

# Business Process and Quality



Businessprocess  
standardization play a key  
role in Ensola's drive for  
operational excellence

Peter Freisler

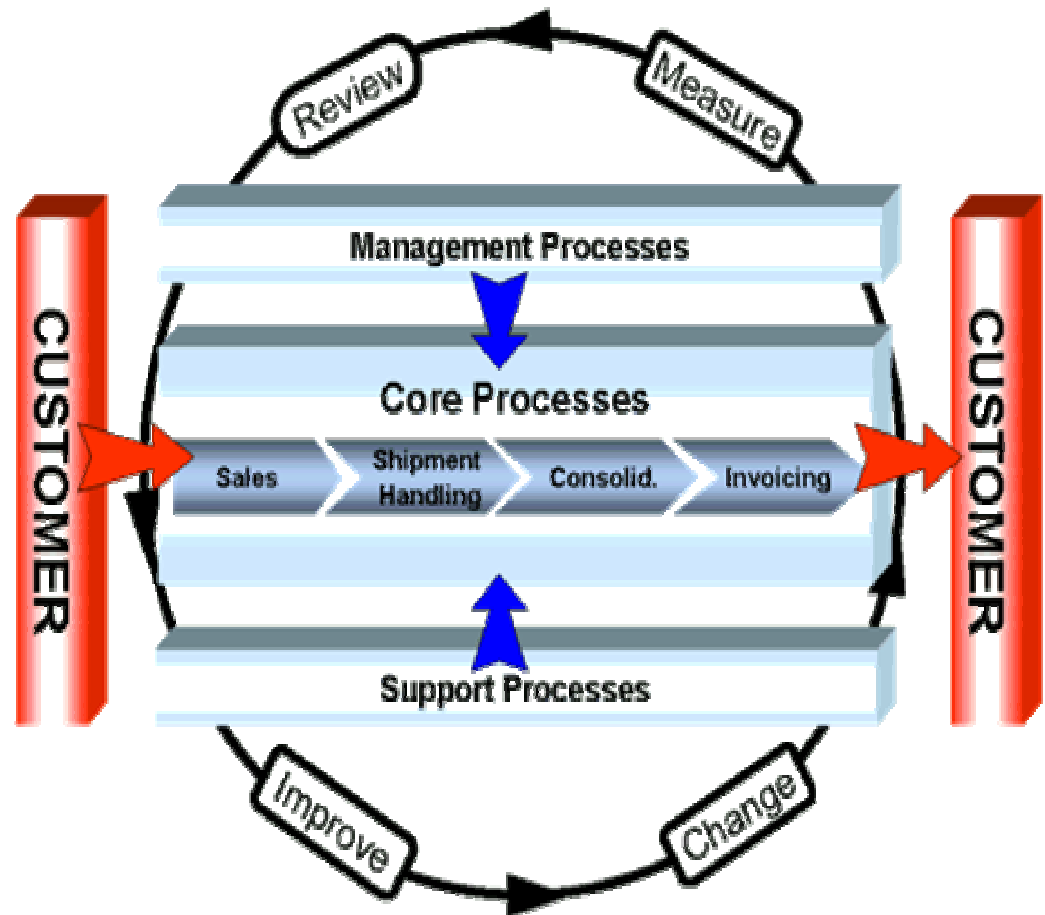
Director Ensola GmbH

# Continuous Improvement



## Customer process orientation

Ensola process follows a customer and process-oriented approach.



## Customer Satisfaction

- All aspects described within the IMS are oriented toward customers needs
- The one and only consideration for realistic and true judgement of our service performance



### **Measure customer satisfaction**

- Systematic approach of measurement
  - Questionnaires, workshops, customer conferences, sales calls, telephone calls, etc.



## Quality Review

- Documented results
- Internal / External Audits
- Input for review and improvement meeting
- Responsibility of Management
- Discussion to increase customer satisfaction
  - Where do we stand?
  - What actions to take?
  - Next steps?



