

Natural Gas and Water Transfer Company Reduces Spills, Lost-Time, and Cost Overruns with Joe Knows

The Client

Our client is a leader in the natural gas, oil, and water transfer industry with over 450 employees. The company maintains assets consisting of over 2,500 miles of pipelines producing methane, conventional, and unconventional oil and gas through 4,400 net producing gas wells. In addition, the company maintains over 300 miles of water pipeline.

The Problem

The company had success in running their business model with proprietary methods of finding and sourcing inspectors for years. For many years, the model worked well and there was no need to change. A few years ago, the client experienced inspection issues that changed their stance on their existing model. During that year, the company **experienced increases in safety and lost-time incidents, environmental issues, and cost management. Ten spills in one year and budget overruns of over 30%** led the company to seek a new and innovative solution fast.

The Solution

The company sought out partners who closely aligned with their mission, vision, and culture to work with them in the process of minimizing and correcting the issues at hand. In collaboration with the client, we worked to implement our High-Performance Program to elevate their safety and quality culture.

Our team recruited inspectors with a commitment to quality and safety who were aligned with the culture of the client. These inspectors were able to improve the quality control at the client's sites and make small culture shifts over the course of two years that were able to improve the company's performance.

Results

As a result of our relationship with the client, we were able to help the client optimize their safety, quality, and environmental safety culture to address their core issues. Lost-time accidents **decreased from 3 incidents in one year to 1 incident** in the following year. Spills **decreased from 10 in one year to 5** in the following year. Spending went from **30-35% above budget to within 0.5% of planned budget** in the following year. We've been partnering with this client for two years and are looking forward to increased results as our relationship continues.