CASE STUDY

# Octave Tempo Operations Management enables uniform operations management across all 11 ENEOS refineries

## Key facts:

**Company:** ENEOS

**Website:** www.nost.co.jp

**Industry:** Downstream oil and gas, refining

**Octave products used:** Tempo Operations Management *(j5 Operations Management Solutions)*

ENEOS is one of the oldest refining companies in Japan, having started business in 1888. Its interests include the exploration, importation and refining of crude oil; manufacturing and selling petroleum products, including fuels and lubricants. It operates 11 refineries and has major shares in other refineries and in tank farm operations.

## The problem

The operations section of a refinery is complex and multifaceted. It is tightly related to the equipment and operations people associated with the running of the refinery. Operations are also tightly coupled with safety, maintenance, management, planning, real-time control, personnel and other areas. ENEOS needed an enterprise system that would bring these areas under control and to a consistent level of management. It wanted operations management to work uniformly across all 11 of its refineries.

The refining business is one of the most prone to accidents and injury. The most effective way of minimizing these incidents is to thoroughly record all near misses, analyze these incidents rigorously to mitigate and minimize the possibility of them happening and reduce the severity of the consequences. ENEOS needed a tool to carry out these functions at an enterprise level. In the normal operations of a site, there is often the need for processes to interact with other processes. This was particularly true for ENEOS:

- At the end of the shift, incoming operations staff needed to know the values of key real-time data and this needed to be part of the shift handover.
- Key laboratory information needed to be collected from the LIMS system and shown in the shift handover.
- Planned information needed to be collected from the contractor to be organized and scheduled for the next day.
- Maintenance work orders needed to be collected from IBM Maximo® to be presented to the operations staff.

## Key benefits:

- Consistent shift handover led to fewer accidents, improved communications and improved efficiency
- A clear overview of tasks, better coordination of workers, consistent recording of tasks and quicker identification of incomplete tasks
- Tempo Incident Management implementation shown to be most effective means of reducing serious incidents



## How Tempo Operations Management solved the problem

Tempo Operations Management offered the ability to evolve from simple single-site systems to multiple sites with multiple applications. This results in a controlled evolution of the system across the whole enterprise.

The Tempo Operations Logbook (formerly j5 Operations Logbook) ensures that all events are entered as and when they occur throughout the refinery. This gives a comprehensive base load of events categorized against the operational area and specific categories to ease sorting and reporting. This information is automatically collected and presented in the shift handover report.

Tempo Shift Handover (formerly j5 Shift Handover) provides individual reports for operators, boardmen and supervisors. There is a strict procedure that Tempo Shift Handover enforces to ensure consistency of operations and also presents rich information from the laboratory information management system (LIMS), computerized maintenance management system (CMMS) and real-time systems to give a complete picture of the outgoing shift.

Tempo Work Instructions (formerly j5 Work Instructions) provides a framework for planning, creating, actioning and reporting of work instructions. Using this system, the many diverse instructions are handled efficiently across all the sites enabling them to strictly adhere to the PDCA (plan do check act) cycle.

Tempo Framework (formerly j5 Framework) also coordinates the collection of information specific to the planning of maintenance operations. This information is collected from the CMMS and contractor planning sheets and is used to manage and schedule maintenance tasks throughout the site.

Tempo Incident Management (formerly j5 Incident Management) is used to collect, categorize, prioritize and organize all the near misses throughout the corporation. This enables the consistent management of near misses and incidents to reduce the frequency of incidents and mitigate the effects of incidents. Tempo Incident Management also tracks the actions associated with each near miss to ensure the recommended correcting actions are carried out. There are a variety of different real-time and LIMS systems across the sites.

Tempo Operations Management is responsible for collecting key parameters from these different Tempo Operations Management applications so that the operations department has an overview of the data, enabling more informed decisions.

*"I've had the pleasure of working closely with the Tempo Operations Management team over the past two years as we have developed the Tempo Operations Logbook for implementation at our manufacturing plants. The team's commitment, dedication and professionalism have impressed me immensely."*

**Operating Group Manager**
ENEOS



## Benefits of Tempo Operations Management

Tempo Shift Handover ensures that this is carried out consistently and with all the relevant data shift after shift across all the levels of operations. This leads to benefits in avoiding incidents, improving efficiency and production, knowledge transfer and improved communications.

Tempo Work Instructions enforces a functional and efficient PDCA work management system across all the divisions and sites. It includes a better overview of instructions, reduced processing effort (by using templates), a better overview of the tasks, quick identification of difficult or incomplete tasks, better coordination of the workers, consistent recording of the tasks and faster feedback.

Thanks to Tempo Incident Management, the corporate-wide recording and follow-up of actions associated with near misses are the most effective means of reducing serious incidents. The benefits of Tempo Incident Management include simple entry of near misses, procedural approval and analysis of the incidents, prioritization of the incidents, exposing trends to formulate mitigating actions and a consistent set of procedures to ensure that the near misses are processed.

## About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

©2026 Octave Intelligence plc and/or affiliates. All rights reserved.