



# Road Map for Achieving Operational Excellence

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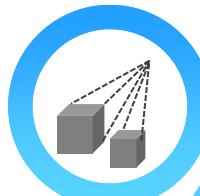
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Operational Excellence

Road Map for  
Achieving  
Operational  
Excellence

# Agenda

Perspective



Approach



Landscape



Methodology



Architecture



Value Proposition



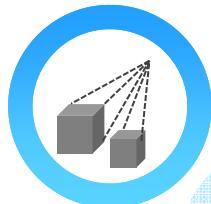
Question Hour



## Operational Excellence

**Road Map for  
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Excellence**

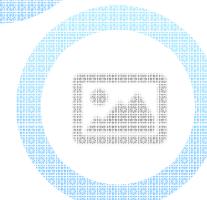
# Perspective



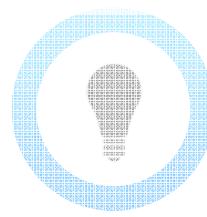
**Perspective**



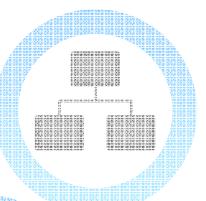
**Approach**



**Landscape**



**Methodology**



**Architecture**



**Question Flow**

# Excellence



**EXCELLENCE IS A VIRTUE  
WITH A LIMIT THAT TENDS TO INFINITY**



**EXCELLENCE is a gradual result of always  
THRIVING TO DO BETTER – Pat Riley**

# Perspective



OIL & GAS



REFINERY



PETROCHEMICALS



METALS



POWER

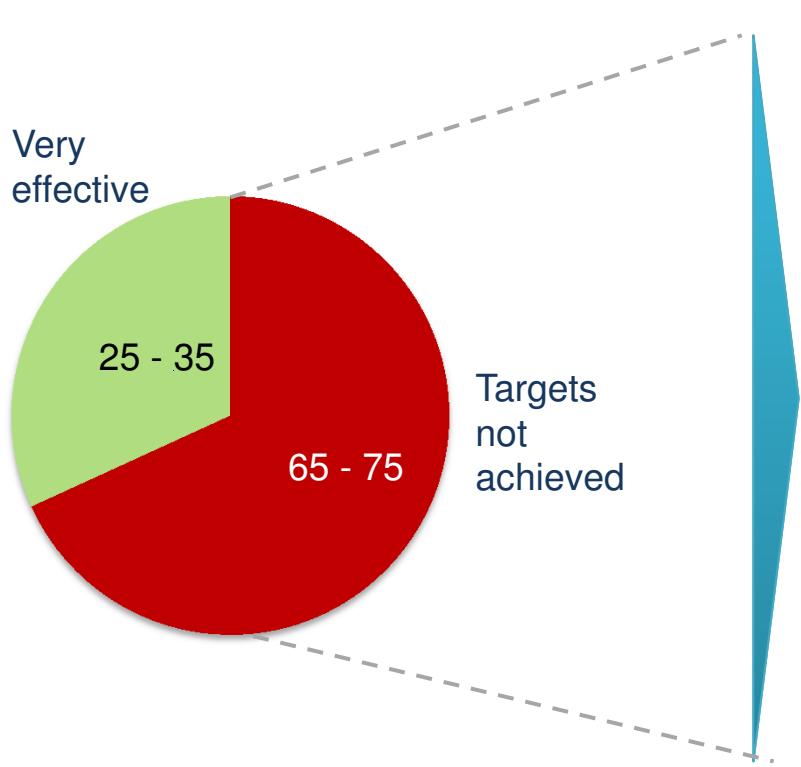


CHEMICALS

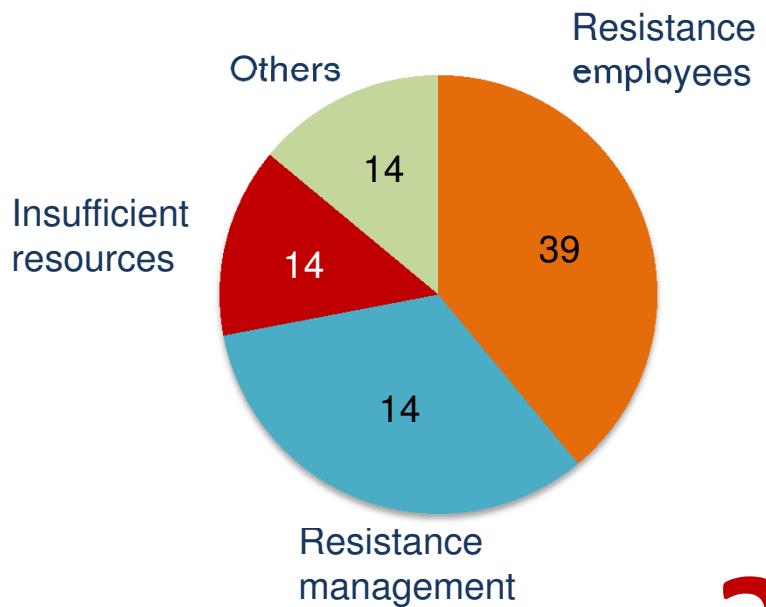
# Success Rate of Operational Excellence



