



Client:	West Midlands Gas Alliance – Operational Process Improvement
Keywords:	<i>operational improvement, business process improvement</i>
Issue:	West Midlands Gas Alliance, a partnership between National Grid and major engineering contractor Morgan Est is responsible for the planned replacement of over 300km of aging gas mains in the West Midlands area each year. Revenue is fixed according the amount and type of pipe replaced, and the Alliance wanted to improve financial performance by increasing operational and administrative efficiency. In particular, poor operational data capture and reporting was responsible for under-reporting of work done and revenue claimed.
What we did:	Working with a small team from Morgan Est, we mapped the key business processes. Working closely with Alliance staff, we identified and evaluated opportunities for improvement. We engaged operational and administrative teams in designing and implementing streamlined processes and in removing causes of delay and rework.
Benefit:	<ul style="list-style-type: none"> ▪ Improved financial performance from increased accuracy and timeliness of operational data capture and reporting ▪ Increased focus of operational teams on efficiency without sacrificing safety ▪ Reduced risk of cost overrun ▪ Reduced cost and time for back-office processes