



Case Study

Introduction to Thames Water

Thames Water is the UK's largest water and wastewater services company. Every day, Thames Water supplies around 2,600 million litres of tap water to 9 million customers across London and the Thames Valley and removes and treats more than 4 billion litres of sewage for 15 million customers.

The Problem

Thames Water was using inconsistent, time-consuming tools in its Operations Control Centre 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.



The Objectives

- Greater visibility, retrieval and auditability of Water Control information
- A data repository for trend analysis
- Standardized shift logs, event logs and escalation processes across all shift patterns in Water Control
- Excellent reporting functionality, available to stakeholders across Water Supply
- Implement integrated Operations Management Software that can be customized and extended easily as requirements change
- Become the first UK Water Company to implement an electronic logging system

The Benefits

- 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

How j5 International Provided the Solution

Thames Water evaluated several E-Logging solutions in the marketplace and selected j5 International as its preferred vendor. The j5 Operations Bundle (Operations Logbook, Shift Handover, Work Instructions, Standing Orders) and IndustraForm® was selected to fulfil Thames Water's E-Logging requirements. The j5 Operations Bundle is used to log crucial routine information and provides an effective and informative shift handover that facilitates the sharing of relevant information between operational teams. The structured escalation process within j5 benefits Thames Water customers, with emerging risks tackled quicker, reducing the risk and severity of events. Additionally, a custom module for the handling of Events was created to support the work of the Duty Managers.

Benefits of j5

j5 Operations Management Software 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

Employee buy-in was a crucial part of Thames Water's E-Logging project. j5 users find it quicker and clearer than the older processes (spreadsheets, paper, word processor documents, etc.), providing enhanced visibility to returning shift workers. Many teams across Water Supply have benefited from j5 and the improved business processes, which have been aligned to get the best out of the j5 Operations Management Software suite, for example:

Operations Management Teams:

- A system for shift and event logs to replace existing spreadsheets and documents
- Clear standardised processes for logging and escalations
- Support structure for escalations and quicker resolution of emerging risks
- Reporting data to support asset investment decisions
- Reduced risk and severity of events, e.g. reducing reactive works at Water Treatment Works

Compliance Teams: Easier to identify compliance risks and spot opportunities for further process improvements

Water Quality Teams: Standardized processes for logging and escalations on water quality events, with reduced likelihood and severity of event impacts

Event Learning Teams: Visibility of logs and escalations in a single location, to aid the event-learning process



“The implementation of j5 across the Water Control function has given greater visibility of on-going issues and given us a consistent and accountable handover tool.”

Ant Tyler
Systems Operations
Compliance Manager
Thames Water



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