## Self-assessment on success of operational program\*



## Reasons for failure



# Barriers



- Resistance of Employees
  - Lack of information and defined expectations
  - Access to the right data
  - Performance feedback
  - Lack of motivation due to additional efforts
- Resistance of Management
  - Over-burdened with routine work / daily fire fighting
  - Lack of decision support system
  - Visibility and easier access to information
  - Intuitive methods for analysis
- Insufficient Resources
  - Lack of bandwidth to undertake new initiatives
  - Organizational buy in, sponsorship
- General
  - Defined Goals and Objectives
  - Benchmarking



# Challenges

Visibility

Empowerment

Response Time

Agility

Alignment

Knowledge Management

Strategy Management

Data Accuracy

Root Cause Analysis

Opportunity Exploitation



## Operational Excellence

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# Approach

Approach

Landscape

Methodology

Architecture

Process

Question How

# Opportunities



Visibility

Empowerment

Response Time

Agility

ARC  
Advisory Group

Knowledge Management

Strategy Management

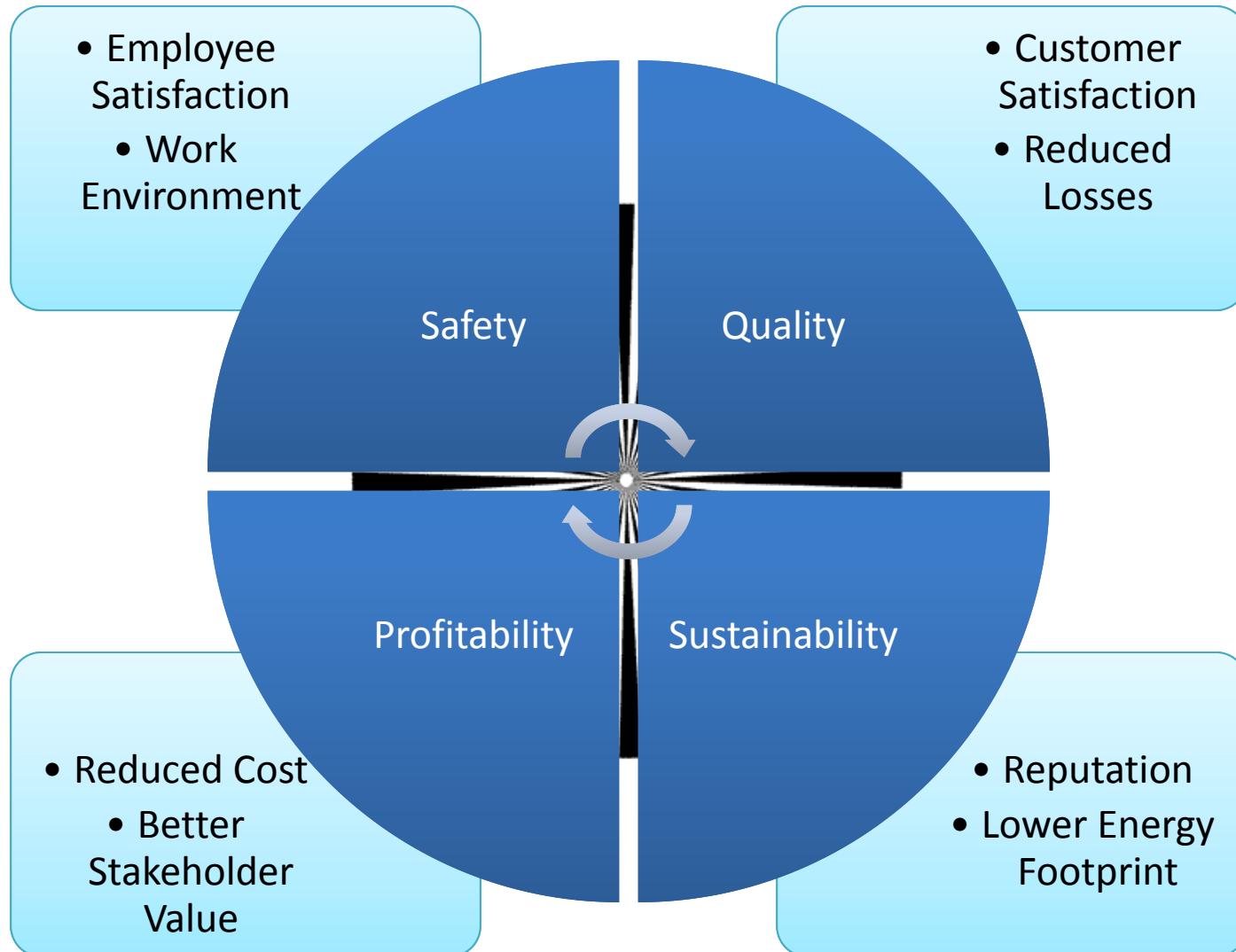
Data Accuracy

Root Cause Analysis

Opportunity Exploitation

**Collaborative  
Performance  
Management  
System**

# Motivation



# Operational Excellence – Process Industry



*A business goal that seeks to  
Operate Competitively & Efficiently and derive  
best value, while protecting  
People and Environment*

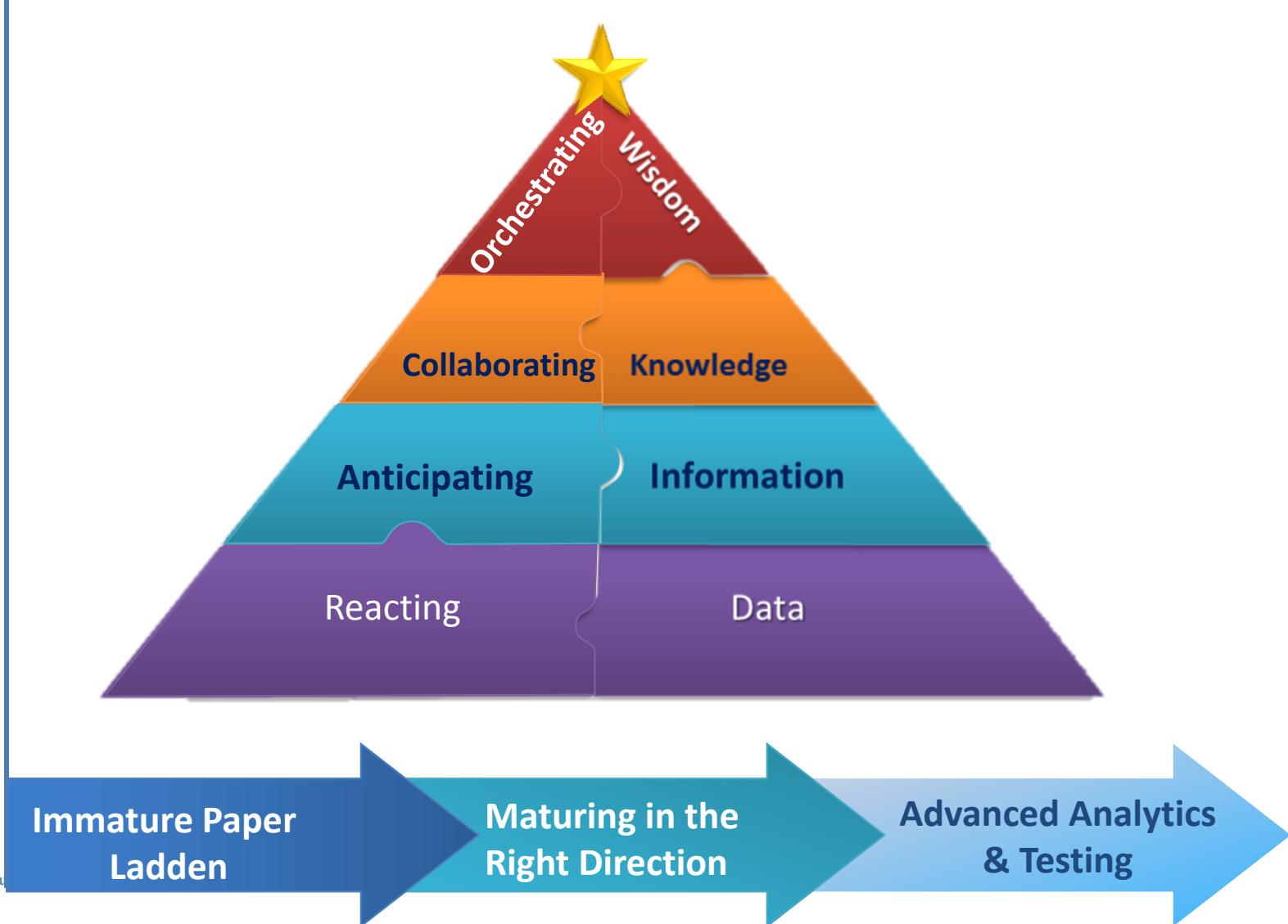


*Achieve an incident-free and injury-free workplace.  
Minimize environmental and process safety risks.*

