

# Work Management Analysis Module

**Client Value Proposition:** Ensure crews, equipment, and supplies optimized to complete work in most efficient and effective manner

**Strategic Value:** Understand and improve demand work performance, improve optimization of workforce utilization, improve field crew deployment efficiency, improve planning of workforce needs to meet operating plan and address “brain drain,” evaluate current and future skill/training requirements and assess progress toward that mix, understand safety and determine measures to improve performance

**Information and Analytical Capabilities Provided:**

- Use historical demand plus known expansions to better predict demand and outage-related work
- Evaluate historical responsiveness and productivity metrics (units per time/cost) across departments, geographies, and time to understand key performance drivers and to estimate similar work (i.e., define/refine performance standards)
- Evaluate historical and forecasted resource needs to optimize workforce utilization across planned and demand-driven work
- Understand workforce retention and retirement indicators; evaluate optimal strategies to retain quality staff
- Utilize capital and demand work forecasts and attrition factors to forecast required resource levels, hiring needs, and allocation across departments
- Evaluate safety performance and determine areas of strength/limitation (i.e., missed targets)
- Determine safety training/certification levels and possible areas of exposure/risk
- Stratify work into relative risk exposure and develop and/or evaluate measures to reduce risk to safety and health

**Example Metrics:** % Requests/Orders Completed, # Open Positions, Labor Utilization Rate, Actual/Plan # and \$ Labor/Material Variances, # Safety Incidents, # Lost Hours, # and \$ Accident Claims, Meter Failure Rate, # Meter Reads per Reader, # and % On-time Work Starts, # and \$ of Rework

**Related Modules:** Asset Management Analysis, Capital Planning and Management Analysis, Supply Chain and Inventory Management Analysis, Meter and Demand Management Analysis, Customer Care Analysis

***Meeting Energy Industry Challenges***