

Cibēs Lift Group

The Art of Simplicity: Intranet Development through Continuous Improvements

Minna Carlson & Hannah Persson

Cibes Lift Group

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CIBES IN BRIEF

We offer lift solutions that bring people together for increased comfort and joy in life.

Cibes Lift Group, founded in 1947, is one of the world's most innovative manufacturers of space-saving lifts designed for quick and easy installation and offers a wide range of lift solutions. Thanks to the wide range of products and a flexible design concept, our lift solutions adapt to the requirements of public, commercial and private environments. We provide sales, installation and maintenance services by a global network of subsidiaries and partners. The Group is headquartered in Gävle, and our production facilities are in Sweden, China and the United States. In 2022, the Group had approximately 1,500 employees and a turnover of SEK 2.8 billion.



The starting point

What we had:

- Sweden-only intranet
- No governance structure
- No channel strategy
- Emails, emails, emails

What we wanted:

- A less crowded inbox
- A global intranet
- A governance structure
- A channel strategy
- **A long-term, sustainable solution**



Challenges – everyone has them

- “Growing pains”
- Language, location, and focus differences
- Group functions – a brand new entity



CONTINUOUS IMPROVEMENTS

Time for launch



Inbox



From: Management

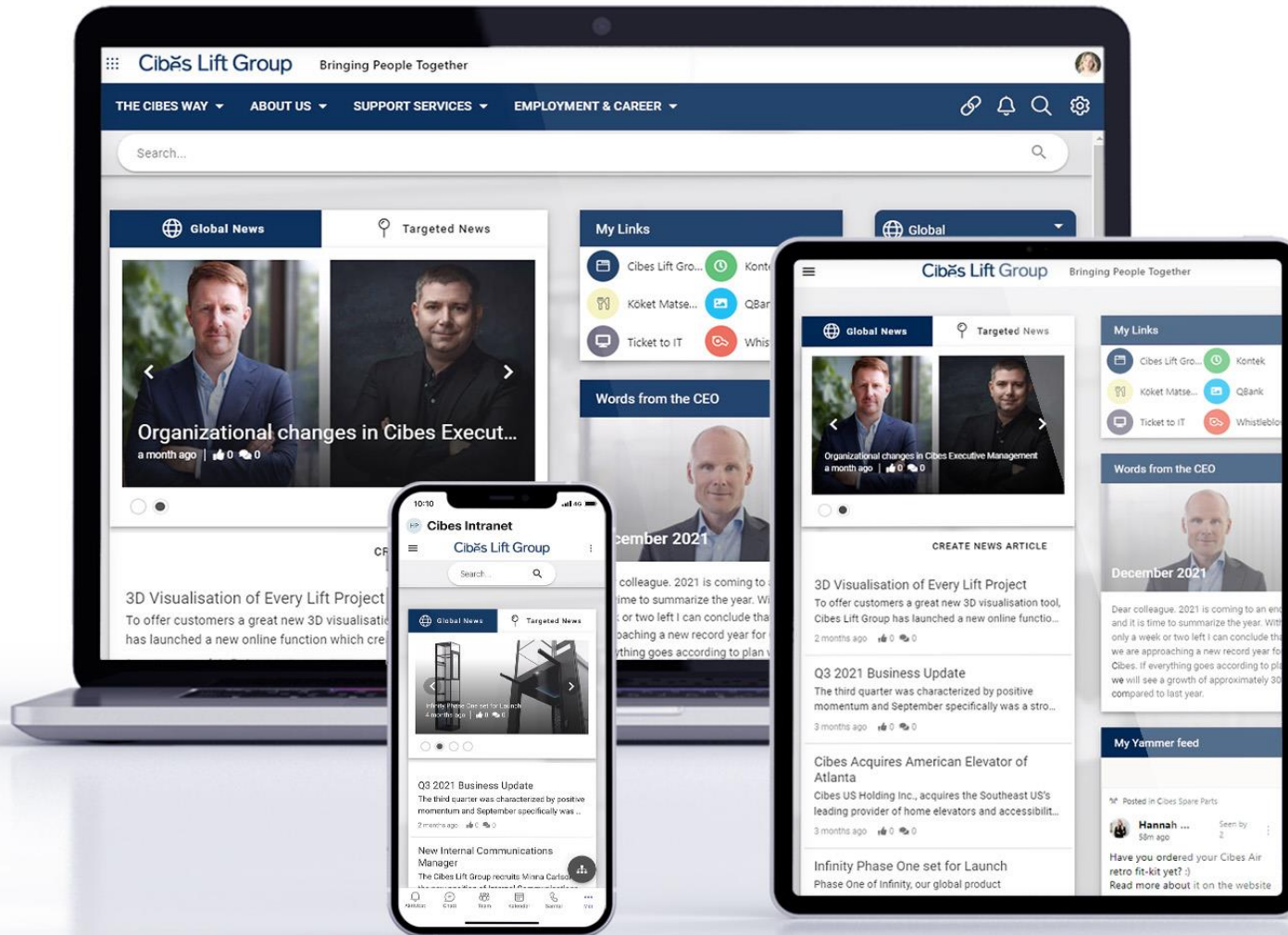
Subject: IMPORTANT INFORMATION

All employees MUST use the new intranet.

This is MANDATORY. No exceptions.

Reply

Soft launch, not big bang



CONTINUOUS IMPROVEMENTS

Keeping it simple, not boring
Choosing the next feature

What now?

