

Organizational processes for quality and reliability of power supply

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Loss Reduction & Performance Quality Improvement

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The flow

The shifting paradigm

Focus on process

Operational imperatives

Process management maturity framework



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Change in business environment

- Increased globalization
- Electricity Act 2003
- Unbundling of SEBs
- ABT and UI mechanism
- Open access
- Consumer empowerment
- Regulatory oversight and direction



The flow

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Focus on process

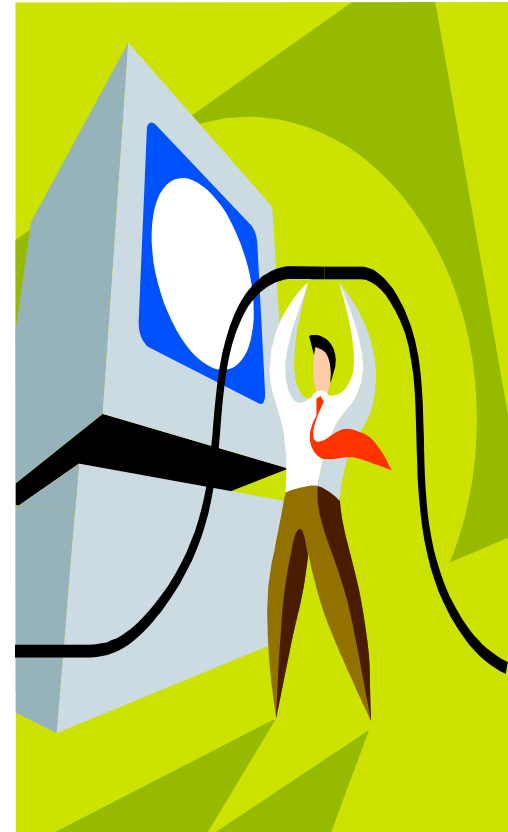
Operational imperatives

Process management maturity framework



Functions related to quality and reliability

- System planning
- Capital expenditure
- Operation and maintenance
- Procurement
 - Multiple sources, engineering ► commercial
- Consumer perception/grievance
 - Infrastructure
 - Responsiveness (individual vs. systemic)



Quality/reliability is a process. Not a function.

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Utilities should...

- Prepare stakeholders' charter
- Develop the processes, across functions, with quality and reliability as defined outputs
- Parameterize the process and identify data input points for the same.
- Prepare standard operating procedures with defined organization structure, KRAs, measurement metrics and frequency along with the reports and MIS for review
- Prepare information dissemination framework
- Prepare IT enabling framework
 - ERP, CRM, GIS ...

Process focus is strategy enabler

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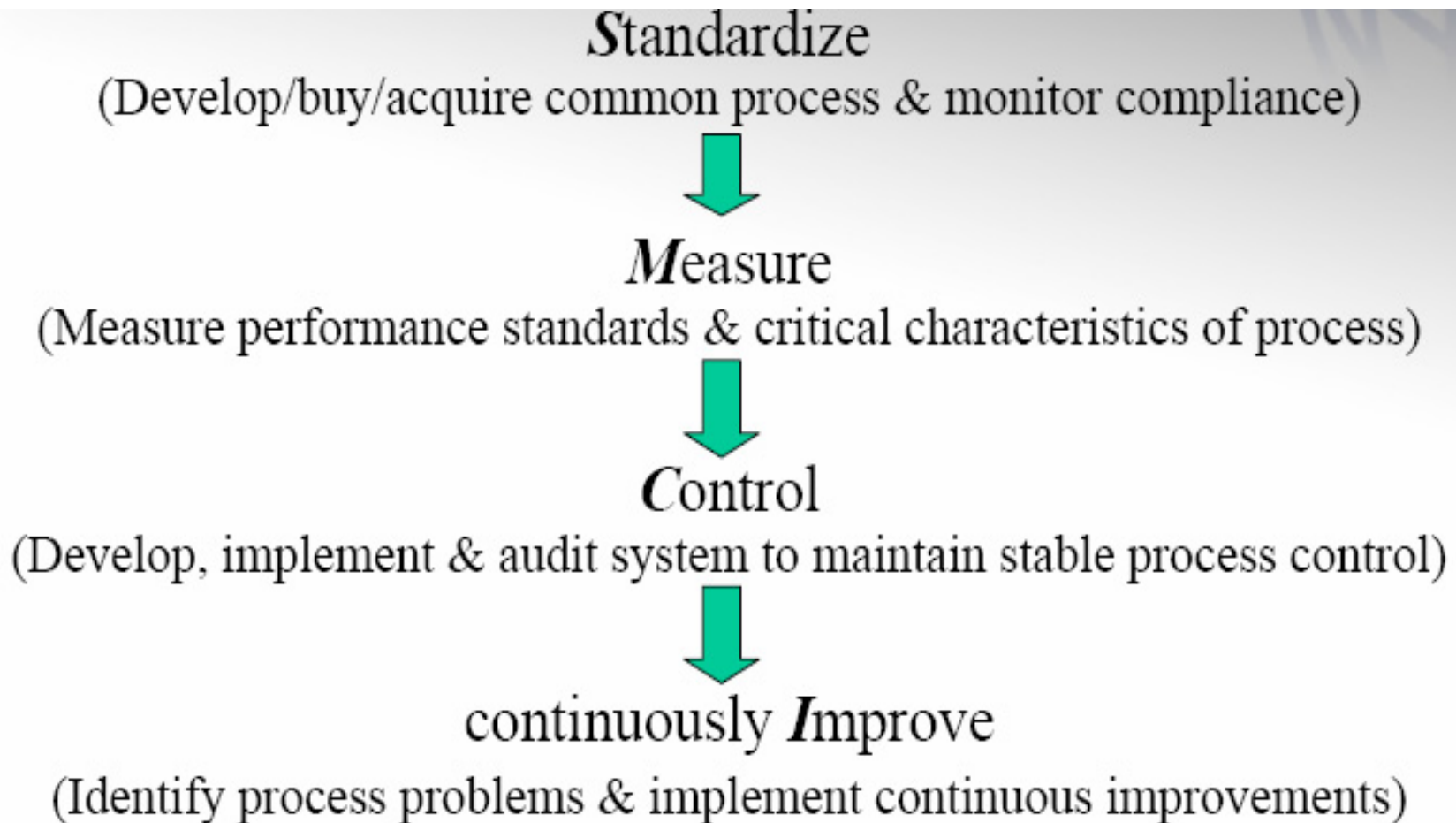
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Process management maturity framework

Four sequential stages of Process Improvement



Thank you