Water Services Training Group

20th Annual Conference

Meeting Standards and Expectations in the Water Industry

Lyrath Estate Hotel, Kilkenny

Customer Expectation & Workflow Management

* Customer   Expectation   Management

* Huge Words
* Huge Weight
* Huge Satisfaction

* My agenda today :-
* Lay out the view of these words within Workflow
* Outline our activities in this area
* Provide real life examples of where we hit the right balance

Irish Water Customers & Stakeholders

* Current Population of Ireland   4,757,976 (CSO 2016)
* Housing Stock   2,022,895 (CSO 2016)
* Overseas Visitors to Ireland 2015   8,643,000 (Failte Ireland 2015)

  (According to my very scientific calculations - That's 2.4 million cups of tea & coffee per day)

Top Customer Expectations

Customer Expectation	IW Answer

Customer Expectations

Everyone

Expects

Everything

Systems & Customers

Part of the Journey and Evolution involves new systems and process.

Customer Facing Initiatives

* 2016 Workflow KPIs

* Revised Out of Hours Process

* Ongoing training internally and with Abtran

* Hand Held Unit Rollout

* Boil Water Notice / Outage process

Hand Held Units

Through the WAM Programme
- 1,008 Hand Helds Deployed & 350 to Deploy by end 2016
- 80,000+ Work orders dispatched to a Hand Held
- Evolving and Developing all the time.

Improved Customer Service Delivery
- National consolidated view of data, accessible by all users
- 'Real Time' information for Call Centre staff as work orders are updated in the field
- Facilitates faster outbound 'close out' calls to the Customer & to vulnerable
- Reduces customer Escalations / Complaints / Repeat Calls (with the advent of real time resolution details)
- Facilitates centralised tracking of critical and vulnerable customer complaints

The Workflow ask…
- Use correctly, step by step, status by status.
- Use in 'real-time'.
- Use in the Field.

Any requirements for training, support or suggestions for development – very welcome

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Customer John O'Donnell
No Water

02.11.15   1st WORK ORDER

20.11.15   2nd WORK ORDER

28.11.15   3rd WORK ORDER

14.12.15   4th WORK ORDER & 1st COMPLAINT

19.12.15   5th WORK ORDER & 2nd COMPLAINT

18.01.16   RESOLUTION

Customer Karen Trip Hazard

12.11.15	1st WORK ORDER STARTED	
27.11.15	1st WORK ORDER COMPLETED 'SUCCESFUL'	
12.01.16	1st COMPLAINT	
12.01.16	Update Requested	
09.02.16	2nd WORK ORDER	
24.02.16	Update Requested	
01.03.16	Update Requested	
09.03.16	Update Requested	

STILL ONGOING   NO RECORDS   NO COMMUNICATION

Customer Lisa

08.06.2016 – Reactive Maintenance Work Order

* 11:49   Lisa rang from her home in Drogheda. No Water.

* 11:53   Case created and sent to Workflow for review.

* 11:59   Work Order was created and visible to Local Authority Scheduler

* 12:36   Work Order sent to a Hand Held Unit

* 12:51   Work Order downloaded by the Handheld User

* 13:20   Site visited and Work Order placed on hold with note "Awaiting Appropriate Repair Crew"

* 17:02   Work Order returned to ONSITE and Completed with a Log Note saying *'bust in 4" length replaced, water back on'*

* **Note** that at all steps in the process the information was available for the customer. The call centre and therefore customer knew at any given point what was going on.
* Under 6 hour turnaround – end to end
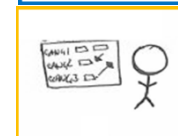
St Patrick's Primary School

08.03.2016 – Emergency Work Order

* 10:03   Head Teacher Kathryn rang from her school, advising there was a visible sewage flood from a manhole to the rear of the school.

* 10:11   Case created and sent to Workflow for review

* 10:14   Work Order was created and visible to Local Authority Scheduler Courtesy phone call also made to Local Authority.

* 10:21   Work Order sent to a Hand Held Unit

* 10:30   Work Order downloaded by the Handheld User

* 14:07   Site visited and issue inspected.

* 14:20   Work Order set to Complete with a Log Note "Main confirmed clear, internal issue, school has been informed"

* Just under 4.5 hour turnaround

* Everyone (LA, Customer & Call Centre) aware at each step.

* And just to round off the story the LA member on the ground stayed, helped advise and resolve the issue. Used both GIS on the Hand Held and Local knowledge.
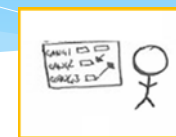
Outage Portal Ballymahon
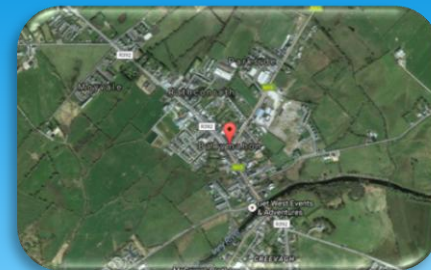
10.08.16

09:08 Outage added to the Portal indicating a Burst Water Main and the area affected as Ballymahon & surrounds.

09:13 Polygon drawn into Irish Water GIS system. 1,160 WPRNs identified

09:13 System automatically forwards these WPRNs to CC&B cross checking against Priority Services Customers
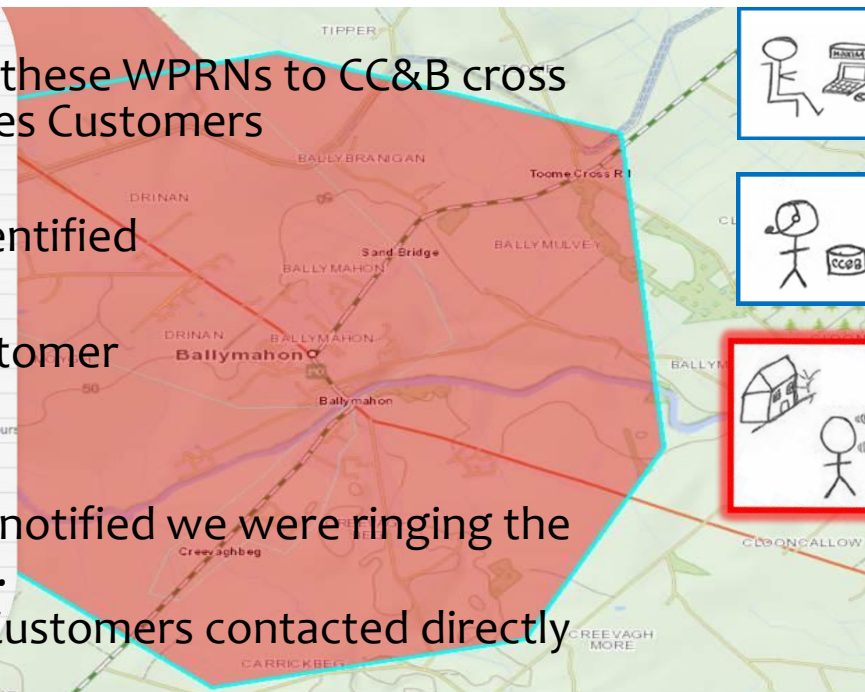
09:21 A Priority Services Customer identified

10:20 Outbound Call made to this customer

Just 72 minutes from the outage being notified we were ringing the customer who needed to know.

This call was one of 10 Priority Service Customers contacted directly individually that day.

Summary

* There are many and varied Customers

* There are many and varied Expectations

* Workflow cannot fulfil in a vacuum

* My asks….

* Log Notes   Hand Held Units   Outage Portal

* This is the next evolution of our Industry