



EMSCognito Case Studies

Competitive Edge Consulting

IMPACT Masterclass™ Benefits keep flowing at Welsh Water



About Welsh Water

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.

Mike Berry, Operating Lean Delivery Manager,
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."

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, international business process improvement consultancy with a track record of helping leading global businesses in diverse industries gain competitive advantage through the application of Lean and Operational Excellence strategies.

IMPACT™ Programme

Improved 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.

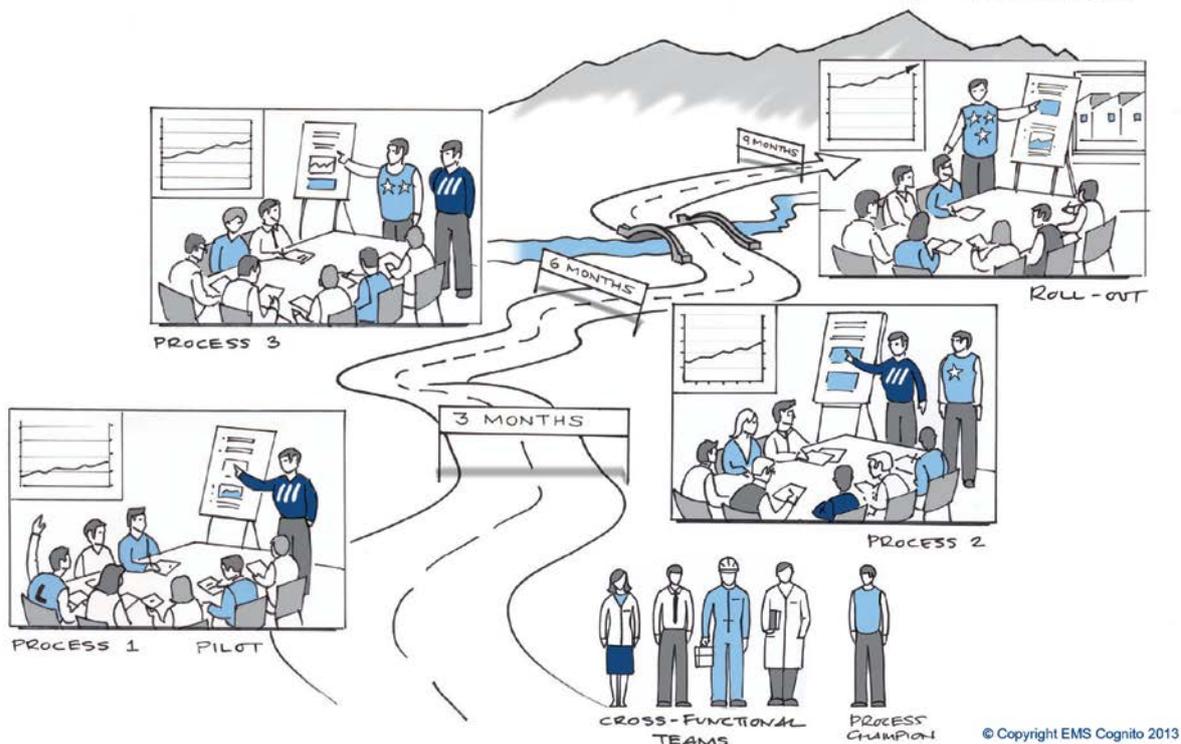
- Employs our own blend of methodologies
- Focuses in-depth on the most critical processes
- Produces early wins that gain momentum
- Transfers expertise to cross functional teams

IMPACT™ Masterclass

Improved Performance
And Cultural Transformation

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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