



TAS ADVISORY SERVICES
TRANSFORM | ADOPT | SUSTAIN



“YOUR LOCAL WATER SUPPLIER”
AQWEST

CASE STUDY

TROY SWEENEY

MANAGING DIRECTOR

+61 408 097 197

TASADVISORY.COM.AU

TROY.SWEENEY@TASADVISORY.COM.AU

THE SITUATION

ABOUT AQWEST

Aqwest supplies drinking water to 18,000 properties in the City of Bunbury and its surrounding areas. Sourcing fresh, underground water from the Yarragadee Aquifer, Aqwest is committed to providing its customers with sustainable, high quality, drinking water.

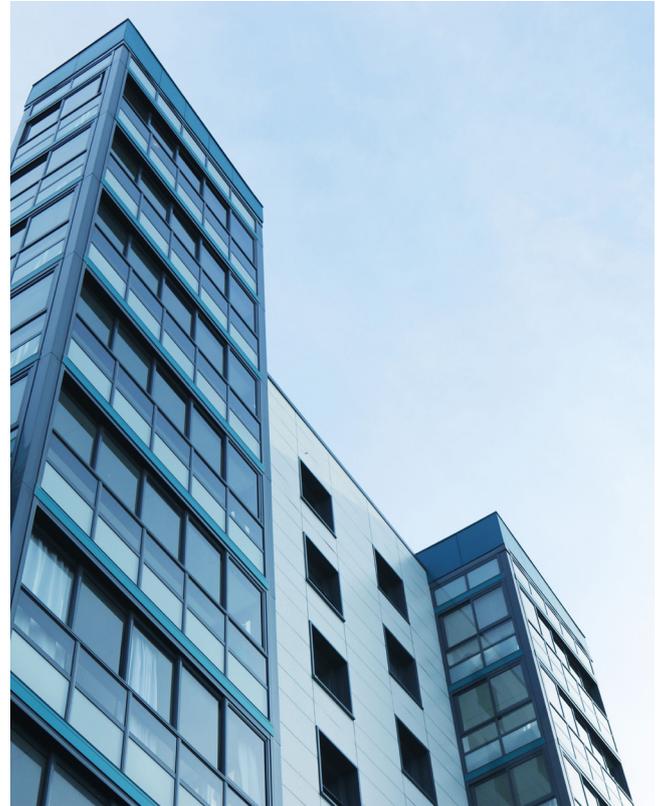
Founded in 1905, Aqwest has been obtaining, treating, and distributing water for the people of Bunbury and its surrounding areas for over 100 years.

Aqwest Business Analyst, Caitlyn Pither, explains, "My role is to coordinate and lead the development, maintenance and continuous improvement of Aqwest processes and other integrated management system requirements."

"To assist in the streamlining of our business processes we selected Promapp as our preferred Business Process Management Solution which has also helped us achieve ISO 9001 certification. This required all of our employees throughout the business to increase adoption of Promapp and use it to capture business processes. TAS was engaged to manage and support this process."

THE CHALLENGES

Aqwest's main pain points were user adoption and the organisation's process approval system, with the business analyst having to test all processes and approve in the system, and these processes further needed to be approved by Aqwest's executives. Caitlyn explains the impact COVID had on documenting processes, "As the situation with COVID arose, a lot of employees transitioned to working from home which served to highlight the importance of Promapp."



"Working with Troy, we were able to create a system that allowed us to document all of our processes, even allowing business champions to approve their own processes, making the system a lot more efficient and streamlined. Troy and TAS were instrumental in implementing this and allowing the organisation to work more effectively and efficiently, even remotely."

**- Caitlyn Pither
Aqwest Business Analyst.**

THE OBJECTIVES

01 HEALTH CHECK

Perform a health check and determine the best approach to refresh Promapp across the business.

02 ENGAGEMENT

Increase user engagement across the whole organisation.

03 ONE-STOP SHOP

Provide a one-stop shop for all business processes.

04 TRAINING

Provide suitable training to ensure all users understand not just how to use the Promapp tool itself, but to realise the important benefits it can deliver.

05 RESPONSE

Pivot the business to a working from home model due to COVID working restrictions.

06 PROCESSES

Allow the business to view and adapt to process changes more easily.

07 UPTAKE

Create a sense of urgency to ensure a rapid uptake in usage.

“TAS was instrumental in achieving Aqwest’s process targets, from breaking down work into manageable portions, ensuring realistic expectations, increasing system adoption and simplifying the process to ensure staff felt comfortable and encouraged coming away from workshops having achieved something.”

- Caitlyn Pither
Aqwest Business Analyst

THE SOLUTION

Caitlyn explains, “The simplification of this process and adoption of the Promapp system was greatly attributed to Troy. Troy went through the processes within Promapp and Aqwest to better understand how to provide a tailor made solution for the organisation.”

The solution for Aqwest entailed:

- Establish and implement a change management strategy and approach to ensure long term success of the project.
- Execute health check findings by removing unnecessary processes and documents in Promapp.
- Restructure the process governance by reducing strict controls and enabling business users to become champions within their own departments, providing rights to approve and publish their own processes.
- Establish an appropriate training matrix.
- Work on migration of priority processes
- Facilitate process capture sessions with appropriate teams to ensure the entry of good quality processes in Promapp to avoid garbage in / garbage out.
- Removing perfection allowed the introduction of the 80/20 rule.
- Implementing an adaptive and innovative process culture.

THE RESULTS

✓ **Increased individual uptake with over 27,500 process views.**

✓ **Over 500 new processes created in Promapp.**

✓ **220 process improvement suggestions, which enabled business users to provide feedback directly to process owners and experts.**

✓ **93% of processes are published and active within the business with 537 total processes, of which 497 are published.**

Caitlyn explains Aqwest’s experience working with TAS, “Troy’s training and coaching of the business champions and project lead ensured long-term success of the solution. Troy led the Aqwest team step-by-step to make the process as simple and as easy as possible for everybody involved.”

“This training contributed to the increased user adoption of Promapp across all departments. Using Promapp to adjust the approval and publishing workflows assisted in reducing bottlenecks, meaning processes can now be accessed sooner.”

“Utilising the insight and training provided by Troy from TAS, Aqwest achieved ISO9001 certification, with overall positive feedback from the team about the simplicity of finding and improving business processes using Promapp.”



ABOUT TAS ADVISORY SERVICES

TAS Advisory Services is a passionate, Perth-based, problem solving agency, working with businesses to improve performance and customer satisfaction. Our business advisory services aren't about simply showing you how to do it, but helping you change the way you think, so your business continues to grow and succeed, long after we've gone.

We take time to ask the real questions like, "Is there a better way to do this?", "How can we use technology to make this easier?", "How do we improve leadership?" and "How do we support everyone through change?" and then implement clear solutions for ultimate efficiency and results. Our goal is to help your business transform, adopt and sustain, for the better.



BUSINESS PLANNING

THEY SAY A DREAM WITHOUT A PLAN, IS JUST A WISH.



OPERATIONAL EFFICIENCY

FOR YOUR BUSINESS TO REACH ITS POTENTIAL, IT NEEDS TO OPERATE AT ITS MAXIMUM EFFICIENCY.



BOARD ADVISORY

SUCCESSFUL BUSINESSES LEAD BY EXAMPLE, RIGHT FROM THE TOP.



BUSINESS COACHING

TO CREATE AN ENGAGED, PRODUCTIVE AND LOYAL WORKFORCE, YOU NEED TO INVEST IN YOUR TEAM.