*Maintaining Competitiveness*

*Ensure Utilization by asset integrity and reliability.  
Efficient usage of natural resources and assets.*

# The Progression



# Prevailing....

## POOR EXECUTION

Non-approachable Data  
 Time consuming data search  
 Very difficult data correlation  
 Effect: Higher Operational Cost

## POOR STRATEGY

Busy in regular operational issues  
 No time for improvement plans  
 Lack of funds for long term strategy  
 Effect: Poor competitor



## COMPLIANCE

Poor control  
 Safety issues  
 Lack of compliance to quality  
 Effect: Non-compliance, penalties

## LACK OF INFORMATION FLOW

Poor visibility into operations  
 No real time monitoring  
 Delayed performance monitoring  
 Effect: Missed Target Dates

# Integrated Approach



**100 % COMPLIANCE**

Best quality products

No complaints

**Gain:** Sustainable Business  


**OPERATIONAL EXCELLENCE**

Faster Data Access

KPI Managers

Business Intelligence

**Effect:** Cost Reduction

**360<sup>0</sup> INFORMATION FLOW**

Information at finger tips

Real time performance monitoring

**Gain:** Satisfied Customers and Stakeholders

**BEST IN BUSINESS**

Continual Improvement

Industry Trend setter

**Gain:** Profit maximization

*Operational Excellence can help the CXO to maximize profits and improve stake holder value by achieving operational excellence.*

# Collaborative Performance Management



## Operational Excellence

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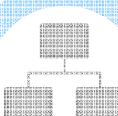
# Landscape



**Landscape**



**Methodology**



**Architecture**



**Question**

**Perspective**

**Approach**

# Expose the Problem

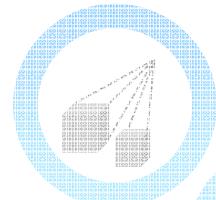
- Visualize the Big Picture
- Gather, Analyze and interpret the right information
- Breaking assumptions
- Working cohesively & collaboratively
- Thrive for change



## Operational Excellence

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# Methodology



Market place  
or scope



Approach



Landscape



Methodology

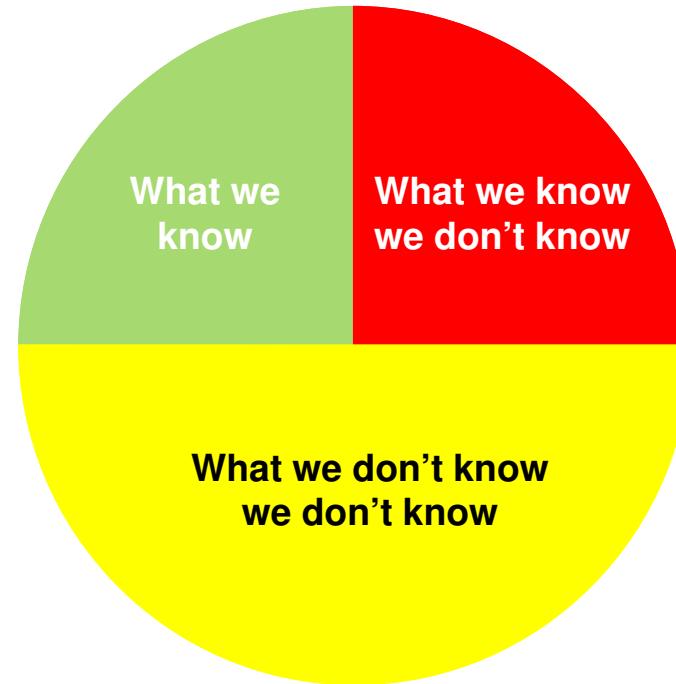
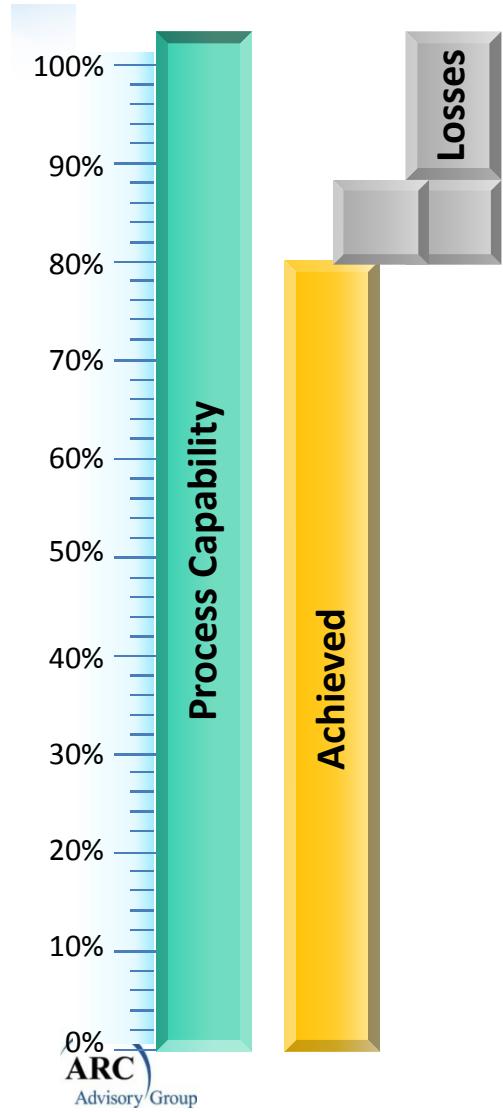


