

## 02 | Case Study

Organizational analysis, processes, and procedures for environmental permits

## Business opportunity

The operational permit project department and the environmental project control department saw the opportunity to improve the organizational functionality of the Environmental VP and to create a transversal permit and compliance manual and apply it in our customer's 3 operations.



## Solution

We worked to develop:

- › A detailed review of the service model for the permitting process.
- › Update of permitting, compliance and follow-up processes, and implementation of transversal processes for the preparation of the permit and compliance manual.
- › Review of functionalities of the Environmental VP and update of position profiles based on the details of the processes implemented.
- › Preparation of material for the organizational alignment of the Environmental VP and induction of the new manual into customer areas.
- › Preparation of baseline documents for the SLAs (service level agreements) and improvement of reports that the Environmental VP is currently sharing with internal customers.

## Results

- › Align permitting and compliance processes across all Environmental VP permit departments and operational areas through the permit manual and process mapping.
- › Improve the functionality of the permit departments and their interaction with other customer areas, through the preparation of RACI matrices.
- › Enable tools such as service level agreements to ensure that customer areas comply with the established standards, improve visibility of department processes through the optimisation of their reports, and finally, instruct the internal customer on the new permit and compliance manual to define a single management standard.