- Business need
- Improve the offer
- Need to have / Good to have

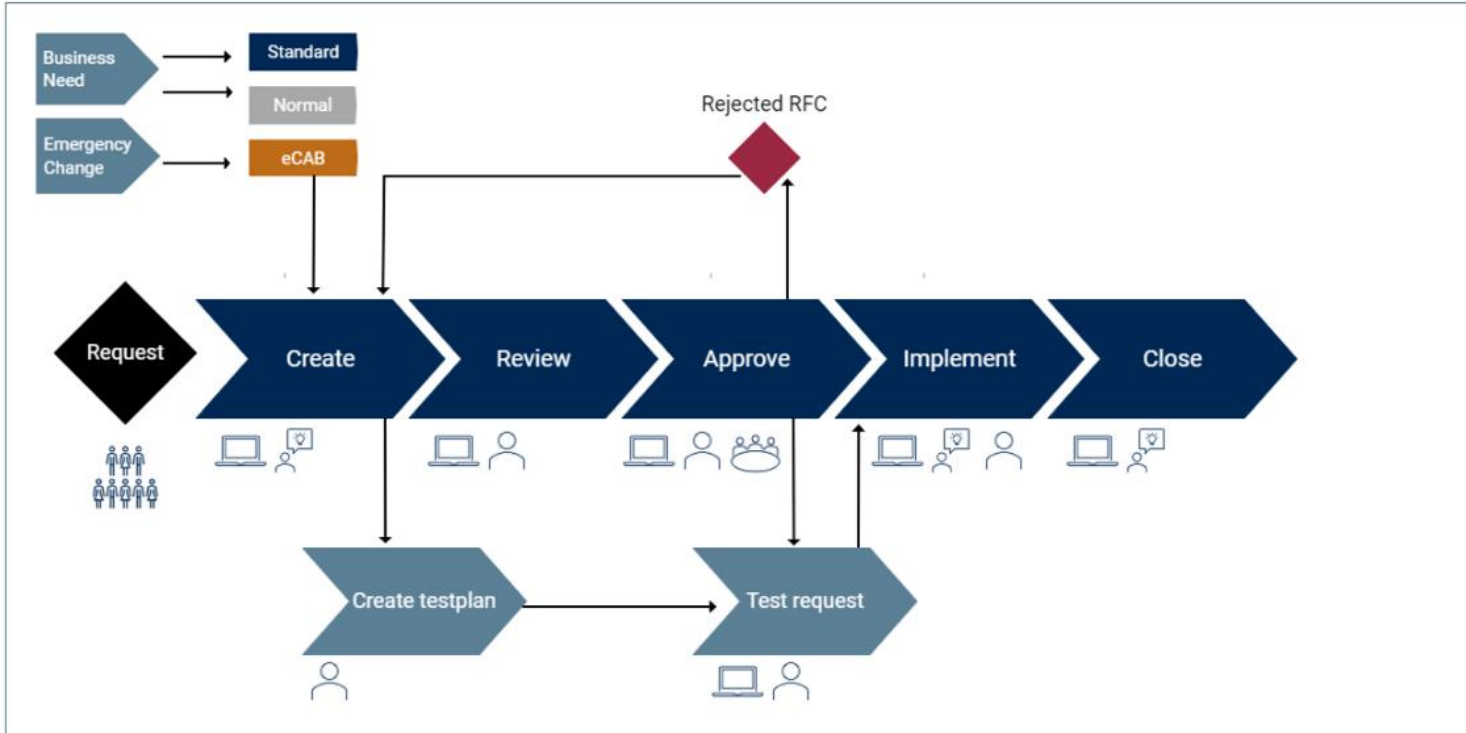
CONTINUOUS IMPROVEMENTS

Carrot, not stick



Global IT - Change Management

Global IT Main Process > Global IT - Change Management



Information

Process owner

Published
2023-04-25

Review Date
2024-04-25

- CONTACT PROCESS OWNER
- PRINT PROCESS
- SHARE PROCESS

Description Tasks Documents Links Related pages

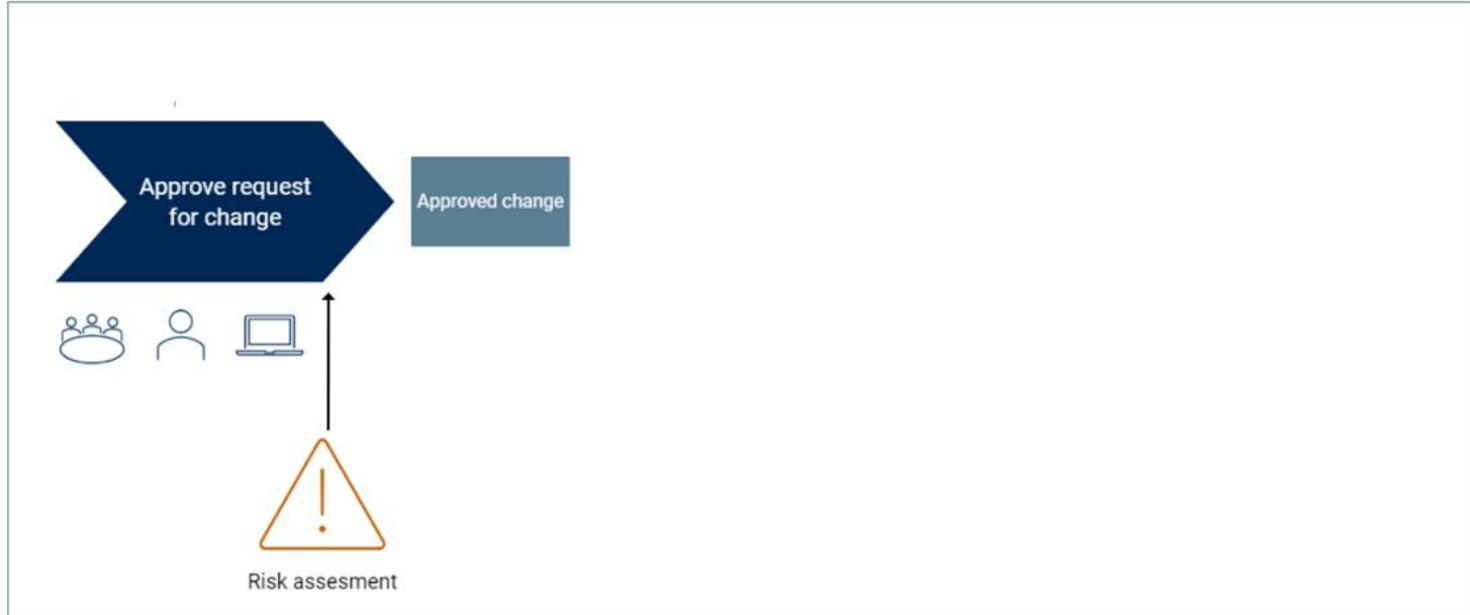
Description	Tasks	Documents	Links	Related pages





Approve

Global IT Main Process > Global IT - Change Management > Approve



Description Tasks Documents Links Related pages

- ...
- ...
- ...
- ...
- ...

Information

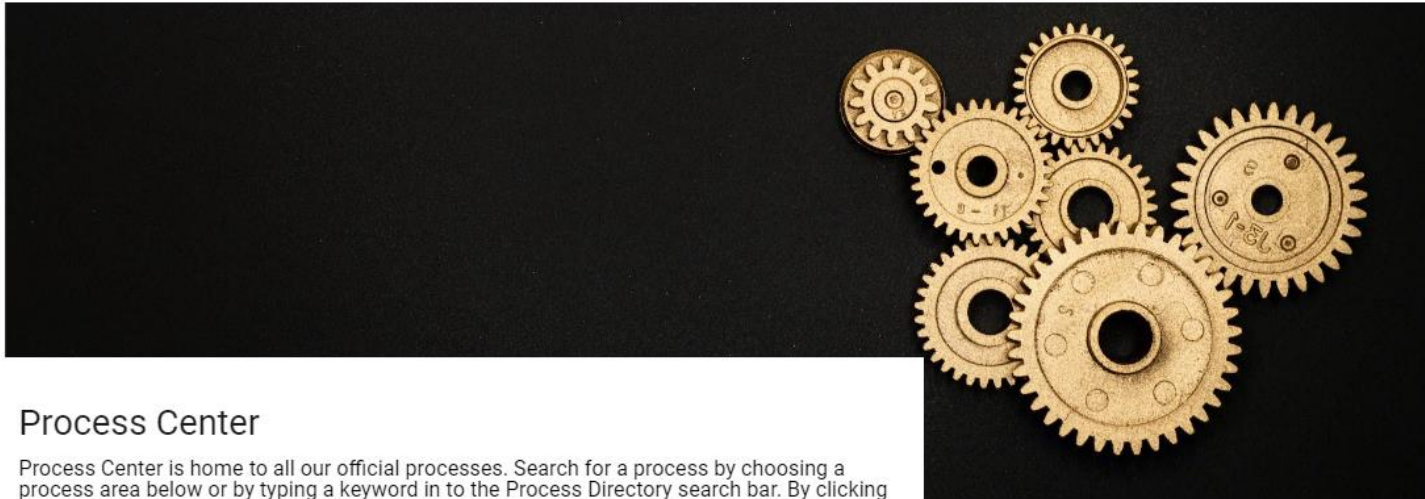
Process owner

Published
2023-04-25

Review Date
2024-04-25

- CONTACT PROCESS OWNER
- PRINT PROCESS
- SHARE PROCESS





Process Center

Process Center is home to all our official processes. Search for a process by choosing a process area below or by typing a keyword in to the Process Directory search bar. By clicking the interactive process maps you will have access to all descriptions, documents, tasks and related pages for each process and process step.

