



هيئة دبي للتجهيزات  
Dubai Supply Authority



## Operating Excellence System



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## Introduction to DUSUP OES

### **DUSUP Mission Statement**

DUSUP performs a key role in Dubai's energy program by sourcing and distributing the natural gas and LNG that fuels the generation of power and production of water. We add significant value to Dubai by providing safe uninterrupted receipt, storage, production and transmission of natural gas and LNG through reliable infrastructure, effective operations and strategic planning.

### **DUSUP Operating Excellence System (OES)**

In order to ensure our ability to deliver the DUSUP Mission Statement, we work according to principles, standards and procedures described in our OES. Contractors and suppliers doing business with DUSUP must comply with the OES elements that apply to their work.

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## What is OES ?

The Operating Excellence System (OES) is the framework used to provide a *consistently* high standard of operations. The OES allows the business to be *professional, organised and efficient* by providing the appropriate structure and systems through which DUSUP can operate.

Operating Excellence gives us pride in our operation, ensures its long term integrity, safety and consistent delivery of the energy that Dubai needs.

**OES** provides

- a mechanism for self-assessment and sets a direction for continuous improvement.
- a practical tool through which management can assess its performance, both short and long term, in the achievement of Operating Excellence.
- a method for increasing management involvement in preventing incidents, improving compliance, increasing productivity and efficiency.
- a mechanism to evaluate and address the risks associated with the business.



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# Key Features and Element Coordinators



## OES

***OES consists of eleven elements with one or more expectations associated with each element. Each element is coordinated by a DUSUP Manager.***

- Establishes clear expectations.
- Encompasses the broad concept of operational excellence.
- Creates an organised approach to daily work.
- Allows for growth and risk taking through a systematic process.
- Promotes continuous improvement.
- Establishes a self-assessment mechanism.

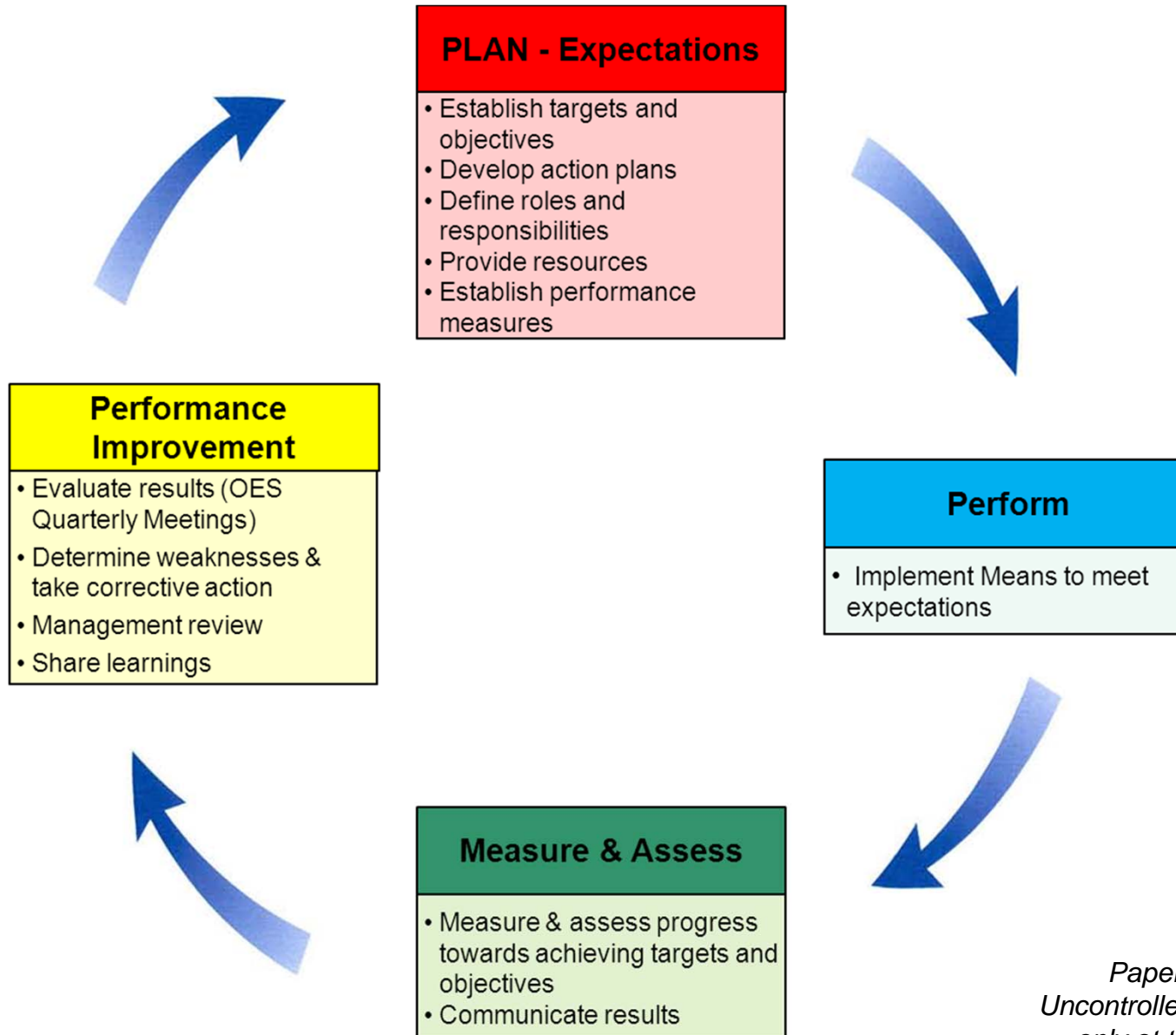
Each OES Element has a Responsible person that will monitor the implementation of the element across the organisation for consistency and effectiveness.

