



Case Study / Benefits keep flowing at Welsh Water



Dŵr Cymru
Welsh Water

“The process
EMS Cognito

has taken us through has
resulted in greater consistency;
everything we do has now been
formalised.”

“This programme is an integral
part of our operations strategy.
From early on this new
approach was achieving really
significant results.”

Mike Berry, Operating Lean Delivery Manager,
Welsh Water

About the Programme

IMPACT Programme™ is effective and sustainable; it improves manufacturing performance and transforms culture. IMPACT Masterclass represents our approach to implementation:

- tried and tested teaching methods best suited to manufacturing
- the introduction of new and innovative practices
- hands-on facilitation by an improvement specialist
- the coaching of an internal champion
- working in partnership at all levels of seniority in the company

Dŵr Cymru Welsh Water (DCWW) is currently ranked among the best for customer satisfaction on Ofwat's industry league table. EMS Cognito began work at Welsh Water's clean water Bretton and Talybont sites to see what efficiency improvements could be made.

Opportunity

Welsh Water wanted to optimise their asset care regime and to explore what efficiency savings could be made on the clean water side of their business. The focus was on innovating processes to add value and to highlight areas of the site that would benefit from investment.

Action

EMS Cognito introduced IMPACT Masterclass programmes at their Bretton and Talybont sites. All on-site personnel were involved including asset management teams, managers, supervisors, operators and the process science team. The teams created a process map at each site that showed in detail every element of each step involved in processing the water.

Results

Processes have been standardised and procedures have been formalised. High level alarms were reduced by 30% in the first four months at the Bretton site resulting in reduced overtime and stoppages. At Talybont significant cost savings have also been achieved. The IMPACT programme is now rolling out to other clean water sites and is being introduced on the waste water side of the business.



EMS Cognito is a UK-based operations consultancy with a track record of helping leading manufacturers, processors and utilities in diverse industries gain competitive advantage. We employ a unique blend of World Class methodologies and an integrated approach to implementation to help companies make lasting improvements to their operation.

Visit www.emscognito.co.uk

IMPACT Programme

Improved Manufacturing Performance
And Cultural Transformation

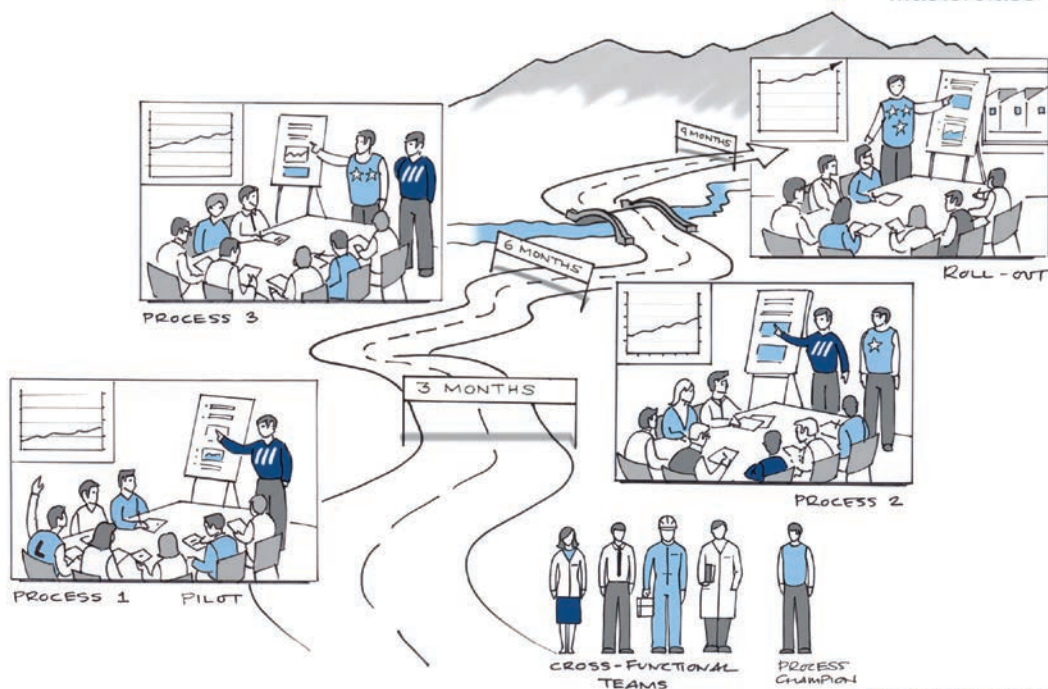
Our Impact Programme is unique; it engages managers at a strategic level, identifying opportunities within operations to both increase profitability and add value for customers.

- Employs our own blend of methodologies
- Focuses in-depth on the most critical processes
- Produces early wins that gain momentum
- Transfers expertise to cross functional teams

IMPACT Masterclass

IMPACT Masterclass is a unique implementation method that serves a central role in executing the strategy to achieve your operational goals. We design each IMPACT Masterclass around your company, your circumstances and your particular requirements.

IMPACT Programme – The Masterclass Approach to Implementation



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