Architecture



Question mark  
or help

# Achieving Operational Excellence





**Implement the System**

**Define the Measures**

**Build the System**

**Set the Requirement**

# Expectations from Technology



- **Integration of all Application**
- **Achieving “Single version of truth”**
- **Aligning performance with strategic objectives**
- **Timely knowledge dissemination**
- **Mobility**
- **Seamless collaboration**
- **Actionable Intelligence**
- **Governance – Audit, Security, Compliance**



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# Architecture

Championed by the CIO

Approach

Landscape

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Business

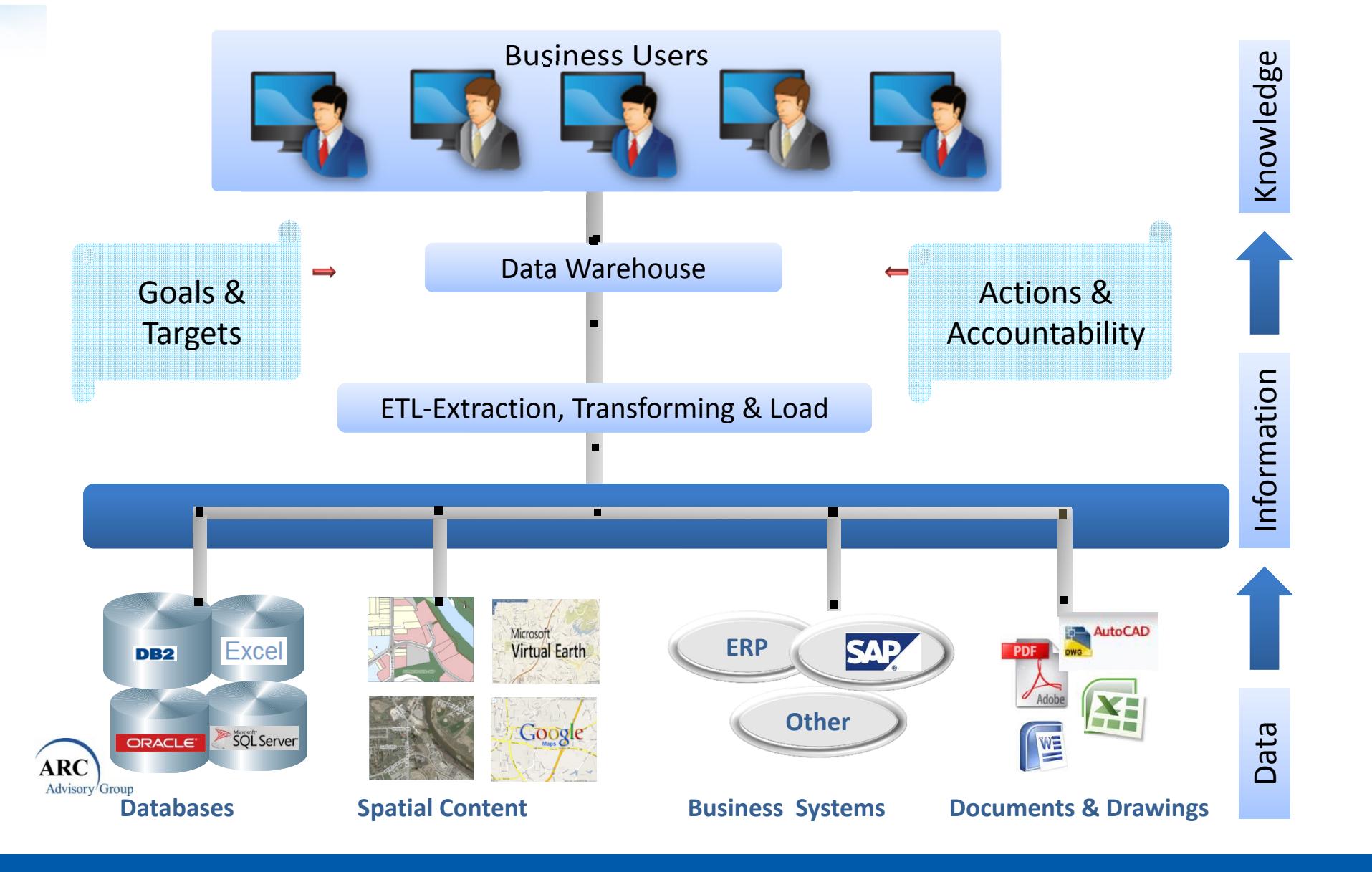
Question Flow

# Expectations from Technology

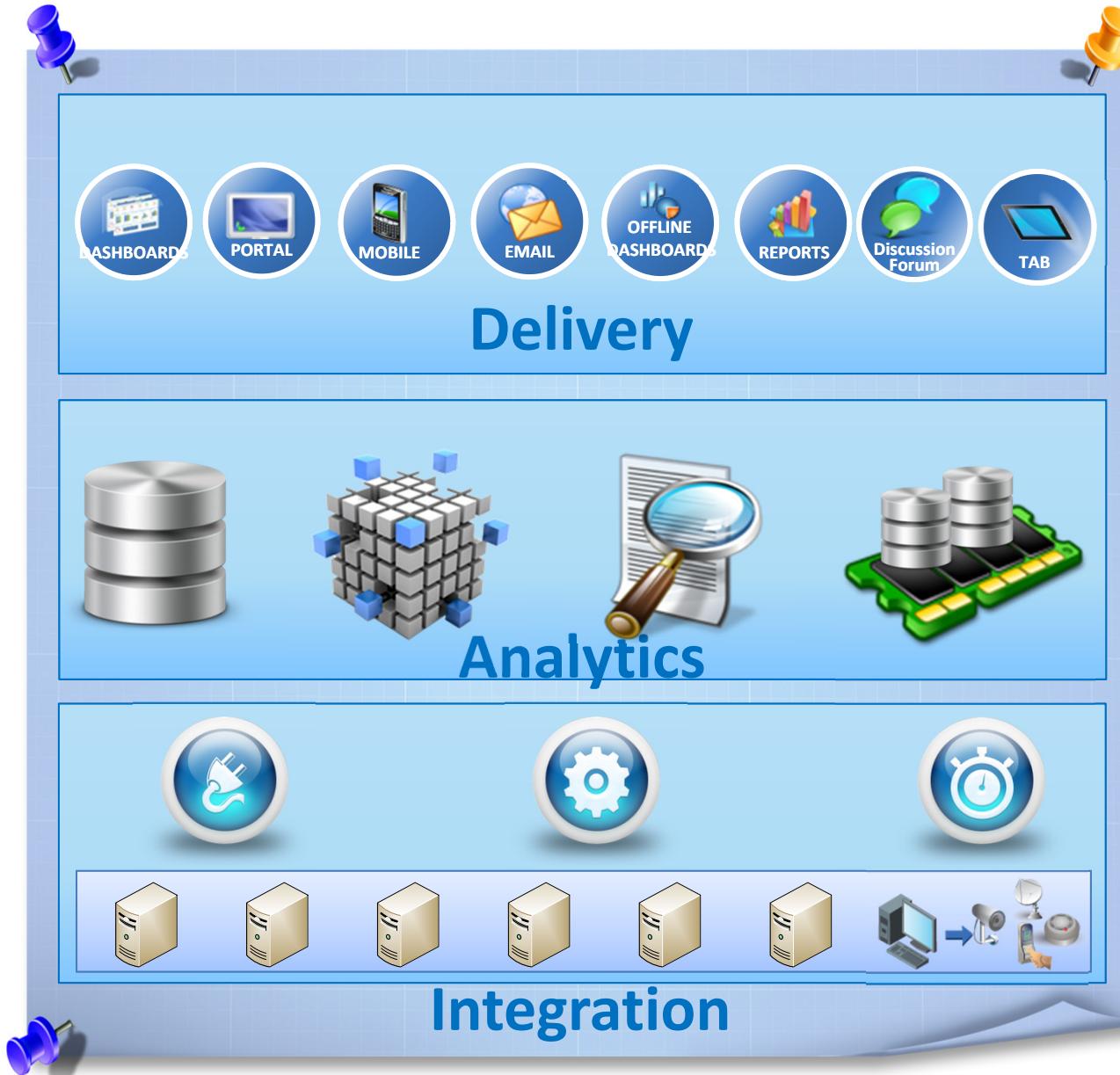


- **Integration of all Application**
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# Integrated Scenario



