

Operational Certainty: Discovery Studies

- Improve the impact of automation technologies on your operational performance
- Develop an automation strategy to drive your business success
- Leverage the extensive process automation knowledge of Emerson to supplement your operations knowledge

Introduction

Emerson is pleased to offer a comprehensive Operational Certainty consulting service.

Emerson's Operational Certainty Discovery Study is a detailed evaluation of your current operating practices and use of automation technologies.

Our Solution's Architects and Subject Matter Experts (SME) will provide an in-depth assessment and analysis of your current performance and processes. They will help you define your aspirations and targets, understand the impact of process automation on your performance and develop an improvement program to bridge the gap between your current performance and aspirations.

Benefits

Reduced production cost: Understanding the value of automation technologies and the impact that they can have on your operational performance.

A clear set of operations business drivers: Our Solution's Architects will facilitate a workshop to help you define how automation can enable and enhance your business improvement plans and deliver a real, bottom-line impact. Emerson will help you develop an action plan on how to meet these aspirations with the support of our engineers, consultants and subject matter experts.



An automation strategy detailing how to meet the operation's business drivers: Our Solution's Architects will partner with you and support you on the journey to reach your targets. We will help you develop a multi-year roadmap or automation strategy describing the different projects, engagements and activities to complete to achieve your overall goals. Each of these activities or projects will be aligned to meeting specific targets and improving your operational performance key performance indicators (KPIs).

Access to Emerson Consultants and Subject Matter Experts: Emerson will support you every step of the way. We will provide you with long-term support to meet your objectives and greater access to our Consultants and Subject Matter Experts. These are proven experts in their respective fields and can offer advice and guidance over the full scope of automation.

Greater internal alignment: Using proven Operational Certainty consulting processes, Emerson will help you achieve greater internal alignment and ownership on the strategic directions of your operations business.

Discovery Studies

Emerson's Operational Certainty Discovery Study is a structured evaluation process, conducted in collaboration with you, our client. It typically has four key phases:

1. Initial assessment of business drivers and current state of operations
2. Site visit to understand automation potential
3. Workshop to determine aspirations, evaluate automation impact and develop improvement program
4. Offsite economic justification analysis and report generation

Initial Assessment

The initial assessment of business drivers and current state of operations will allow the Emerson Solution's Architect to understand the areas of potential improvement and ensure that the right Consultants, SMEs and Engineers are available for remote support and guidance. This will also provide Emerson with the opportunity to familiarise themselves with the site and organisation structure.

Client preparation for this phase will often include provision of business KPIs, assessment of current operations capabilities supported by Emerson, completion of industry specific questionnaires and provision of site layout plan and a list of current process automation technologies employed on site.

Onsite Service Description

During the site visit Emerson can complete a walkthrough of the site and interview key operations stakeholders to understand their perception of the current state. The Solution's Architect may review current initiatives and projects to understand their progress and impact on business KPIs.

Following the in-depth evaluation, the Solution's Architect may facilitate a one or two-day workshop on site to identify the aspirations of the business, understand how automation can meet the aspirations. The client business can also be assessed to understand if the required roles, technologies and work processes are in place to meet the aspirations. Where gaps are identified, Emerson will work closely with the client to develop a strategy to bridge the gap.

In preparation for this site phase the client will be expected to ensure that key personnel are available and provide details of current improvement projects.



Offsite Service Description

On completion of the site visit and workshop the Solution's Architect will analyse the information off site, suggest improvements to the strategy, developing engagement plans and establish the economic justification to meet the targets using appropriate automation solutions and expertise.

The Solution's Architect, with support from Subject Matter Experts, will produce a report containing details of how to meet the targets and business drivers. Emerson will then offer to return to site and present the report along with a presentation illustrating the operations improvements identified and the economic justification for implementing the improvements.

To assist with the value engineering process Emerson may ask the client to provide metrics on operational costs.

Summary of Operational Certainty Discovery Study Activities

- Initial assessment of business drivers and current state of operations
- Structured interviews with key personnel
- Review of current initiatives and projects
- Alignment of business drivers and aspirations
- Assessment of client's ability to meet the drivers and aspirations
- Development of an automation strategy to meet the targets and aspirations
- Development of engagement plans with economic justification
- Ongoing engagement with the client to help ensure that the aspirations are met

Examples of Emerson Operational Certainty Outcomes

The following are examples of Emerson Operational Certainty outcomes and engagements:

- For Petrolneos, an operational excellence engagement identified four improvement initiatives focused on improving the Solomon ranking. Emerson worked with Petrolneos to create engagement plans for each initiative.
- Emerson facilitated an operational excellence engagement with AkzoNobel to develop two strategic and two tactical cross-business program charters.
- Emerson Consultants worked with a multi-national chemical company to identify eleven improvement opportunities focusing on energy and reliability.
- For a major oil refinery, Emerson engaged in a highly collaborative operational excellence study to identify a series of wide ranging initiatives aimed at improving their operating performance. Emerson Consultants and Subject Matter Experts worked with the refinery to create action plans and an automation program to help them meet their business objectives.

Ordering Information

Description	Model Number
Operational Certainty Discovery Studies	Please contact your Solutions sales contact or your local Emerson Sales Office