Core Processes Support Processes Process Directory Process Documentation



Global IT

[View >>](#)

Global ▾

Related links

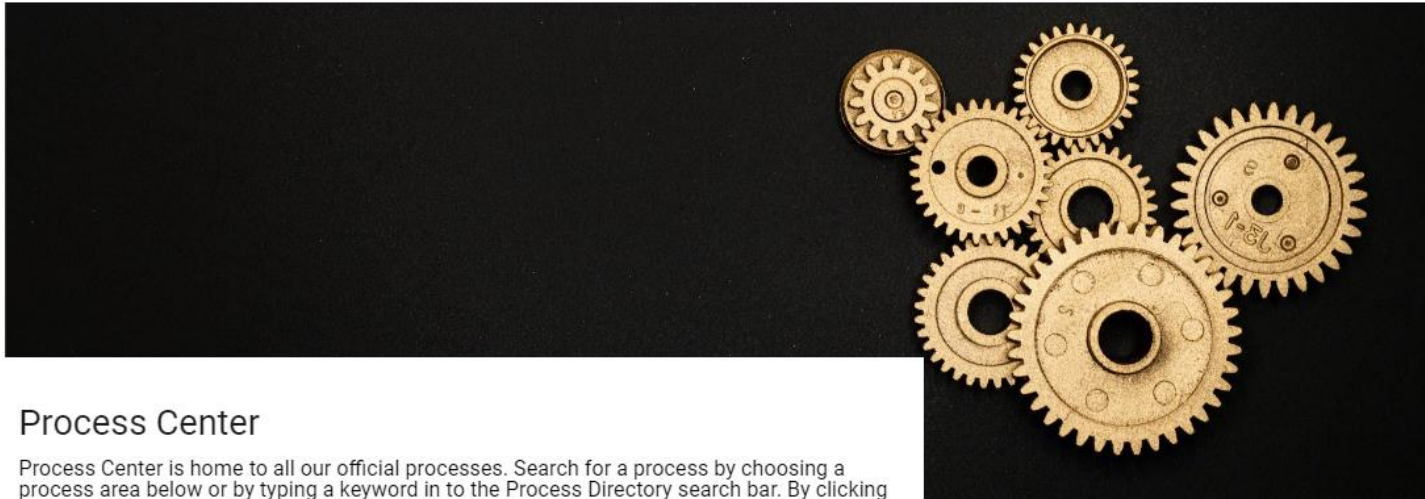
- ↪ [People Finder](#)
- ↪ [Document Center](#)

Display your processes

Do you have a process you would like to display on the intranet? Contact internal communication for more information.

[CONTACT INTERNAL COMS](#)





Process Center

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- Core Processes
- Support Processes
- Process Directory
- Process Documentation



Global ▾

Related links

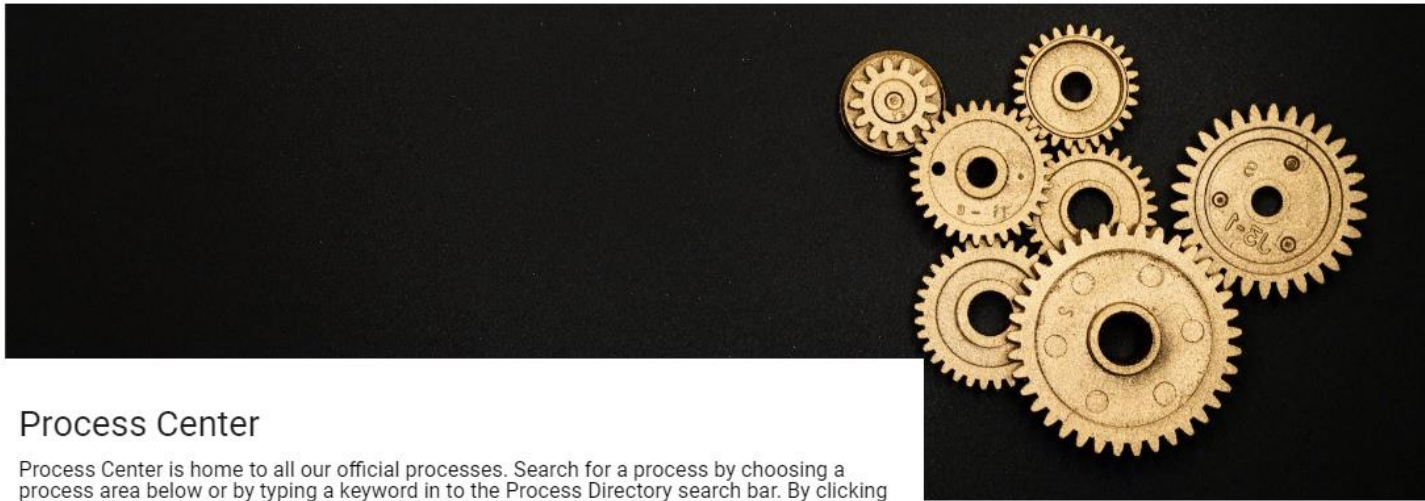
- ↗ People Finder
- ↗ Document Center

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- Core Processes
- Support Processes
- Process Directory**
- Process Documentation

Process Id Number	Title	Edition	Revision	Process owner	Published
18	PU Gävle - Processkarta PU Gävle	2	10		a month ago
42	PU Gävle - Kalibrering mät don	1	4		a month ago
49	PU Gävle - Tidigare lägga order	1	2		3 months ago
40	PU Gävle - Kvalitetsrevisioner	2	5		2 months ago

Global ▾

- ### Related links
- ↔ People Finder
 - ↔ Document Center

Display your processes

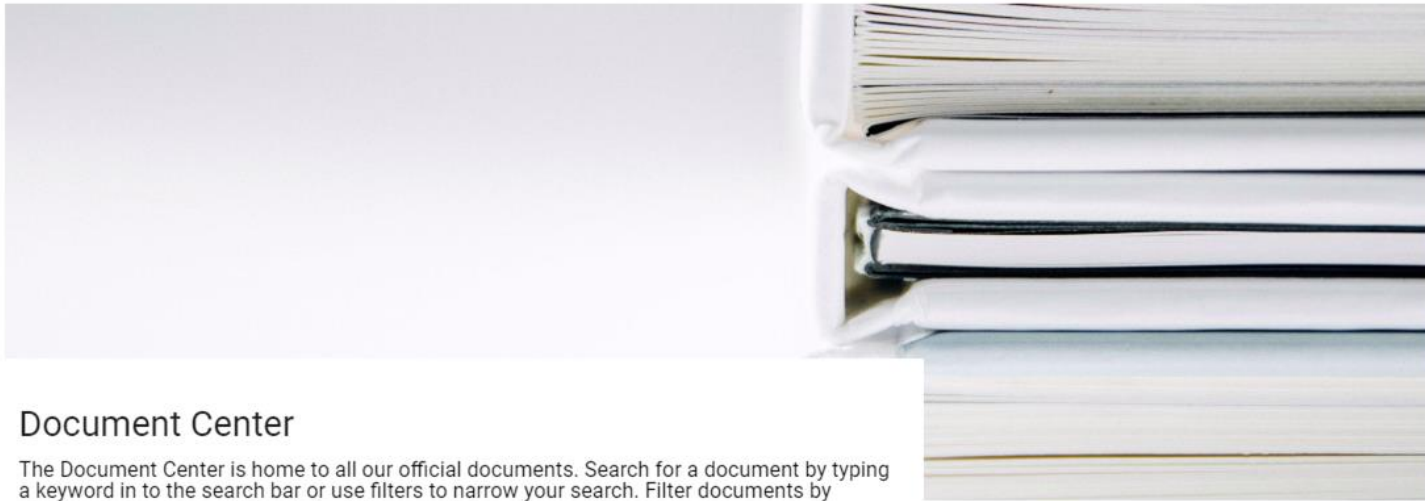
Do you have a process you would like to display on the intranet? Contact internal communication for more information.

