

Implementing E-Logging at Thames Water Utilities

Standardizing shift logs, event logs and escalation processes across all shift patterns in Water Control

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ABSTRACT

This presentation will highlight how Thames Water is enhancing the Human Factors aspects of Operations Management by digitizing previously manual operational business processes.

Thames Water was using inconsistent, time-consuming tools in its Operations Control Center and for its shift handover process, including spreadsheets, paper forms, word processor documents and verbal meetings, resulting in organizational risk and inefficiency. To solve this problem, Thames Water commissioned an E-Logging (electronic logbook) project to provide greater visibility, retrievability and auditability of Water Control information. A data repository for trend analysis was also required. Thames Water wanted to standardize shift logs, event logs and escalation processes across all shift patterns in Water Control. The company also wanted a solution with excellent reporting functionality that would benefit stakeholders across Water Supply, with the aim of reports being available to support asset investment decisions and event wash-ups.

E-Logging provides wider business benefits to Thames Water, such as:

- Contributing to company-wide Outcome Delivery Incentives (ODI) in Water Quality, Energy, etc.
- Meeting the Security and Emergency Measures Direction Recommendations that water companies have an electronic logging system
- Aiding demonstration to both the Environment Agency and the Drinking Water Inspectorate (DWI) that requirements can be met as a control function
- Supporting the standards required to maintain their Quality Management accreditations such as ISO9001
- Reducing the risk of compensation to external parties

ABOUT THE AUTHORS

David Dollar (Presenter) is the Managing Director of j5 North America, a subsidiary corporation of j5 International Ltd. He has over 17 years of experience in working with clients across a range of industries

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helping them to optimize their typically manual, typically paper or spreadsheet-based work processes with Industrial Operations Management software.

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