

Case Study.
SARPI Veolia.
France.
Waste Management.

A successful human transformation for greater operational efficiency

Challenge

SARPI Veolia is a group providing industrial solutions and services for the treatment and recovery of hazardous waste and polluted sites.

Its company, SPUR Environnement, wanted to strengthen the management maturity and accountability of managers at its Rognac plant, enabling them to become key drivers of production performance.

Solution

SARPI Veolia called on our dss+ Humex experts to develop its team's management skills, structure communication rituals, and implement UTrakk Daily Management System (DMS):

- Development of the management skills of managers at all levels through personalised coaching programs
- Training of internal coaches to perpetuate the results of the approach
- Implementation of regular, structured supervision tours to monitor actions and foster communication
- Establishment of rituals dedicated to monitoring team activities
- Digitalisation of rituals and actions that must be carried out by managers
- Implementation of a system for reporting gaps to facilitate resolution

"Support through coaching and implementation of performance management tools enabled managers to feel more at ease in their role, better identify the organisation's strengths and opportunities, and adjust strategies for greater sustainability."

Thierry Zarka, Assistant Director Centre East - Mediterranean Division, SARPI Veolia and Executive Director, SPUR Environnement

dss+

Protect. Transform. Sustain.



Operational results

- 25% reduction in waiting times at Pretreatment
- 20% reduction in waiting times at Reception
- Increase in recycled materials



Strategic results

- 1250% improvement in active supervision
- 1320% improvement in management effectiveness
- 38% improvement in management skills

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