

Process Management at Recover™

Recover™ is a company in a tremendous growth phase and we are opening new plants in countries around the world, with new employees from different backgrounds and working cultures.

To ensure consistency and reliability and that we deliver on our quality and sustainability promise to our customers, we are defining the business processes at Recover™.

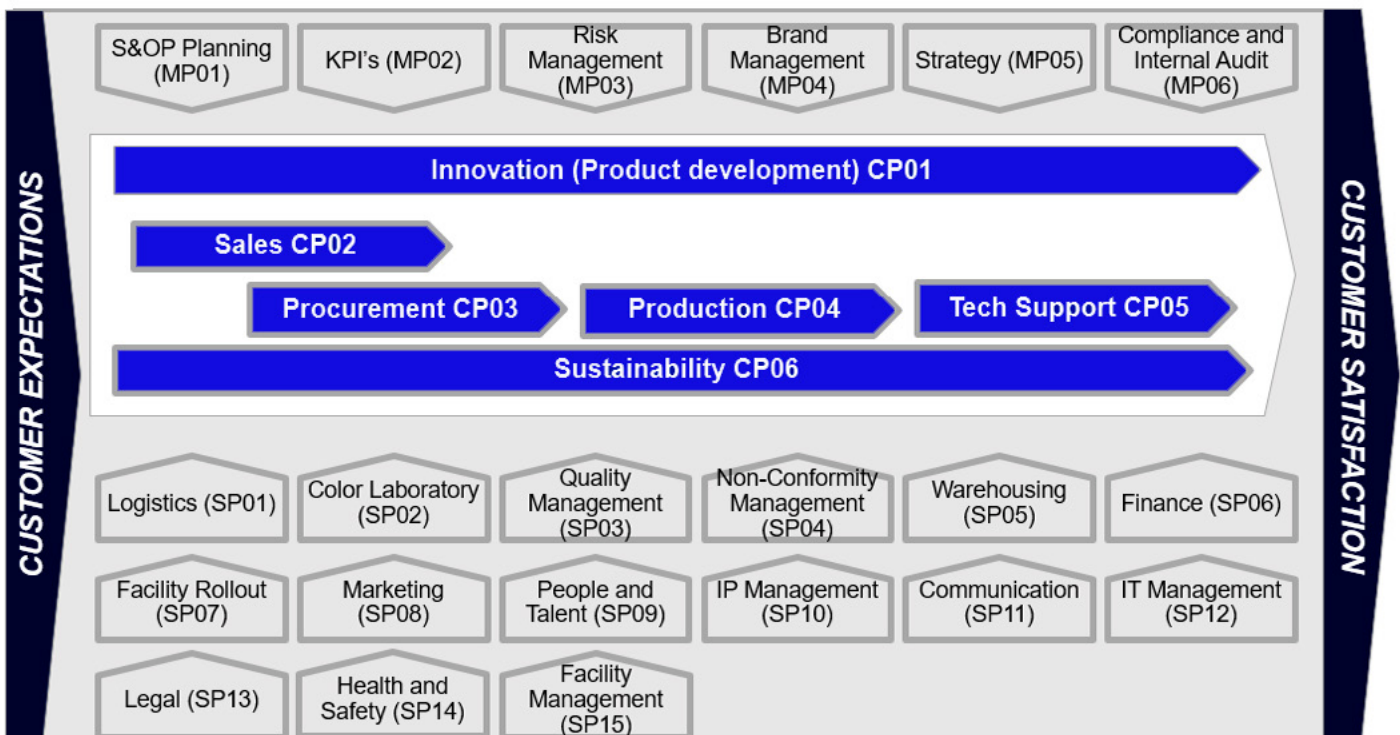
To define reliable processes, we need to define how we work. This includes:

- **What are the inputs and outputs, not only for Recover™, but also within each department within the company?**
- **Who is doing what and who is responsible for what? We must create transparency and clarity.**
- **What is the best way to run our business? We must define the best practices and ensure that this is the standard everywhere.**
- **Rules and discipline. Ambitious growth comes with clear rules and the discipline to comply.**

Well-defined processes allow consistency, and they allow us to standardize with fewer deviations and problems, with the end goal to be more successful.

What do our processes look like?

The starting point is our process map. The main input is our customer expectations and requirements, the (desired) output is satisfied (and happy) customers. Everything in between explains how we transform expectations into customer satisfaction.



At the heart of the process map are our processes, we can separate 3 types of processes:

Core processes:

These are the main processes of the business. Core processes directly add value (e.g., a production process, transforming precursor products and ingredients into a higher value product, a product development, a sales process, etc.)

Support processes:

They do not directly add value, but they are necessary to make the core processes work. If you take the example of occupational safety processes, no customer pays for this directly, however, we need it to ensure e.g., a safe production process (for example an accident in production is not only critical for the injured worker but may also interrupt production)

Management processes:

These do not directly add value either, but they are necessary to steer and manage other processes.

These processes are already defined, now we will be looking at the processes in more detail and moving from processes (level 1) to sub-processes (level 2) and process modules (level 3). Finally, we define in detail who is responsible for each role, and for this, we use “swimlanes”.

Mapping these processes is currently ongoing, therefore you may be asked to participate in one of the sessions to provide your input. If you have any questions, please do not hesitate to contact us.