CONTACT INTERNAL COMS



CONTINUOUS IMPROVEMENTS

Carrot, not stick 2.0



Document Center

The Document Center is home to all our official documents. Search for a document by typing a keyword in to the search bar or use filters to narrow your search. Filter documents by document type, or use filters to find documents for your specific country or company.

- All Documents
- Policies
- Templates
- Reports
- Process Documentation

Search...



Title	Document Type	Owner	Country	Modified ↓
Installation Training Infinity - Calendar	Presentation		Global	in 8 hours
Utformning av FU dekal	Instruction		Sweden	8 minutes ago
Dekalskrivaren starta ordrar JBS	Instruction		Sweden	17 minutes ago
Dekalskrivaren starta upp JBS	Instruction		Sweden	17 minutes ago

Global

Related links

- News Center
- People Finder

Need help?

Can't find the document you're looking for? Please contact Internal Coms, we're always happy to help!

If you have questions about the contents of a specific document, please contact the document owner directly.

CONTACT INTERNAL COMS





Start > The Cibes Way > Document Center



Global ▾

- Related links
- News Center
 - People Finder

Document Center

The Document Center is home to all our official documents. Search for a document by typing a keyword in to the search bar or use filters to narrow your search. Filter documents by document type, or use filters to find documents for your specific country or company.

All Documents Policies Templates Reports Process Documentation

Search...

Title	Document Type	Owner	Country	Modified ↓
Installation Training Infinity - Calendar	Presentation		Global	in 8 hours
Service och underhåll	Routine		Sweden	7 minutes ago
Förenklad manual kassetrobot	Instruction		Sweden	10 minutes ago

Need help?

Can't find the document you're looking for? Please contact Internal Coms, we're always happy to help!

If you have questions about the contents of a specific document, please contact the document owner directly.

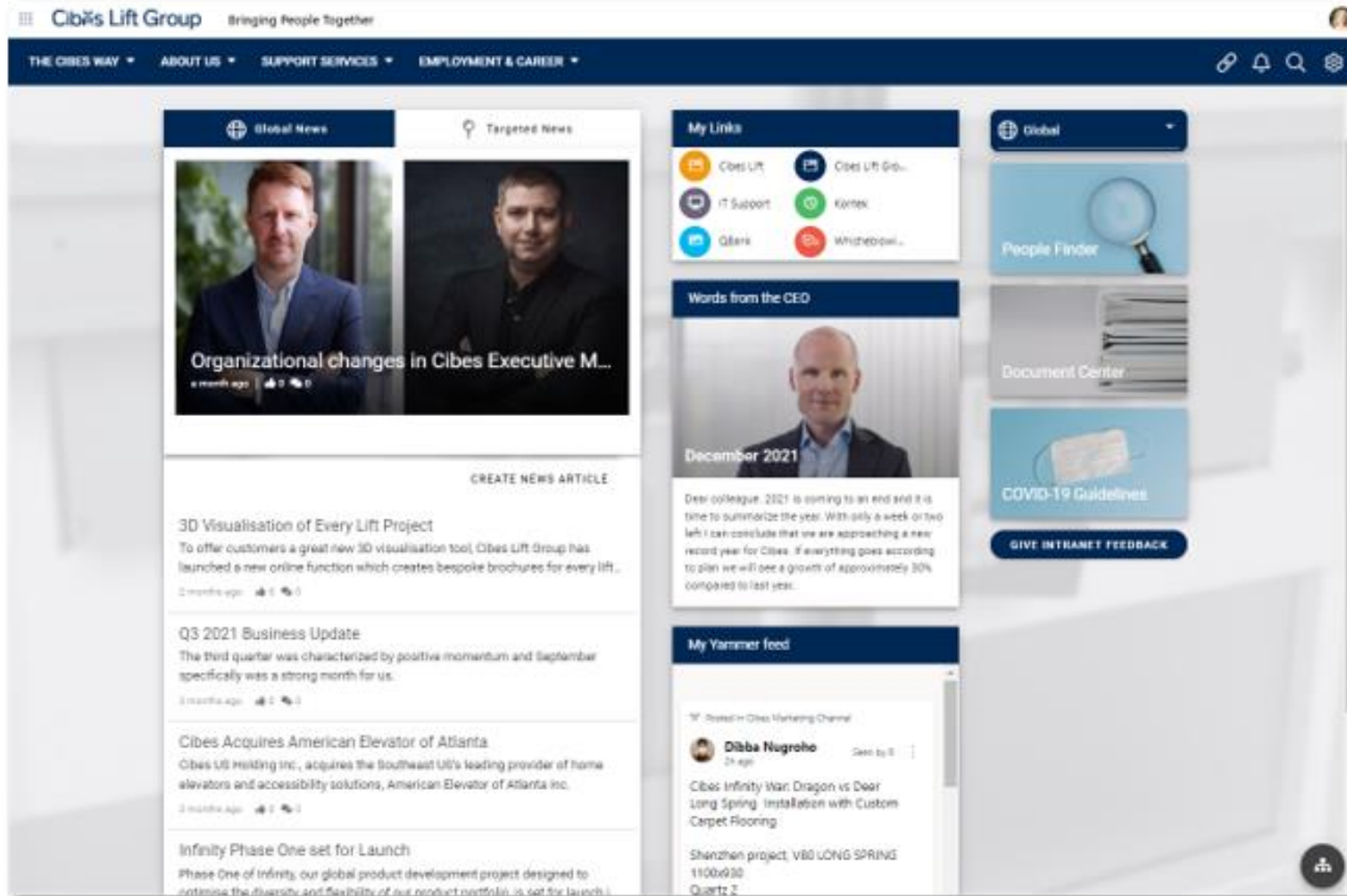
[CONTACT INTERNAL COMS](#)

- Filters
- Document Type ▾
 - Country ▾
 - Company ▾
 - Area ▾
 - Activity ▾
 - Owner ▾
 - File Type ▾

CONTINUOUS IMPROVEMENTS

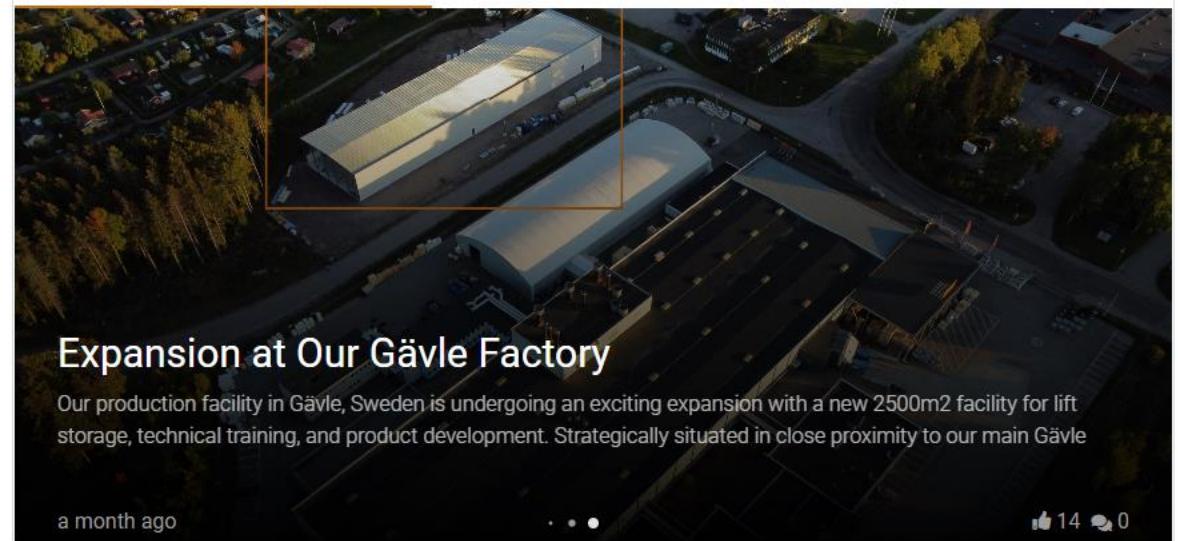
Keeping it simple, not boring 2.0

Start page in January 2022



Search... 🔍

🌐 GLOBAL NEWS TARGETED NEWS YAMMER



Expansion at Our Gävle Factory

Our production facility in Gävle, Sweden is undergoing an exciting expansion with a new 2500m2 facility for lift storage, technical training, and product development. Strategically situated in close proximity to our main Gävle

