



SUCCESSFUL FIELD IMPLEMENTATION OF OPERATIONS MANAGEMENT SYSTEM (OMS)

SPAN ACCELERATES OMS IMPLEMENTATION WITH OCTANE SOFTWARE AND FACE TO FACE ENGAGEMENT WITH OPERATIONAL PERSONNEL

Client

Plains Midstream Canada (PMC) is an industry leading transportation and midstream provider specializing in the transportation, storage, processing and marketing of crude oil, natural gas, and natural gas liquids (NGLs). PMC is headquartered in Calgary, Canada, and has more than 1,500 employees in Canada and the U.S conducting business in eight Canadian provinces and 45 US states.

Situation

PMC embarked on the implementation of an OMS in 2013 in response to increasing operational and regulatory pressures. Once the design was complete, PMC decided to roll the OMS out to operations through a series of awareness sessions and self-assessments against the new OMS requirements. PMC also decided that both experienced personnel and an OMS software solution would be needed to effectively roll out the OMS to approximately 30 field and corporate groups.

“To make the OMS stick, we knew we had to visit all locations and engage our people face to face, but also do it in the most efficient and cost effective way”

- Adam Shelley, Director, Operations Management System, Plains Midstream Canada

Action

SPAN supported the design and delivery of awareness sessions and OMS assessments using SPAN's OCTANE software at all locations. Specific actions included:

- OMS awareness session design incorporating technical input from relevant corporate groups
- OMS assessment process design and configuration of the OCTANE software
- Scheduling and logistics for field operational activities
- On-site facilitation of awareness and assessment activities for field operations and corporate groups
- Managing all reporting and analysis in OCTANE including carry forward gaps and actions
- Development of corporate gap closure plans to execute process improvements

Result

PMC successfully rolled out its new OMS to all operational personnel through face-to-face engagement activities and the use of OCTANE software. The effort immediately achieved a high baseline level of understanding in operations, stimulating personnel to identify and own valuable improvement opportunities for PMC. Corporate groups also obtained a complete and timely set of operational information with which to plan and prioritize company-wide improvements; all aligned with Plain's OMS goals and securely managed in OCTANE software.