Additionally, site OES Sub-Teams across DUSUP are responsible for implementing OES at their respective sites.

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# OES Plan-Perform-Measure-Improve Cycle



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## OES Elements

### **Element 1: Leadership, Commitment and Involvement**

Management provides the vision, sets the expectations & provides the resources to implement OES. Management is actively involved in OES by modeling positive behaviour, engaging in OES conversations with employees & contractors; and requiring that OES & HSE expectations are integrated into the business planning and decision making processes.

### **Element 2: Risk Management**

Management of risk is a continuous process and is the cornerstone of DUSUP operations. Hazards will be identified and the risks associated with DUSUP's activities regularly assessed. Comprehensive risk management reduces operating risk and the potential for safety, health, and environmental incidents and liabilities.

### **Element 3: Human Resources & Training**

Careful selection, placement, training, development and assessment of employee performance, capability and competence is necessary to achieving OES goals. Safe, healthy and environmentally sound behaviours are encouraged.

### **Element 4: Design and Construction**

New facilities and modifications to existing facilities will be designed, procured, constructed and commissioned to enable safe, secure, healthy and environmentally sound performance throughout their operational life, by using recognised standards, procedures and management systems.

### **Element 5: Operations & Maintenance**

Facilities will be operated within established design parameters and in accordance with relevant international standards and best practices. Comprehensive and up-to-date operating, inspection and maintenance procedures are available to ensure integrity. Full information on the facilities and materials handled is also provided.

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# OES Elements

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## **Element 6: Management of Change**

Temporary or permanent changes to design, process, systems, safety devices (including bypass, set point and test frequency), equipment functionality, materials and other things that could materially impact safe operations will be evaluated and managed to ensure that HSE risks arising from the changes remains at an acceptable level and that applicable laws, regulations & standards are followed. Changes to procedures and organization will be evaluated by the appropriate subject matter experts to determine if a MOC is required.

## **Element 7: Third Party Services**

Third parties that provide materials and services (personnel and equipment) or operate facilities on DUSUP's behalf, have an impact on DUSUP's operations and its operating excellence. It is essential that third party services be provided consistent with applicable DUSUP policies and business objectives.

## **Element 8: Incident Management**

Effective reporting, investigation, and follow-up of incidents and near misses is carried out to prevent recurrence and improve performance.

## **Element 9: Emergency Preparedness**

Emergency planning and preparedness help ensure that in the event of an incident, effective actions are taken for the protection of employees, third parties, the public, the environment and DUSUP assets.

## **Element 10: Information and Documentation**

Maintain accurate information on operations, products and facilities.

## **Element 11: OES Status Review and System Assessment**

The establishment of OES objectives and review of implementation status & effectiveness is critical to the success of OES.

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