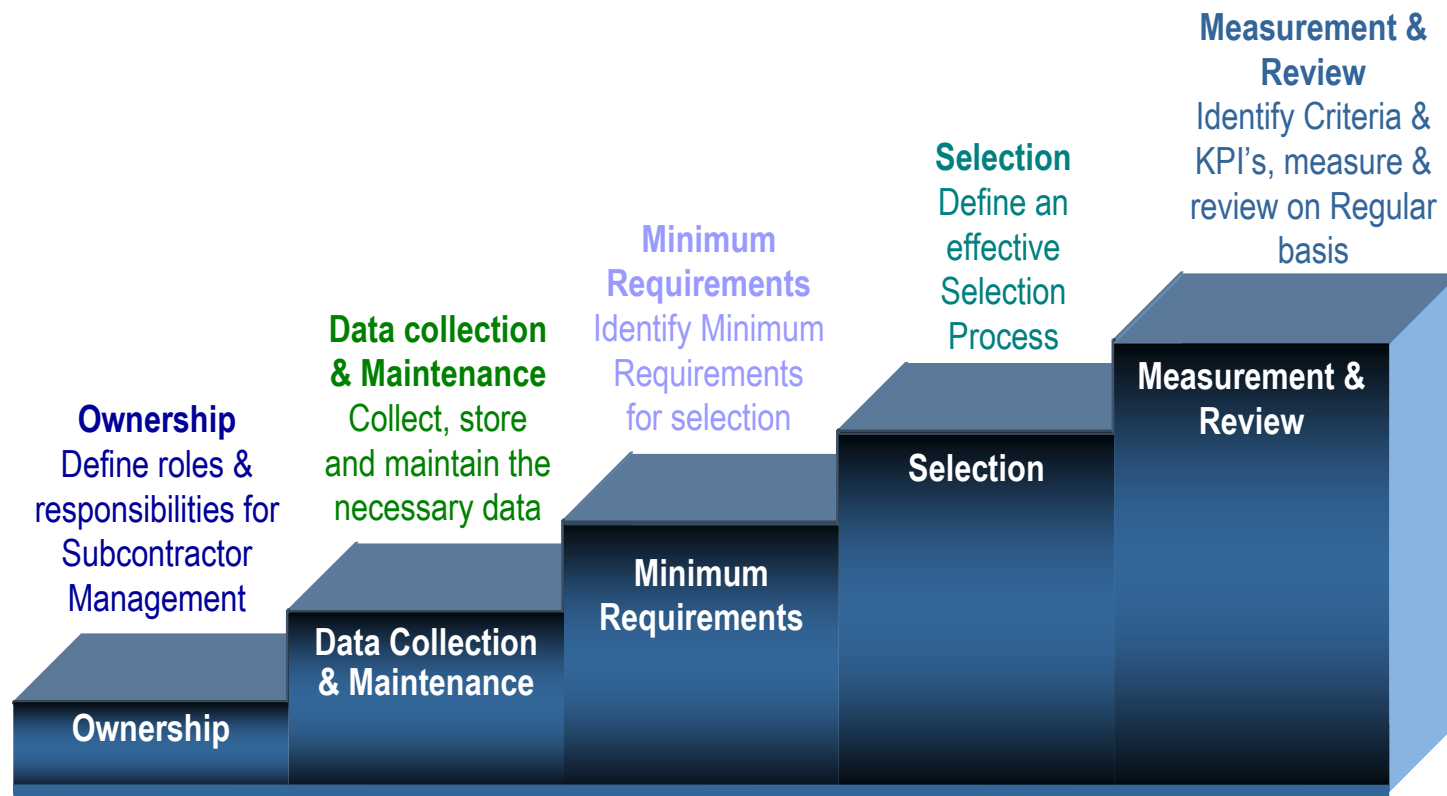
## Maintenance

- Set-up measurement of Key Indicators
- Strategic measurements are applied by all employees
- Actual performance indicators are analyzed and action plans established giving details for improvement
- The reporting measurements and improving processes are part of our core business