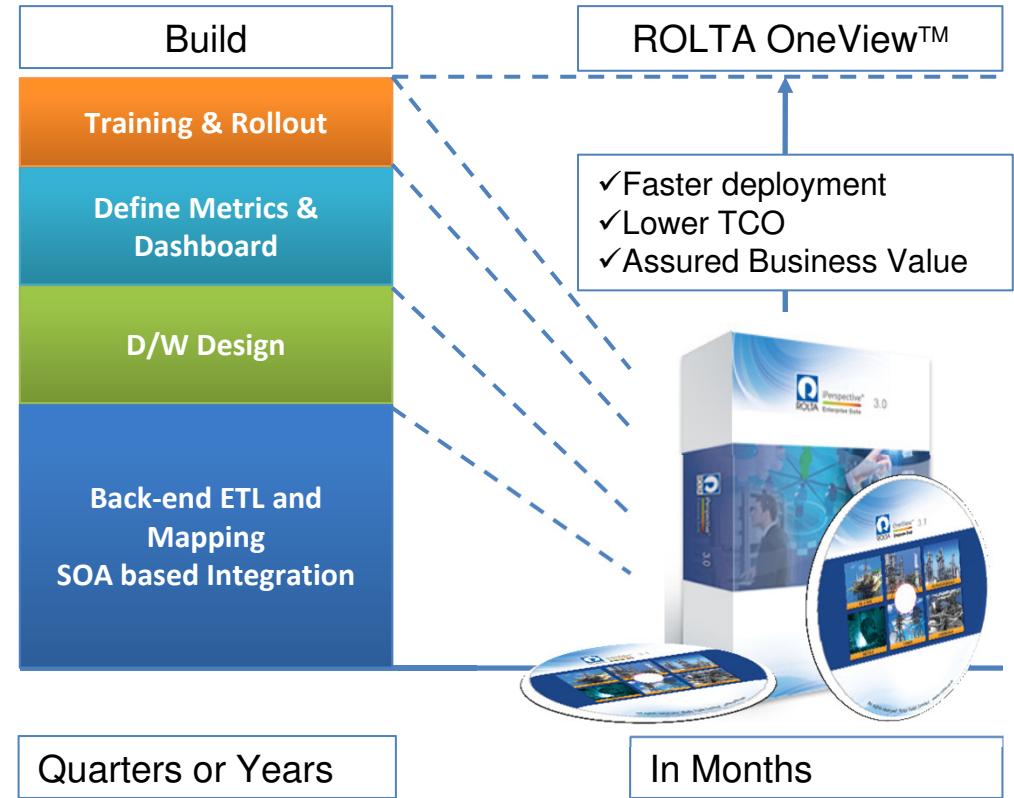
# OneView Blueprint



# Buy vs. Make

## Evaluation pointers

- Ease of use
- Open platform, scalability, interoperability
- Reuse – service enable existing sources
- Extensibility
- Standards compliant
- Skills, resources bandwidth
- Time to go-live
- ROI



