

UK Water and Wastewater

Are your operations management procedures meeting compliance?

Historically, inadequate and time-consuming tools have been used for operations management and shift handover procedures within the UK water and wastewater industry. These increase organisational risk and inefficiencies due to disconnected and unclear information.

Examples of these tools include paper spreadsheets, word processor documents, scattered databases, email, whiteboards, inconsistent verbal meetings, phone calls / radio, text / instant messages, multiple MES applications.



Industry-leading companies, such as Thames Water, have now introduced j5 Operations Management Solutions to provide greater visibility, retrieval and auditability of control information, and a data repository for trend analysis.

j5 Operations Management Solutions have standardised shift logs, event logs and escalation processes across shift patterns in our customers' water control departments.

The reporting functionality within j5 Operations Management Solutions also benefits other stakeholders across water supply, with visibility available to support asset investment decisions and event wash-ups.

Major water companies agree that logging routine information is crucial in providing an effective and informative shift handover, which facilitates the sharing of relevant information between operational teams. A structured escalation process also benefits water customers, with emerging risks tackled quicker. This reduces the risk and severity of events.

j5 Operations Management Solutions also provides wider business benefits, such as:

- Contributing to company-wide Outcome Delivery Incentives (ODI) in water quality, energy and more
- Meeting the Security and Emergency Measures Direction recommendation that water companies have an electronic logging system
- The ability to demonstrate to both the Environment Agency and the Drinking Water Inspectorate (DWI) that requirements can be met as a control function
- Delivering the standards required to maintain Quality Management accreditations such as ISO 9001
- Reducing the risk of compensation to external parties



j5 Shift Operations Management has given greater visibility of ongoing issues and given us a consistent and accountable handover tool.”

Ant Tyler

Systems Operations Compliance Manager, Thames Water



Employee buy-in is crucial when implementing an electronic logbook and shift handover platform. j5 Operations Management Solutions water industry customers have found that it is quicker and clearer than legacy processes, with much more visibility when returning on shift.

Many teams across water supply have benefited from j5 Operations Management Solutions and the improved business processes that have been aligned to get the best out of this platform, including the following:

Team	j5 Operations Management Solutions Benefits
<p>Operations Management Teams:</p> <ul style="list-style-type: none"> • Shift Operators • Senior Shift Operators • Network Operators • Senior Network Operators • Operations Control Managers • Operations Control Duty Managers • Area Operations Managers 	<ul style="list-style-type: none"> • An easy-to-use system to replace existing spreadsheet and document logs • A clear standardised process for capturing and escalating logs • Quicker identification and resolution of emerging risks • Reporting data to support asset investment decisions
Compliance Teams	Easier to identify compliance risks and spot opportunities for further process improvements
Water Quality Teams	Standardised processes for logging and escalations on water quality events, with reduced likelihood and severity of event impacts
Event / Incident Teams	Visibility of logs and escalations in a single location aids in event management



j5 Operations Management Solutions allow any water company to help comply with the Health and Safety Executive (HSE) Shift Handover recommendations

To ensure safe shift handovers, organisations should:

- Identify higher risk shift handovers
- Develop staff's communication skills
- Emphasise the importance of shift handover
- Provide procedures for shift handover
- Plan for maintenance work to be completed within one shift if possible

Shift handover should be:

- Conducted face-to-face
- Two-way, with both participants taking joint responsibility
- Done using both verbal and written communication
- Based on an analysis of the information needs of incoming staff
- Given as much time and resource as necessary

Improvements should also be made by:

- Designing support equipment, such as logs and computer displays, with consideration of the operators needs
- Involving the end users when implementing any changes to existing communication methods at shift handover

This gives water company personnel confidence at shift handover and more time to operate their assets effectively, resulting in the following benefits:

- **Increased safety confidence**
- **Process that stakeholders buy in**
- **Alertness to problems**
- **More time to operate water assets effectively**
- **Heightened responsibility**
- **Renewed motivation**

Visit www.hexagonppm.com for more information on j5 Operations Management Solutions.

About Hexagon

Hexagon is a global leader in sensor, software and autonomous solutions. We are putting data to work to boost efficiency, productivity, and quality across industrial, manufacturing, infrastructure, safety, and mobility applications.

Hexagon's PPM division empowers its clients to transform unstructured information into a smart digital asset to visualize, build and manage structures and facilities of all complexities, ensuring safe and efficient operation throughout the entire lifecycle.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 20,000 employees in 50 countries and net sales of approximately 3.9bn EUR. Learn more at hexagon.com and follow us @HexagonAB.