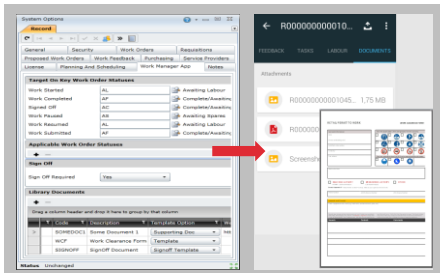


Case Study Work Manager Application



Client Background

Shell is well known as one of the five major national suppliers of petroleum products. Shell has a proud record of presenting a global brand and an extremely high level of compliance with safety and environmental standards. Shell supplies their fuel and convenience products through a vast network of retail and commercial sites across South Africa, with many assets in constant daily operation. Shell has more than 400 retail sites nationally that are maintained by Pragma through the Facilities Management Centre (FMC).



“Data entered is real time, meaning as we capture, the system is updated.”
“Guessimates from bad handwriting are not an issue anymore!”
“All relevant documentation can be attached, including site permits and photos.”

Pragma Intervention

A root cause analysis was done to determine the causes of inaccurate data feedback. The results led to the development of a mobile application with on- and offline capabilities to enable the resource executing the work to accurately capture work detail. An application was trialled and the huge potential for success was quickly realised. The application could be downloaded as per normal application portals and was available on any mobile platform. The application was showcased to Shell who immediately understood the value of such an application for the efficiency of the team. The application is now rolled out to all L3 contractors.

Key Challenges

Work orders form the baseline of all work performed at client sites. Information on work orders must be accurate and timeous with all acceptance and documentation attached.

Thorough and accurate feedback on the completed work is similarly imperative.

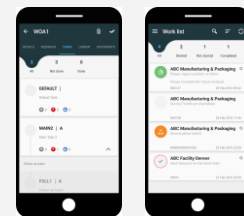
Typical challenges associated with work orders and feedback include:

- poor detail, i.e. all resources and/or specific material are not captured
- inability to decipher handwriting
- work orders closed off by administrators before being signed off by retailers
- a time delay from work completion to work being captured
- inability to issue work orders while resources are already out at site.



Value Add

- Resources can view all work orders allocated to them.
- Wrench time per job and resource is captured accurately.
- Specific detail on executed work can be captured.
- Travel and exposure details are updated separately.
- Photos of assets being repaired are attached.
- Signed work permits are scanned via camera and linked to work orders.
- Follow-up work orders are immediately created whilst capturing information.
- Material used is captured live.
- Signatures of acceptance by relevant parties are captured.
- Offline capturing capabilities enable resource to capture feedback anywhere.



Tools and Technology

- On Key Enterprise Asset Management System
- On Key Analytics
- Root cause analysis
- Focused Improvement
- Work Planning and Control
- Change Management.