

CASE STUDY

Improving Scheduling Efficiency



CHALLENGE

The Client's natural gas schedulers were spending excessive time maintaining schedules in multiple applications. The team was maintaining both their scheduling spreadsheets and also the front, middle, and back office system of record. Extraneous effort was being spent to double enter gas schedules, to perform reconciliations between the two systems, and to conduct investigations into the cause of reconciliation errors. In addition, effort was unnecessarily expended on critical functions and processes in the system of record because of extraneous steps or slow system execution times.

SOLUTION

Over a four week period the MRE team interviewed members of the physical gas scheduling team, met with various subject matter resources, worked directly with the scheduling package vendor, reviewed existing documentation, and surveyed the current system.

The team captured 26 Pain Points and identified 30 Recommendations to address them. Four of the Pain Points were deemed Critical impact and eight were deemed High impact due to the significant business inefficiency and/or operational risk associated with them.

MRE defined a remediation effort of approximately 200 – 250 work days to be completed over a 3 – 4 month period that addressed the Critical, High, and Medium Pain Points.

BENEFITS:

- During a typical 10 – 12 hour day, each Scheduler spends approximately 2 – 3 hrs. per day maintaining data in the scheduling applications. This was reduced by more than 50%.
- Reduced PnL risk resulting from system miscalculations.
- Increased the percentage of a scheduler's time available to spend on commercial activities.
- Improved the team's morale and satisfaction with their role.



FOR MORE INFORMATION:

Contact Lloyd Chapin, Director
lchapin@mre-consulting.com