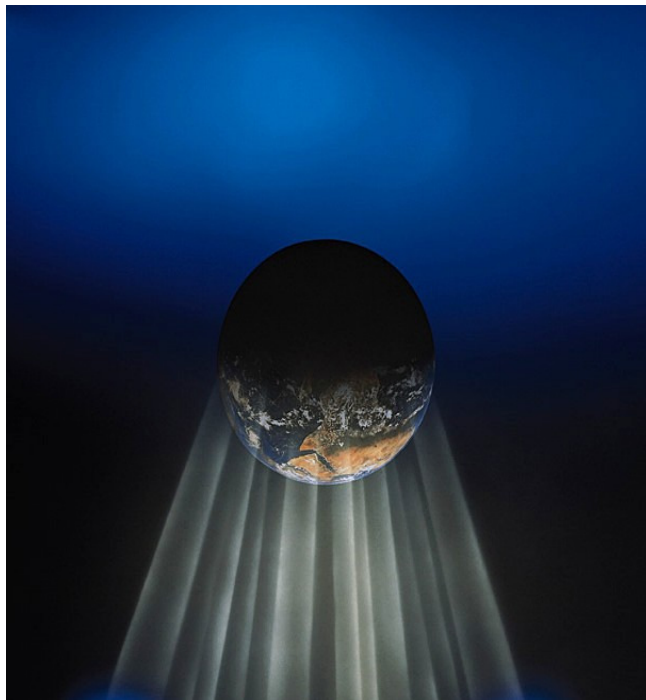


# Subcontractor Management Project

## Ensola 5 Steps



# Environment



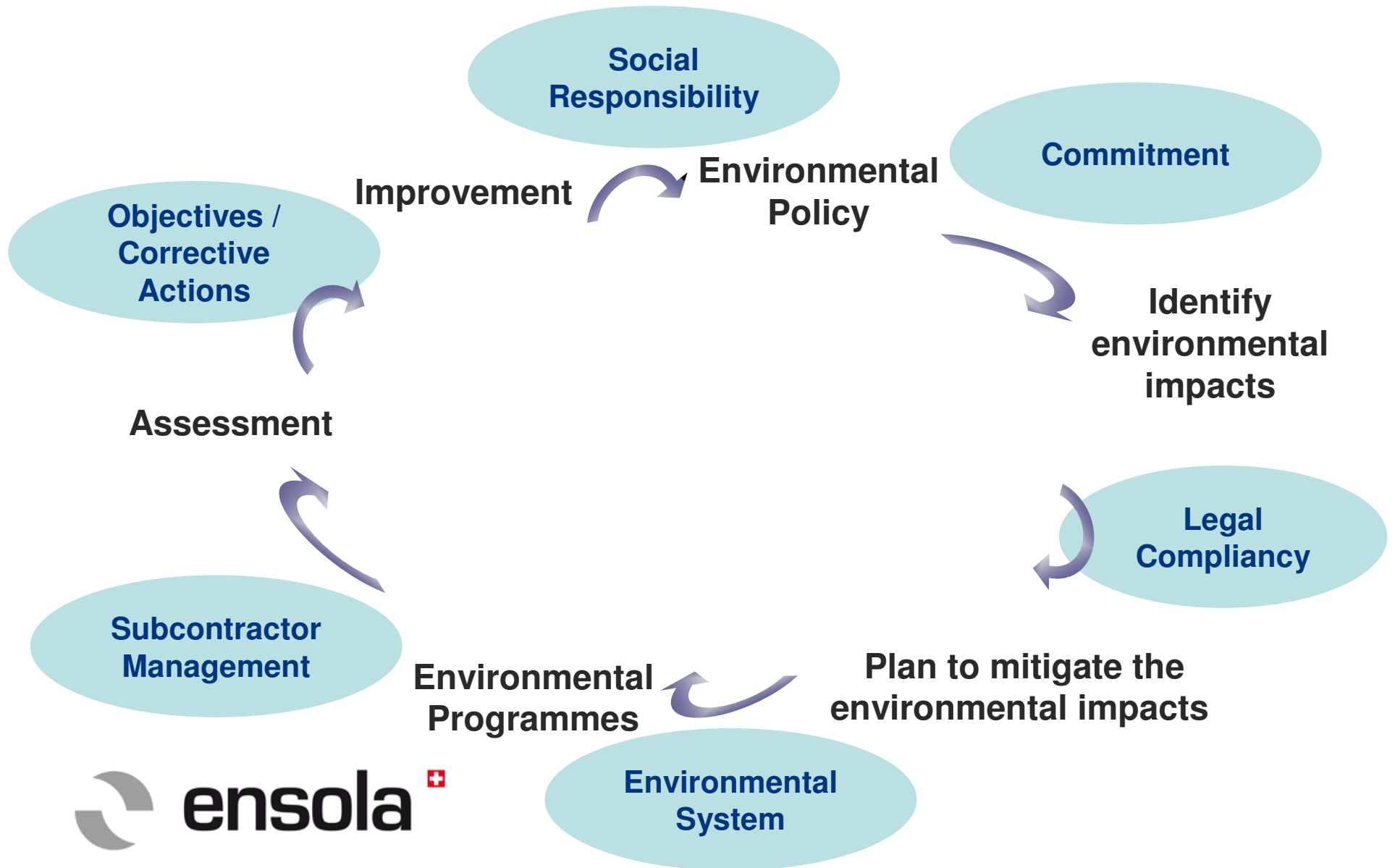
At Ensola we are totally committed to pursuing our business with integrity, respecting environmental standards in all countries we operate

