



Thinking differently to enhance operations and maintenance activities.

Challenge

An Asset Information Services (AIS) customer and operator returned to AIS to request additional Design Thinking engagements to help them examine operations and maintenance processes that were preventing their maintenance activities from being executed efficiently.

The operator identified a wider team for involvement, finding value in expanding the number of viewpoints and perspectives in the workshop beyond the previous scope.

Solution and results

- Design Thinking facilitators within AIS expanded the approach to create a safe and collaborative environment for the group to reach consensus on vision and objectives
- Alignment and agreement was reached with eighteen individuals in the room from different internal departments estimated at saving around 1000 person-hours of decision-wrangling
- Decision makers found value in being able to deep-dive on problems and find consensus for solutions instead of creating friction by making decisions for individual silos in a vacuum

**1000
hours**

1000 person-hours
of decision-making
saved



Scan to
contact
our team