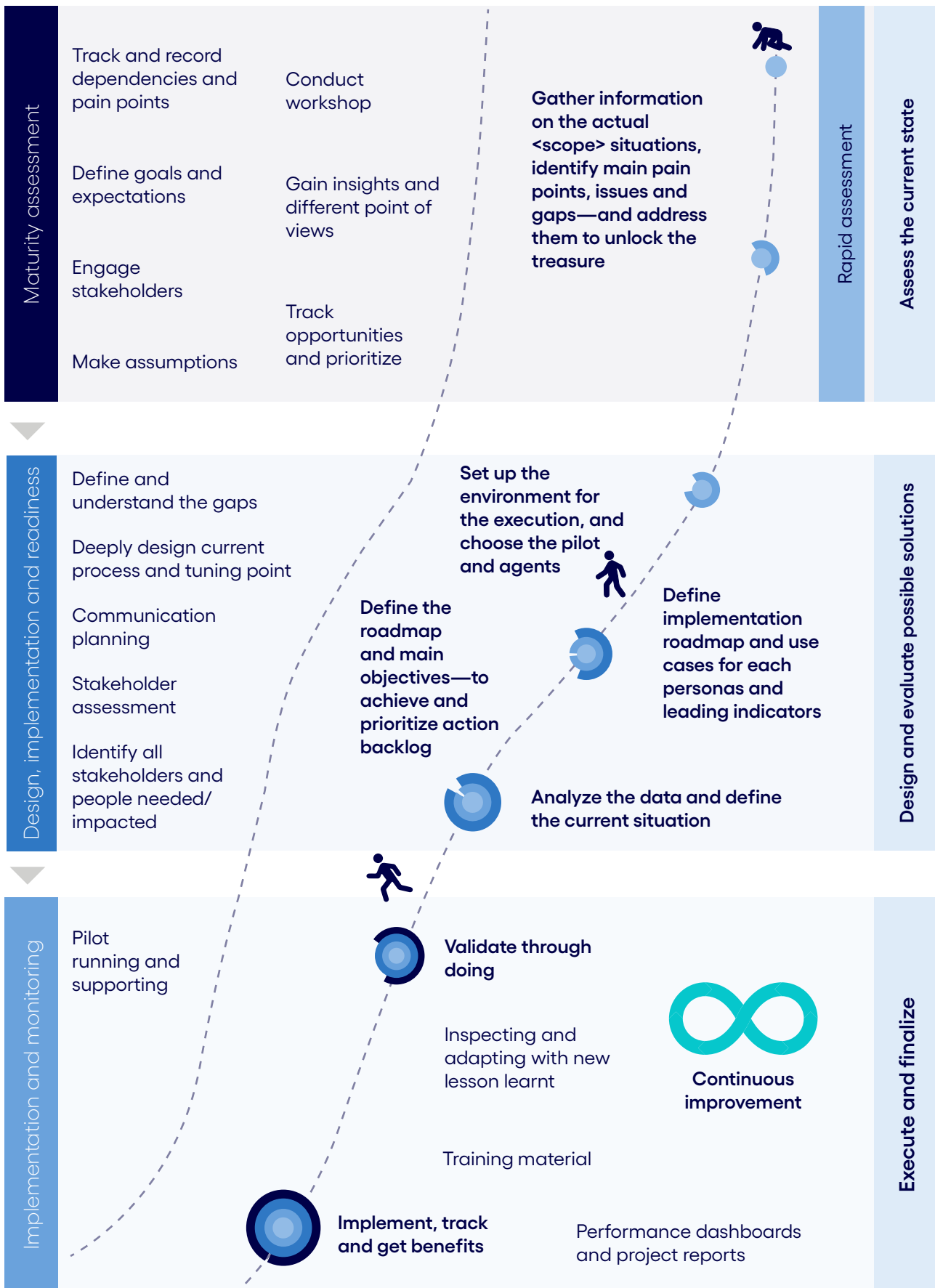
Our approach to unlock clients' potential

We help clients unlock value within their business processes by harnessing the power of data to discover insights that will guide their transformation journey. In that sense, the maturity assessment is the first step, gathering the building blocks that indicate the current state of their processes. At the same time, we gain insights about their goals and expectations. Using this information, we provide an agile, data-driven and high-level diagnostic approach—to identify the challenges and dependencies that can impact the actions required to bridge the gap between their current situation and their desired outcomes. This is the blueprint that guides the design of the transformation roadmap.

The second stage involves detailed design for enhanced results. This includes prioritizing initiatives and establishing measurable KPIs that define the expected improvements for each project. The roadmap also requires the identification of significant milestones to track progress and the impact of the prescribed measures.

The final step is the implementation of the transformation plan while closely monitoring the deployment of each project—tracking challenges, gains and lessons learned to facilitate agility and foster a culture of continuous improvement.

The image below represents our standard approach to consulting/implementation engagement.



Our approach to unlock all the potential value

Roadmap

The roadmap below outlines the objectives, priorities and timelines for this specific type of engagement.



In summary, our Sustainable Operations Maturity Model enables organizations to transition from basic compliance to leadership in sustainable operations. This journey is a testament to your commitment to a future where sustainability is the cornerstone of your company's success, contributing positively to both society and the environment. Together, we'll shape a brighter, more sustainable tomorrow.

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