

Business process policy

Delkeskamp Verpackungswerke GmbH



Introduction

The business fields of Delkeskamp Verpackungswerke are paper, corrugated board and foam. In addition to the production of corrugated base material, DELKESKAMP also produces corrugated board sheets and processes these into all kinds of packaging materials. Also, moulded parts made of EPS (expandable polystyrene) are produced.

The business process management system (BPM) at DELKESKAMP represents an integrated approach to align all business processes consistently to the company vision, the goals and strategies, and to design, introduce and continuously optimise efficient processes.

Principles / goals

- DELKESKAMP aims to supply high-quality products that meet our customers' needs and satisfy their expectations by means of a flexible approach.
- To secure the company in the long term and to improve our competitive capability, business processes are adopted that specifically target customer needs; they are also reviewed against defined key performance indicators.
- The notation BPMS (Business Process Management System) and the process management tool ADONIS is used to document the processes.
- All business processes are modelled and actively lived in terms of effectiveness and efficiency. We focus on standardisation to ensure the transparency of the business processes.
- The general management at DELKESKAMP regularly reviews compliance of the implemented business processes. This management task is actively assumed by a management circle in the group and is communicated to all employees by means of permanent training on responsible behaviour.
- The continuous optimisation of the core processes initiated by innovative thinking and actions secures the future of the group.

Released by: signed *Stefan Delkeskamp (CEO)*