Policy

Operational excellence

Approved by the Board of Directors of eni spa on 15 December, 2010.
The English text is a translation of the Italian.
For any conflict or discrepancies between the two texts the Italian text shall prevail.
1. The culture of operational excellence
2. Reaching operational excellence
The constant and systematic search for operational excellence is a fundamental component of eni’s culture and a key value to sustain its competitive advantage and guarantee constant attention to safety, health and environmental protection.

- eni considers innovation as a key element for operational excellence and stimulates creative processes providing incentives for virtuous behaviours.
- eni pursues the continuous improvement of processes, competencies and products as a lever to enhance operational performance.
- eni is committed to increasing the efficiency of its activities while promoting respect for health, safety and the environment, paying constant attention to the effectiveness and reliability of the company’s processes.
- eni encourages the dissemination of the operational excellence culture at all levels and departments, adopting the most appropriate tools to share its know-how and best practices.
Reaching operational excellence

A n adequate diffusion of the culture of research, innovation, continuous improvement and comparison with best practices, allows the achievement of operational excellence.

- eni encourages research and process, technology and product innovation, providing an environment that fosters knowledge creation and sharing, and that promotes collaboration with leading research centres.
- eni sets and remodulates performance improvement targets, monitors their achievement over time and identifies possible corrective actions.
- eni defines plans and programmes to guarantee competencies training and development activities aimed at a systematic pursuit of innovation and continuous improvement.
- eni promotes internal and external cooperation and systematic comparison with suitable benchmarks to identify and disseminate innovative solutions and best practices.