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# Value Proposition

Value Proposition

Approach

Value Landscape

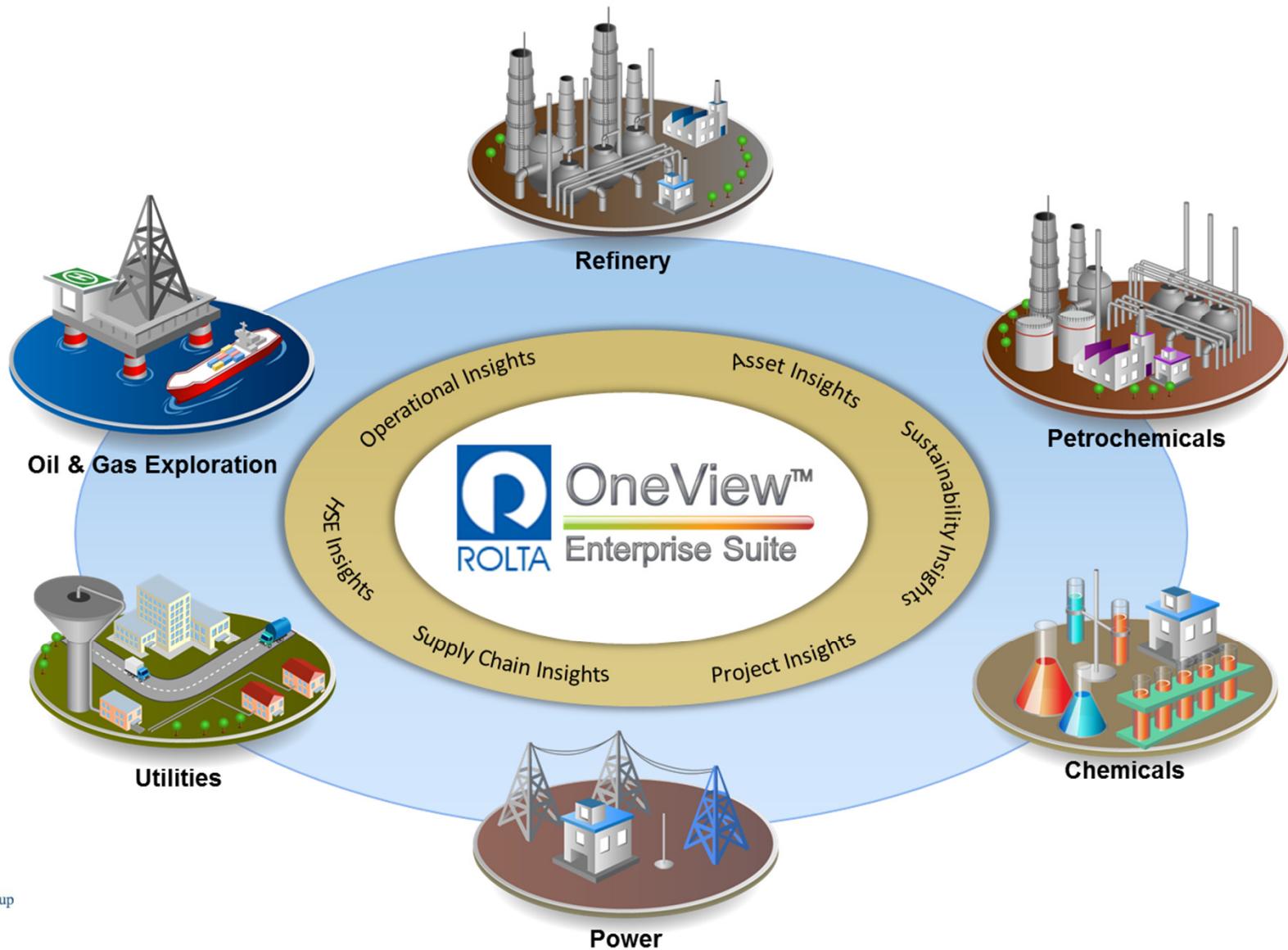
Market Technology

Product Portfolio

Value Proposition

Questionable

# OneView™ Industry Focus



# Benefits

	<i>Vision – we aspire</i>	<i>Values – we propagate</i>
 <b>Excellence in Performance</b>	<p><b>Integrating</b> of the various functions within an organization on a single platform</p> <p>Assuring the <b>best in class performance</b></p> <p><b>Provide Right Information to Right person at Right Time</b></p>	<p><b>Collaborate</b> across different functions within boundary and across boundary</p> <p><b>Maximize Reliability</b> and Integrity</p> <p><b>Measure</b> to Improve</p> <p>Apply <b>Business Intelligence</b> in Decision making</p>
 <b>Shape Best People</b>	<p>Everyone contributes to <b>their best potential</b></p> <p><b>Goals are percolated</b> across the organization hierarchy</p> <p><b>Knowledge</b> drives the business</p> <p><b>Identify leaders</b></p>	<p><b>Teamwork</b>, innovation and openness</p> <p><b>Empowering personnel</b> and decentralize decision making</p> <p><b>Setting Benchmarks</b>, challenging trend setters</p> <p><b>Managing the risks</b> proactively</p>
 <b>Instill Best Practice</b>	<p>Maximize <b>Overall Equipment Effectiveness</b></p> <p><b>Compliance</b> to best in class practices</p> <p><b>Being a leader</b> in Safety, Operation and Reliability performance</p>	<p><b>Transformation</b> of process to achieve the best continuously</p> <p>Adapt to <b>new development</b> and upgrade</p> <p><b>Compliance to regulatory requirements</b></p>



**Thank You**