a month ago 14 0

CREATE NEWS ARTICLE

CPI - Implemented Improvements October 2023

A summary of implemented product improvements for October 2023 from PU Gävle. Download the full report for more detailed information including KPIs.

10 days ago 0 0

Understanding AI: the Do's and Don'ts of Artificial Intelligence

Whether you're an expert user or have only just heard the term "ChatGPT", it's important to understand the benefits of AI as well as the risks. In this article, you'll find some useful tips for navigating the AI landscape.

a month ago 6 0

🌐 Global ▾

My Links



Cibes Lift Group Document Center (Sharepoint) E-Learning EOS / CiHome



IA IT Support Kontek Matbeställning Gävle



Monday.com PLAYipp QBank Spambox



Whistleblowing



Join us for our Q3 Webinar!
 Welcome to join CEO Per Lidström, members of Cibes Executive Management team, as well as representatives from our markets and PUs at the Q3 webinar on Friday October 20 at 09:00 – 10:15 CEST or 15:00 - 16:15 CEST.
 a month ago 👍 0 💬 0

2023 Corporate Presentation is now available!
 Our highly anticipated 2023 corporate presentation is now available. The presentation provides an overview of our 2022 business year and is available for both internal and external use.
 a month ago 👍 2 💬 0

New appointment: Finance Director, US & Americas
 Cibes Lift Group is pleased to announce the appointment of Aaron Roy as our new Finance Director, USA & Americas. This strategic addition to our team will enhance our financial expertise and play a crucial role in facilitating our growth...
 a month ago 👍 5 💬 0

[GO TO NEWS CENTER](#)

Announcements

Cibes backgrounds in new version of Teams Announcement


An updated version of Microsoft Teams is now available. You can switch to the new version or keep using the old version. **Please note that some users are experiencing issues accessing Cibes branded backgrounds in the new version. To access the Cibes backgrounds, please restart your computer.** If you are still experiencing issues, please send a ticket to [IT Helpdesk](#).


5 minutes ago 💬 0


Keep your info up to date! Reminder


Azure AD contains, controls and connects many activities in our network environment, including access to our systems and the information displayed in People Finder.

Keep your info up to date placing a ticket to [IT Helpdesk](#) if any changes are made to your user information, **including your title, manager, department, country, or office location.**


People Finder
[View >>](#)


Document Center
[View >>](#)


Process Center
[View >>](#)


News Center
[View >>](#)

Calendar

NOV 13	Omnia User Group Conference Nov 13 - Nov 15
NOV 14	Omnia User Group Conference Nov 13 - Nov 15
NOV 14	13:00 - 13:55, Microsoft Teams Meeting
NOV 15	Omnia User Group Conference Nov 13 - Nov 15



Search... 🔍

🌐 GLOBAL NEWS TARGETED NEWS YAMMER



Ledigt Jobb: HR Administratör

Är du en person som trivs i en roll där du får stödja andra och ha ett högt fokus på service? Då kanske detta är en roll för dig! Vi söker nu en driven HR Administratör för att stärka upp vårt HR-team. Vi är en avdelning med högt

6 days ago 👍 0 💬 0

CREATE NEWS ARTICLE

Inbjudan: Digital info om tjänstepension och övriga försäkringar

Grattis, du har tjänstepension! Det är en löneförmån som faktiskt inte alla har och som inte syns i lönekuvertet. Lär dig mer om tjänstepension och vad det innebär för dig som medarbetare genom att anmäla dig till en digital föreläsning...

2 months ago 👍 1 💬 0

Semesterledighet HR-avdelningen

Under vecka 29-31 (17/7 - 6/8) är samtliga på HR-avdelningen på semesterledighet och vi är åter bemannande igen från måndag 7:e augusti.

4 months ago 👍 0 💬 0

🌐 Global ▾

My Links

- Cibes Lift Group
- Document Center (Sharepoint)
- E-Learning
- EOS / CiHome
- IA
- IT Support
- Kontek
- Matbeställning Gävle
- Monday.com
- PLAYipp
- QBank
- Spambox
- Whistleblowing
-





Search... 🔍

🌐 GLOBAL NEWS
📍 TARGETED NEWS
YAMMER

Share thoughts, ideas, or updates

💬 Discussion
❓ Question
🏆 Praise
📊 Poll

Lina Mehlqvist Fri at 2:49 PM Seen by 8 ...

Happy news! Our website 'cibeslift.com' awarded SILVER in the Swedish competition Publishing Prize

This week, on November 8th it was announced that our website... see more

📎 1 more attachment

👍 Like 💬 Comment 👍👍 You and 2 others

Maarit Kaskela 4h ago
Great work team!

👍 💬 🗑️

🌐 Global ▾

My Links

Cibes Lift Group	Document Center (Sharepoint)	E-Learning	EOS / CiHome
IA	IT Support	Kontek	Matbeställning Gävle
Monday.com	PLAYipp	QBank	Spambox
Whistleblowing			



People Finder in January 2022

People Finder

The intranet People Finder helps you find colleagues around the world. Search by typing a name, department, country or location in to the searchbar.
Narrow your search by using filters.

Search...

Country 12

- All
- Sweden

Company 12

- All
- Cibes Lift Internation...

Department

- Customer Support 1
- Internatinal Sales 1
- International Sales 10

Employee Profiles:

- Profile 1:** Title: After Sales Manager, Department: Customer Support, Company: Cibes Lift International AB, Country: Sweden
- Profile 2:** Title: Account Manager, Department: International Sales, Company: Cibes Lift International AB, Country: Sweden
- Profile 3:** Title: Director International Distribution, Department: International Sales, Company: Cibes Lift International AB, Country: Sweden
- Profile 4:** Title: Account Manager, Department: International Sales, Company: Cibes Lift International AB, Country: Sweden

