

# Design Thinking.

Thinking differently to enhance operations and maintenance activities.

## Challenge

- Multi-disciplinary and multi-stakeholder processes are challenging to maintain for any business.
- One of James Fisher Asset Information Services' (AIS) operator customers had acknowledged that a key operations and maintenance (O&M) process was not being executed as effectively as it could be.
- Following on from the previously successful AIS Design Thinking workshops that unlocked R2S' potential for the customer, the operator requested the facilitation of another workshop to address the issue with a wider team.

## Solution

- Design Thinking is a user-centered methodology aiming to work through any business issues.
- AIS facilitated a one-day workshop, mapping out the entire O&M process with all the relevant stakeholders.
- This created a safe, open and collaborative space enabling stakeholders to share the challenges they were facing.
- Using this approach allowed the group to agree, commit to a vision statement and define clear objectives, ensuring better execution of O&M.

## Saving time

Reduce development cycle time, prioritise need, and expediate implementation.

## Saving money

Reduce project spend, cost overruns, and generate revenue earlier.

## Enhancing collaboration

Harness collective expertise, co-create, and streamline effort.

## Mitigating risk

Validate opportunities and make informed decisions faster.

## Results

- AIS' Design Thinking approach enabled the oil and gas operator to:
- Better tackle data management by initiating one data science project under the supervision of in-house technical experts.
  - Enhance communication between 18 individuals from different internal departments and contractors.
  - Align the board, agree and commit to ten game-changing actions by having key decision makers working closely together.
  - Improve asset integrity by increasing the uptake of R2S by six and creating a more efficient O&M process.