
Driving Continuous Improvement, to deliver quality products to meet clients' requirements.**Situation:**

Following the successful implementation of an IMS system using control-ES ("Control") to BP auto lubricants in Italy, Germany and Nordic, with support from PCL. BP auto Lubricants Europe now wanted to establish a common platform for all European and country specific HSSEQ processes for sales, marketing, supply chain, research and development and support processes including HR, and finance.. The objective for the project was to enable staff to meet the highest management system standards, ISO 9001,18001,14001 as well as customer specific requirements by empowering them to develop and improve their operational processes.

Approach:

Pearce Consulting Ltd (PCL) were selected to assist the European HSSE manager and his core team with the planning and implementation of the project. as they had extensive knowledge of the Control software and had also recently completed a number of similar projects with other international organizations.

The scope of the project included:

- Installation of the Control application in the European mega data centre. Migration and upgrades to the existing installations of Control in Germany, Italy and Nordic to integrate these with the new IMS on the common European server.
- Training and skills transfer by PCL to the core team and country map administrators (20No) in process authoring and map administration skills to enable them to capture their local operational processes onto the system.
- Facilitation of workshops with the HSSE manager and core team to develop the structure for the European templates for sales marketing, supply chain. Development and implementation of the document registry structure to enable local map administrators to import and manage local compliance and support documentation.
- Training staff in performance measurement, scorecards and linking measure directly to process stages.
- Consultancy support to country teams during the development and deployment of the system to all staff across BP Auto Lubricants Europe..

Results:

The European HSSE manager and his team were delighted with the outcome of the project as:

- A comprehensive set of common European and local core and support processes were captured on a common platform with the support and buy in from all staff. A common platform of operational processes is now available to help BP lubricants rationalise their HR, Finance and supply chain processes worldwide which will enable the efficient implementation of SAP across the business.
- Common agreement on the HSSEQ controls necessary to achieve safe manufacture of the products to the required quality levels to satisfy customers and maintain ISO and customer compliance certification.
- Enthusiastic support from staff for ease of use of Control as the preferred system to deliver process management and continuous process improvement.
- A rationalised set of forms and documentation has been created that will be easy to maintain in the future using the Control document registry.

Summary

As a result of the project, Control is being proposed as the platform for management of all BP lubricants operational processes worldwide.