Scheduled Disconnect/Reconnect

Process Improvement Team
Final Report

Process Improvement Team

Team Sponsor

Marcie Hedman - T&D Electrical Services

Team Members

- **Rob Collins - System Maintenance and Substations**
- **Keil Drescher - Account Executive**
- **Larry DeForrest - C&M Line**
- **Joe Gillespie - Meter, Relay and Line Services**
- **James Hellman - Electrical Inspection**
- **Greg Munford - System Operations (Dispatch)**
- **Bill Pitt - System Operations (Dispatch)**
- **Rick Van Allen - New Services Engineering**
- **Duane Wendling - C&M Downtown Network**
- **John Merrell - Protection and Controls**

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Improvement Process

- **Identified need for creating a TQ Team**
  - **Ongoing problem with customer disconnects**
  - **Multiple workgroups required to address the problem**
- **Team goal was to create a process that would address all gaps**
  - **Developed "Team Charter"**
  - **Identified gaps in current process**
  - **Identified and documented critical failures**
  - **Determined critical needs**
  - **Brainstormed solutions**

Problems Defined

- **Stakeholders not identified**

- **Workgroups sharing conflicting communication with customers**

- **No formal process established**

- **Job creator was the only keeper of information**

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Charting the Process & Problems

- **Created a flow chart on the current process**
- **Noted a large number of moving parts**
- **Crew selection issues**
  - **Service and TC jobs not pre-fielded**
- **Stakeholders different levels of work**
- **Workgroups were reluctant to take the lead**
  - **Unsuccessful handoffs**
  - **Dispatch uninformed**

Confusion for Customers

- **Customer costs varied**
    - **Possible to reduce cost by 90% by using Trouble Crews**

- **Last minute crew changes due to problems**
- **Individual workgroups not communicating**

How Do We … ?

- **Make sure all stakeholders are informed?**
- **Make sure the right crew is assigned?**
- **Make sure the job is pre-fielded?**
- **Communicate to the customer one cost/date/time?**
- **Create a repository for outage info?**

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SharePoint – Potential Solution?

Beneficial features

- List features
- Calendar
- Auto email to a pre-defined list

Reluctance to use SharePoint

- Groups too busy to learn new system
- Necessity to log into another system
- Difficulty navigating through the site.

Scheduled Disconnect Form

- **Scheduled Disconnect/Reconnect Form pilot started September 2009**

- **Link to original SDF form**

- **Link to current SDF form**

- **Link to SharePoint Site.**

Benefits of SDF Form

- **Repository for centralized information**
- **Stakeholder may "opt in" and make comments**
- **Ability to see current status**
- **Pre-defined list of email addresses**
- **Format allows calendar viewing of jobs**
- **Easy and intuitive to use**

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Recommendations

- **Sponsor asked each workgroup to document their own work processes**
- **Handbook created with desk procedures**
  - **Procedure for each workgroup role**
- **Ready to move from pilot stage into production**
  - **Training for affected workgroups**
- **Team will meet quarterly to assess process**
- **Process review will continue for one year**

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