Global

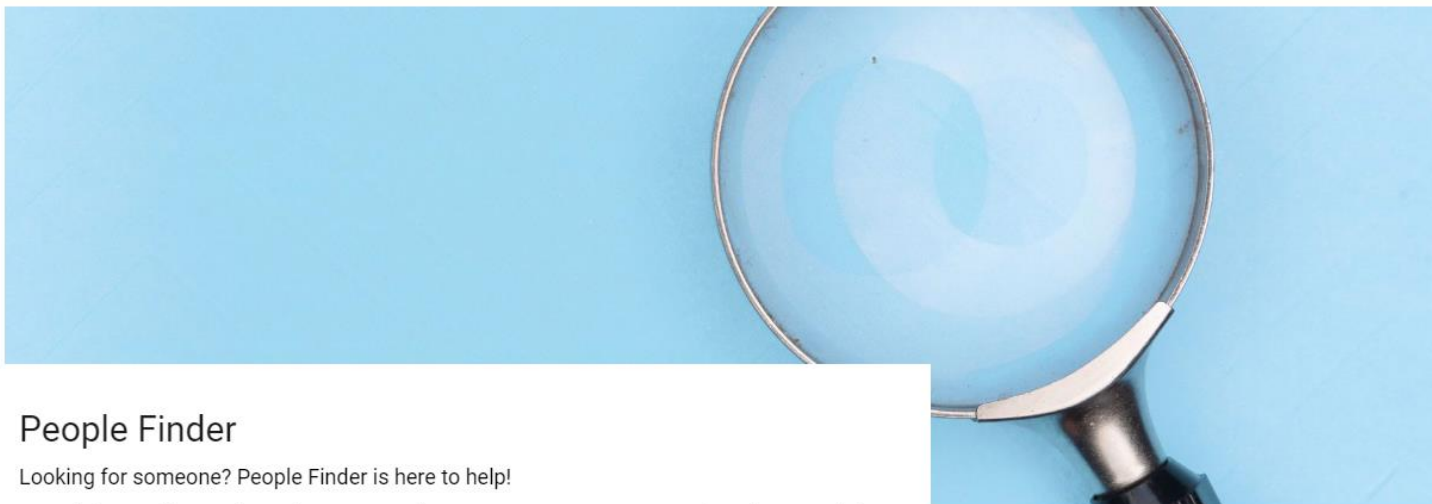
Links

Related Pages

- Our Locations
- Our Product Units

Documents

- Cibes Lift Group Organizational Chart
- Cibes Lift Group Legal Structure



People Finder

Looking for someone? People Finder is here to help!


Search for a colleague by typing a name, department, country, company in to the search bar. Use filters to narrow your search.

People Finder Executive Management Organizational Chart


🔍 Search... 

 **[Redacted]**
Spareparts Sales Manager
Cibes Lift UK Ltd
United Kingdom


✉️ 💬

 **[Redacted]**
Managing Director
Aesy Liften België BV
Belgium

✉️ 💬

 **[Redacted]**
Service Supervisor
Titan Elevators Ltd
United Kingdom

✉️ 💬

 **[Redacted]**
Technical Writer
Cibes Lift Group AB
Sweden

 **[Redacted]**
Sales Manager
Cibes Lift AB Jiaxing Co Ltd
China

 **[Redacted]**
Sales
Cibes Lift AB Jiaxing Co Ltd
China

🌐 Global ▾

Related links

➔ [Document Center](#)

Keep your info up to date!

People Finder displays information from Azure Active Directory (Azure AD).

Please contact IT Support to update your information, including your title, department, country, or office location.

 **CONTACT IT HELPDESK**





People Finder

Looking for someone? People Finder is here to help!

Search for a colleague by typing a name, department, country, company in to the search bar. Use filters to narrow your search.



People Finder displays information from Azure Active Directory (Azure AD).

Please contact IT Support to update your information, including your title, department, country, or office location.

CONTACT IT HELPDESK

People Finder Executive Management Organizational Chart

Per Lidström
President and CEO
CEO/MD

Mathias Brandhammar
VP Corporate Development
Business Support Management

Minna Carlson
Corporate Communication
Manager
Business Support

People reporting to Minna Carlson (1)

Hannah Persson
Corporate Communication Specialist
Corporate Communication
Gävle



PROCESSES & TOOLS

Process Center

PU Gävle processes
Global IT processes

Document Center

People Finder

News Center

Brand Identity Manual

Interactive Organizational Chart



Process Center

Interactive process maps for different departments, complete with process documents and tasks.

[View >>](#)



Document Center

Home to all our official documents and policies. Search for documents using filters or keywords.

[View >>](#)



People Finder

Looking for someone? People Finder is here to help! Search for a colleagues from around the world.

[View >>](#)



Organizational Chart

View our organization and who reports to who in our interactive organizational chart.

[View >>](#)



News Center

Read the latest internal news from around the world. Filter news by topic or country.

[View >>](#)



Templates & Brands

Learn about our brands and create branded PowerPoint presentations using ready-made templates.

[View >>](#)

SUPPORT SERVICES

IT

HR

Finance

Customer & Product Support

Marketing

Communications

Treasury & Legal

Travels & Meetings

Facility Support

IT

IT Support

IT Project Management Office

IT Systems

Data Privacy

IT On/Offboarding

IT Processes

IT- & Information Security

Ransomware

Phishing & Spam

Passwords & Multi-Factor Authentication

Device & Wi-Fi Security



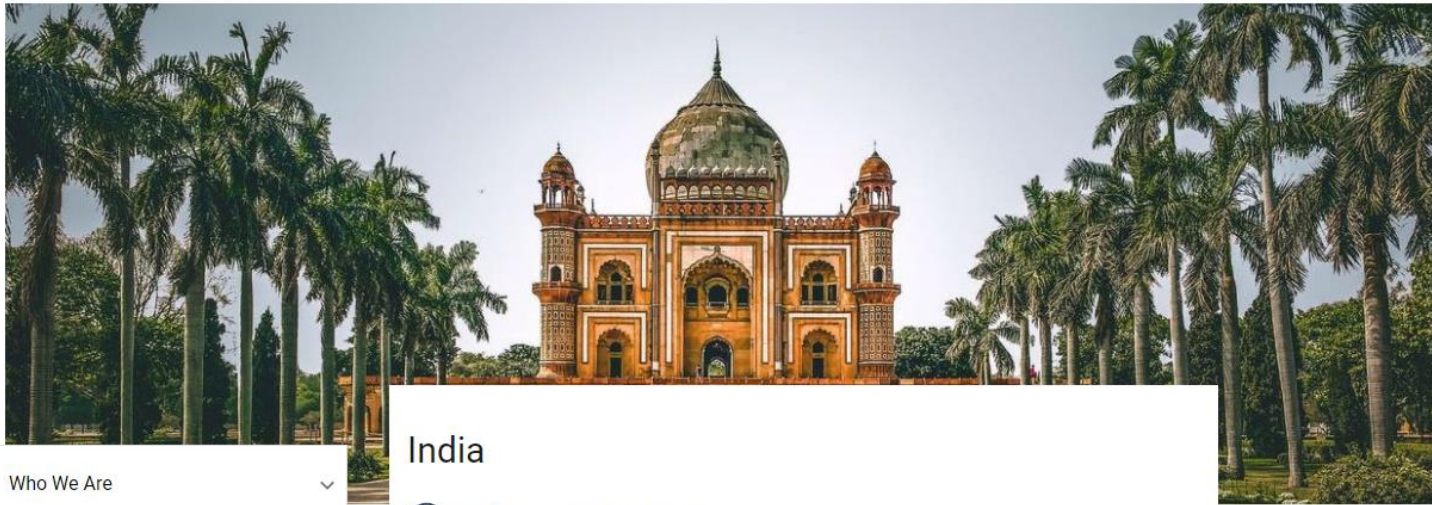
IT Support

[Send ticket to IT >>](#)



Information Security

[Learn more >>](#)



India

- Who We Are ▾
- Our Locations ▾
- Our Production Units ▾

Intranet | Modified: 6 days ago

Cibes Lift India Private Ltd was created in 2020, to access the fast-growing home lift market in India. Today, the company has several offices and showrooms in major cities across India.

Contribute to this page!

Normal Select color **B**

POST

🌐 Global ▾

Related links

- Cibes India
- Kalea India
- Gravital India

Want to own this page and contribute with additional information?

Do you have more information about Cibes' operations in this country? Do you want to manage this page? Please contact intranet admins for more information!

