CASE STUDY

Industry-leading midstream oil and gas organization

Key facts:

Company:
Industry-leading oil and gas organization

Headquarters:
North America

Sites worldwide: 3

Assets: 650 rotating assets

Octave product used:
Tempo Operating Procedures
(AcceleratorKMS)

Enhanced work and efficiency with Tempo Operating Procedures

One of the largest key challenges for this oil and gas organization and the team behind Tempo Operating Procedures was to improve findability, usability, and shift ownership of procedures to operators. Typically, procedure management is handled by management and subject matter experts, wasting valuable time.

By enabling operators to provide feedback on procedures and training content while in the flow of work, their expert knowledge is available for other field workers and corrections can be made sooner, keeping operations incident-free. Since the content review process is tracked and traceable, field workers also have greater trust in the review process and its impact. In addition, the ability to easily find and be guided through procedures and training content on mobile devices facilitates decision-making in the flow of work, ensuring field workers never perform work incorrectly or cause an incident.

Finally, enabling a component content management system (CCMS) allows procedures, training materials and other critical operational materials to be standardized and reused, reducing the overall amount of content and making management easier.

Key challenges

- Enabling learning content to be accessible
- Need for automation of processes currently managed through paper
- Increasing efficiency and facilitating decision-making in the flow of work
- Providing a better user experience across learning and content management

Solution

- Tempo Operating Procedures was implemented to bring CWP and CCMS capabilities to operations across 3 sites
- CCMS and CWP increase findability and accessibility of content while allowing paper processes to be managed on mobile devices
- Workers can now give feedback on content in the flow of work, leading to an easy-to-manage and easy-to-track content improvement process

"With better procedures, we can train faster. This eliminates OT from having to have one-on-one training, or we are able to reduce OT by having someone else qualified sooner."

Operations Manager

Quantitative results

38%
Reduced number of procedures

793
Procedures resulting from 47 templates

602%
Efficiency gain from writing 8,003 statements instead of 48,149

88.3%
of the statements were reusable

23%
Reduced review cycle time

Qualitative results

Increased safety and easier management

By standardizing and reducing the number of procedures used in operations, field workers will see enhanced findability and usability, with management finding content easier to manage and review. Statements being reusable also means that the organization has an easier time making changes to a piece of content and having those changes reflected on multiple sites and locations. Better findability and usability means less mistakes made by workers.

Reducing the overall number of procedures by 38% is a huge achievement and an essential step in making operations more efficient.

Employees find procedures faster

Procedures, training content, policies and more are tagged with metadata and indexed so field workers can easily find them by searching on their mobile device.

Procedures are easier to use (common look and language)

All content within Tempo Operating Procedures is standardized and uses human factors improvements. "Push" and "Press" are standardized into a single term to make everyday work logical and easy.

Procedure improvements are turned around in weeks, not months, shifting ownership of procedures from writers to the operators

After field workers leave feedback on content while in the field, the rest of the process becomes automated as management is alerted to possible errors or issues. This trackable, traceable process increases efficiency, safety and accountability in operations.

"With maintenance – we can do work faster and have less mistakes. Faster allows us to do more work so we can reduce contractors. Less mistakes means less rework, so overall reduced scope."

Operations Manager

"With production – if we can shutdown faster, repair faster and start up faster, then we are on-line for more time."

Operations Manager

An audit trail of procedure use for internal management and regulatory compliance

Every action within Tempo Operating Procedures is tracked and traced, so management can always see what is being changed, when and by who. This capability ensures every action is accounted for and transparent for analysis by management.

Before introducing Tempo Operating Procedures, procedure use was low in the organization. Procedures were not being used and management had no way to track progress. After the implementation of Tempo Operating Procedures, procedure usage reached a new high.

Two factors contributed to increased procedure usage. First, content usability and accessibility was increased as procedures are now easily searchable due to attached metadata and indexing. Field workers can simply search by equipment name, equipment ID or task. Second, the ability to interact with content or procedures on a mobile device gives field workers additional critical information and context which wasn't available when using paper-based procedures. This makes following procedures obvious and valuable for field workers to use, meaning less room for error and more adherence to competence.

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.

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