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Overview

Shelley McQuade worked with Burlington Hydro Engineering department to co-develop a procedure guide application. The following is a high level overview of the challenges presented, the approach and the results.



Burlington **hydro** inc.

Challenge

With many projects on the go, managing the process took a lot of time and effort. The following was identified:

- Each technician used their own "system" to develop projects and store contacts, templates and tools
- Project milestones that required sign off by the Supervisors often lead to much back and forth before moving on to the next stage
- Training new hires was difficult and required a lot of one to one time with the direct Supervisor

Goal of the Project

To co-create an application that would be accessible to both Technicians and Supervisors to use as a guide for all projects.

The Approach

Taking a logical, step by step approach allowed BHI to work toward solutions while gaining buy-in from essential stakeholders. Specifically, Shelley worked with BHI to:

- Categorize and subcategorize workflow (i.e. Request, Design, Instruction, Document) and project types (i.e. Residential, Commercial etc.)
- Identify requirements to complete a project (i.e. steps, checklists, templates, calculators, specs etc.)
- Design Excel application architecture
- Develop one project type (residential) with support materials (including safety requirements)
- Validate and edit with Technicians
- Complete other project types
- Go live

Solution Highlights

- User friendly application
- Easy for Administrator to up-date and add content as required
- Centralized housing of documents and information



The Outcome

The application has proven effective by:

- Improving productivity and performance
- Saving time and effort with new hires
- Ability for new hires to be productive and knowledgeable more rapidly
- Best Practices approach now documented and followed
- Documents and contacts easy to access and can be centrally up-dated
- Similar application developed for other departments.

The Experience of Working with Shelley

“It was an absolute pleasure working with Shelley on this project and continues to be as we have embarked on other initiatives. Whether it is one on one personal coaching or facilitating a group project, Shelley brings a positive energy and is able to keep the participants engaged and focused on the projects success.”