Tip: Contribute to this page by submitting your feedback at the bottom of the page. Your submission will be added to the page by intranet admins.

CONTACT INTRANET ADMINS

Contribute to page



Improved search


- Promoted search results
- Improved page summary and keywords

The screenshot shows a search interface with a dark blue header containing navigation links: SERVICES, EMPLOYMENT & CAREER, and PROCESSES & TOOLS. A search bar at the top contains the text 'sustainability' and has a magnifying glass icon on the right. Below the search bar, the results are categorized into three sections: Promoted, Pages (14), and People (5). Each section contains search results with a thumbnail image, a title, a brief description, and the name of the page or person. The 'Promoted' section features a '2022 Sustainability Brochure' result. The 'Pages (14)' section includes results for 'Sustainability', 'Sustainability Reports & Documents', and 'Our Locations'. The 'People (5)' section lists two individuals: an 'EHS Coordinator' and an 'EHS & Sustainability Manager', both associated with 'Cibes Lift AB Sweden'. The word 'Sustainability' is highlighted in yellow in several titles and descriptions.


SERVICES ▾ EMPLOYMENT & CAREER ▾ PROCESSES & TOOLS ▾


sustainability


Promoted

 **2022 Sustainability Brochure**
The 2022 Sustainability brochure is now available for digital download. The brochure provides a summary of key sustainability highlights for 2022 and provides important insights into our ongoing sustainability activities and initiatives.


Pages (14) [See more results >](#)


 **Sustainability**
We understand that we, along with everyone else, need to transform into new ways of thinking to meet the ch...
[Redacted], 2 months ago

 **Sustainability Reports & Documents**
Discover our **sustainability** reports to gain insights into our environmental and social initiatives, progress, and ...
[Redacted], 18 days ago

 **Our Locations**
As a global company with great growth ambitions, we know that we need to be where our customers are to of...
[Redacted], 2 months ago

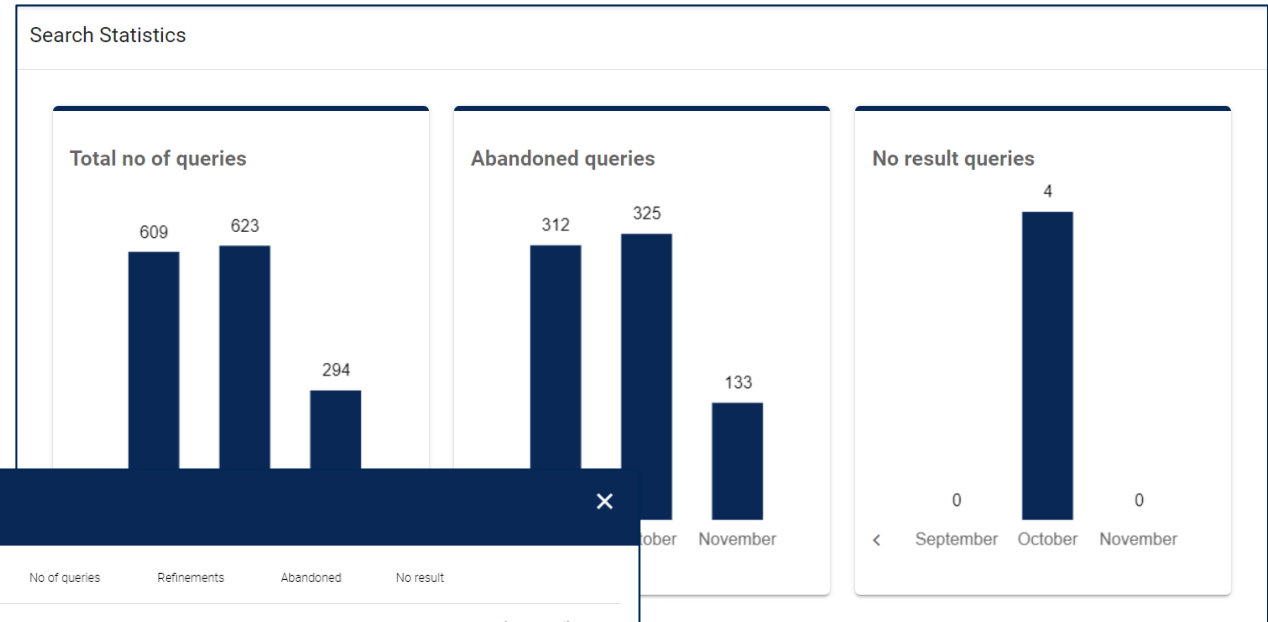
People (5) [See more results >](#)

 [Redacted]
EHS Coordinator
Cibes Lift AB
Sweden

 [Redacted]
EHS & **Sustainability** Manager
Cibes Lift AB
Sweden

Search feedback & search statistics

Motivate content owners by **showing** not **telling**



Total no of queries

Query Text	No of queries	Refinements	Abandoned	No result
mobil	10		1	Show Details
mobiltелефон	6		1	Show Details
netto	6		1	Show Details
friskvård	6		1	Show Details
hotell	6			Show Details
testa	5		3	Show Details
Policy	4		3	Show Details
qbank	4			Show Details
FU	4		1	Show Details
netteloneavdrag mobiltelefoni 2023	4	1	3	Show Details

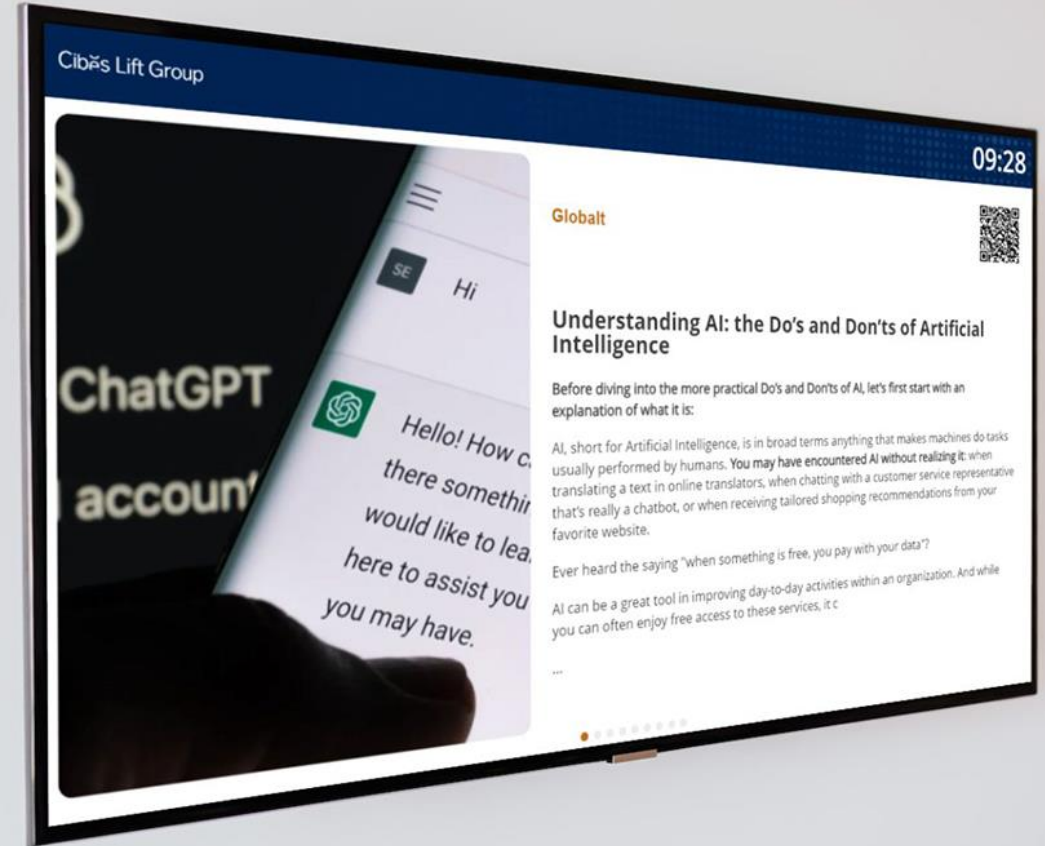
← October November →

CONTINUOUS IMPROVEMENTS

Soft launch, not big bang 2.0
Integrating channels

Digital Signage

Intranet news displayed automatically on TV screens



CHANNEL INTEGRATIONS

Yammer / Viva Engage

Utilize already established channels to highlight intranet content

Posted in All Company



Hannah Persson

Oct 25

Seen by 223 · ...

