



Unlocking Potential: Enhancing Operational Performance through a Comprehensive Management System Redesign



Management Systems

Situation

A Canadian upstream oil and gas company operating in Alberta and British Columbia engaged SPAN in mid-2022 to **assess and redesign their operational management system**.

The company is involved in the exploration, development, and production of crude oil, natural gas, and natural gas liquids, and owns and operates energy infrastructure assets such as gas processing plants, oil batteries, and pipelines. Despite previously implementing a management system, the client found that it was not functioning as intended and employee uptake was low. Various reports highlighted gaps in the system, but these were not consolidated, leaving the client unsure of where to start in order to fix the system.

Approach

SPAN performed a comprehensive analysis of the client's existing management system, conducted interviews with a selection of key staff, and reviewed various reports. SPAN also performed benchmarking of competitor management systems to compare the design with industry best practice and support recommended improvements.

Results

SPAN consolidated new and previous findings into a single report to identify specific areas which required improvement. The report contained a summary of gaps based on regulatory requirements, best practices, and industry standards and supporting design and implementation recommendations.

Recommendations

SPAN presented a five-year development and implementation roadmap to the client which included a proposed management system design including elements, as well as specific actions and timelines required to make improvements to the management system and support employee engagement.