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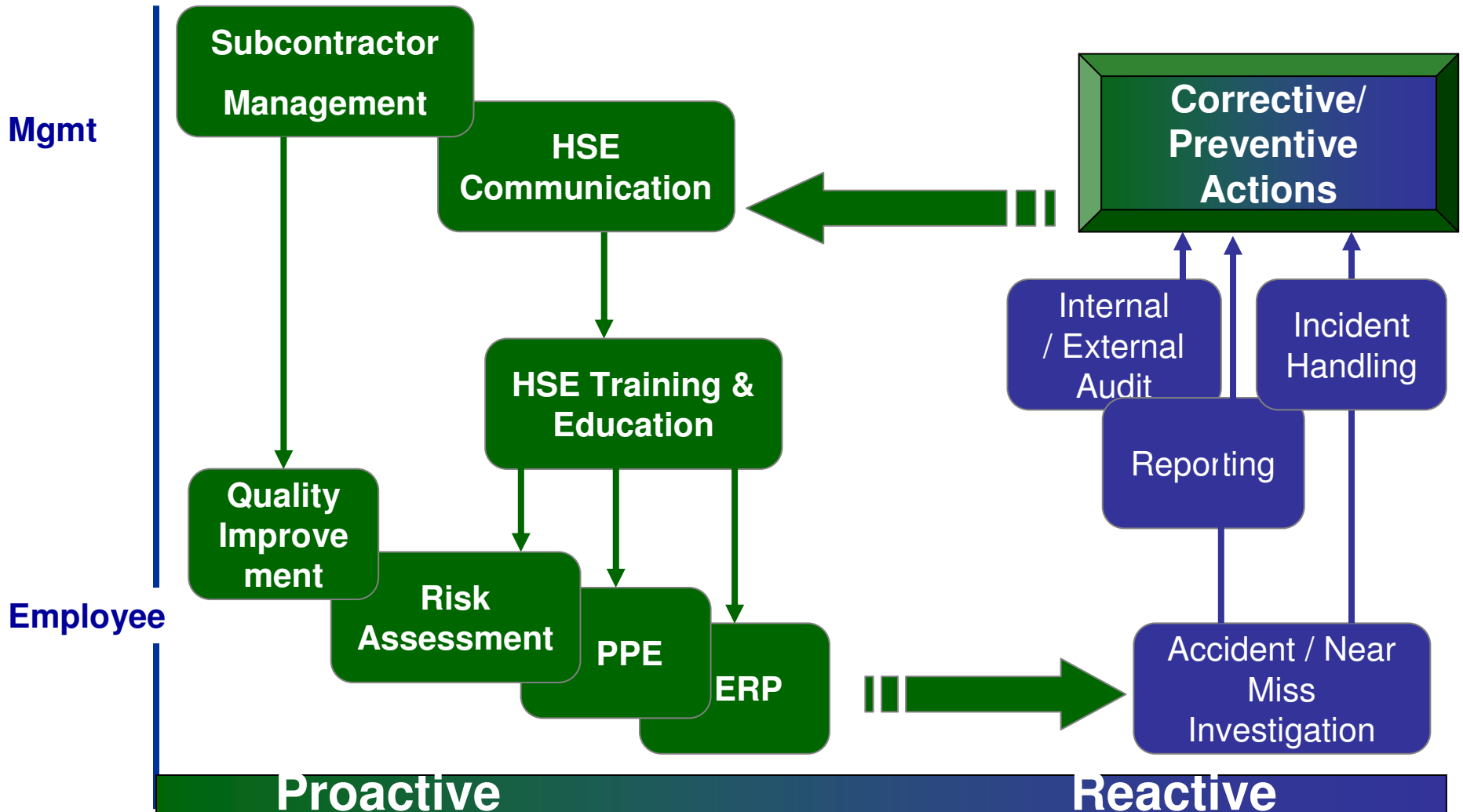




# Environmental Management



# Proactive QHSE System



## Major Health and Safety Risks

1. Road Accident (Business Cars & Trucks)



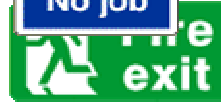
→ Driving Guideline & Vehicle Standards

2. Lifting & Loading



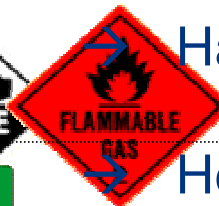
→ Safe Transport / PPE

3. Emergency Situations in Offices



→ Emergency Response Plan

4. HazMat Accidents



HazMat Handling

5. Exposure to local health diseases



Health Control Program

6. Emission (CO<sub>2</sub>, NO<sub>x</sub>, etc.)



→ Sustainable Transportation Solutions