

Major Natural Gas Utility- Three Year Infrastructure Planning Service Analysis

understand. collaborate. implement.

A business process engineering project to define a new service to provide each utility with a three-year integrated infrastructure plan accounting for current usage and market forecasts which assures delivery of firm service to each and every firm customer, eliminating large infrastructure system constraints and bottlenecks in delivering gas from adequate supplies delivered to utility city gate stations for a large natural gas utility based in Atlanta, Georgia.

Overview

- Design and formalize a new service provided by the Office of Corporate Engineering with support from Engineering Services, Capacity Planning, Gas Control, the LDCs, Regulatory, and Marketing.
- Analyze the health, strength, and asset-based services related to distribution and storage systems' infrastructures.
- Establish a service-oriented organization that enables insourcing and outsourcing decisions, decoupling of business costs, and/or investment in revenue generating areas based upon realistic and quantifiable metrics.

Participants

- EVP, Engineering & Operations
- Vice President, Gas Operations
- Vice President, Engineering & Supply Chain
- Director, Office of Corporate Engineering
- Lead Engineer, Office of Corporate Engineering

Approach

- Identify gaps, constraints, dependencies, priorities, and issues / risks across impacted organizations (based on quantitative and qualitative data)
- Determine technical capabilities and challenges and potential impacts to the business
- Develop and execute communication plan to ensure key stakeholders are kept abreast of latest developments
- Benchmark current industry standards and best practices related to performance-based contract administration and management
- Develop future-state processes utilizing Lean Six Sigma principles
- Develop action plans required to move business processes from current-state to future-state
- Provide detailed improvement recommendations and worked with key stakeholders to develop action plans for implementation
- Schedule and facilitate change management "workout" sessions with key stakeholders and executive leadership team members
- Establish a centralized project artifact repository (SharePoint site) to store all documentation

Results

- Formalized a new service offering (Three Year Infrastructure Planning Service) and defined the service delivery model framework
- Developed proactive approaches to identified business issues utilizing data collection and analysis
- Provided recommendations for improvement related to critical Three Year Infrastructure Planning services
- Quantified risk level of all service-related processes enabling the prioritization of required risk mitigation planning and future continuous improvement initiatives based upon identified inherent risk scores
- Quantified maturity level of all service-related processes revealing the quality level of social/business process documentation, extent of standardization, and ability to track service-level performance against customer requirements