VIDEO: Q3 2023 Business Update

Join CEO Per Lidström and interim CFO Jan Allde as they sit down to discuss our performance for the third quarter of 2023, what to consider when finalizing the 2024 budget, and how sales have progress for our new products Cibes Cloud Plus and Kalea Luna.

<https://cibeslift.sharepoint.com/:v:/r/sites/document-center...>



Like



Comment



Share



Pauline Lesaffre and 1 other

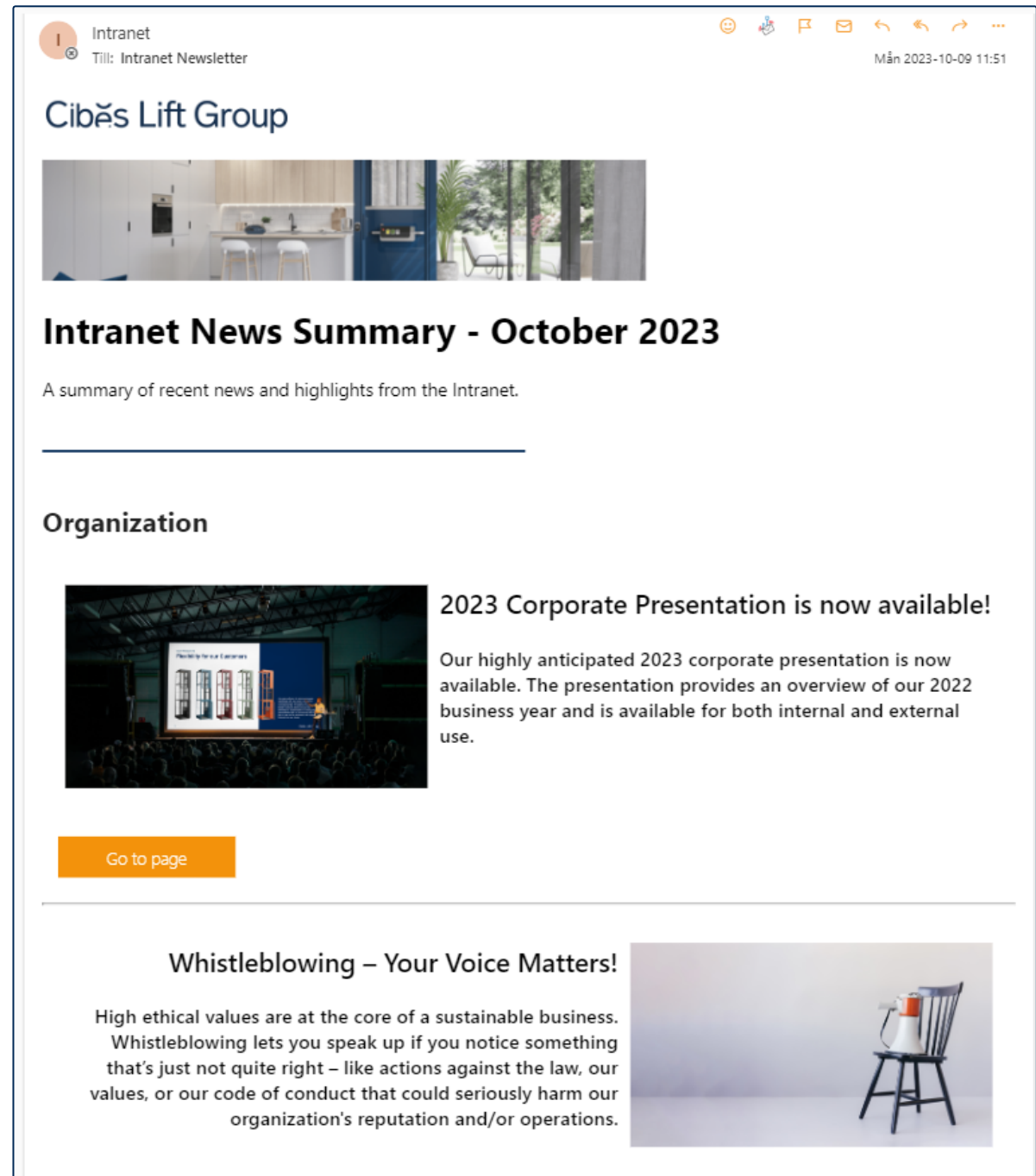


Write a comment

Newsletters

As it turns out...


...Emails are still very much loved



The screenshot shows an email interface for an Intranet Newsletter. At the top, it says "Intranet" and "Till: Intranet Newsletter" with a date and time "Mån 2023-10-09 11:51". The main heading is "Cibās Lift Group". Below this is a large image of a modern kitchen. The main content is titled "Intranet News Summary - October 2023" and includes a sub-heading "Organization". A key announcement is "2023 Corporate Presentation is now available!" with a description: "Our highly anticipated 2023 corporate presentation is now available. The presentation provides an overview of our 2022 business year and is available for both internal and external use." There is a "Go to page" button. At the bottom, there is a section titled "Whistleblowing – Your Voice Matters!" with text about ethical values and a small image of a white whistle on a wooden chair.

Intranet
Till: Intranet Newsletter
Mån 2023-10-09 11:51


Cibās Lift Group



Intranet News Summary - October 2023

A summary of recent news and highlights from the Intranet.

Organization




2023 Corporate Presentation is now available!

Our highly anticipated 2023 corporate presentation is now available. The presentation provides an overview of our 2022 business year and is available for both internal and external use.

[Go to page](#)

Whistleblowing – Your Voice Matters!

High ethical values are at the core of a sustainable business. Whistleblowing lets you speak up if you notice something that's just not quite right – like actions against the law, our values, or our code of conduct that could seriously harm our organization's reputation and/or operations.



2024

What's next?



Continuous Improvements in 2024

- Onboarding / Sign Off requests
- Glossary
- Video library
- Company calendar
- ✓ Improve our intranet with internal recourses
- ✓ Improve our processes
- ✓ Improve our communication
- ✓ **Improve together with Omnia!**

QUIZ

What do we do, and how do we do it?

- 1) Big projects, big change, big bang
- 2) Small change, soft launch, continuous improvements

Summary & success factors

- ✓ **Keep it simple – not boring**
- ✓ **Soft launch – not big bang**
- ✓ **Carrot - not stick**
- ✓ **Don't back yourself into a corner**
- ✓ **Continuous improvements is key**



KEEP IN TOUCH!

MINNA CARLSON

Corporate Communication Manager

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[linkedin.com/in/minna-carlson-a86b8126/](https://www.linkedin.com/in/minna-carlson-a86b8126/)

HANNAH PERSSON

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Cibės Lift Group

BRINGING PEOPLE TOGETHER