



Case Study Shell



Client Background

Shell is well known as one of the major national suppliers of petroleum products. Shell has a proud record of presenting a global brand and an extremely high level of compliance with health, security, safety and environmental standards. Shell supplies their fuel and convenience products through a vast network of retail and commercial sites across South Africa, with many assets in constant daily operation. Shell has more than 400 retail sites nationally that are maintained by Pragma through the Facilities Management Centre (FMC).



As far as possible, Pragma has eliminated paper-based maintenance processes and introduced maintenance work orders and inspections that are performed in a digital environment using the Work Manager application.

Pragma Intervention

- Pragma developed the Work Manager application available for Android and iOS.
- The majority of contractors working on the Shell project use the application on their mobile phones or tablets.
- Critical equipment inspections were converted from paper checklists to tasks in On Key and on the Work Manager App. This has been applied to pump dispenser maintenance, pump and tank, compressor, electrical and automatic tank gauging inspections. If a task fails, then a follow-up work order is automatically created by the system.
- Important HSSE documents are completed electronically on Work Manager, including Permit to Work, Work Clearance Form and Job Hazard Analysis.
- Certain fields on the forms are pre-populated with the relevant information which saves the technicians time for paperwork.
- The work order form also does not need to be rewritten on paper from On Key Express as technicians work with the live work order in On Key through the Work Manager application.
- Signatures of acceptance by relevant parties are captured.

Key Challenges

- Traditionally, reactive and planned maintenance requires a great deal of paperwork.
- Some technicians filling in documents have illegible handwriting.
- Administrative personnel have to manually scan and upload documents to the On Key work order. They also need to wait for technicians to return to the office from site(s) to begin processing documents.
- This delays the feedback for Pragma which can cause longer downtime and customer frustration.



Value Add

- The process relies on less paper which is more environmentally sustainable.
- Fewer documents are required to be physically stored and later disposed of.
- The work clearance form, which is mandatory, is automatically emailed to the retailer upon completing the work at site.
- No need for documents to be reviewed by L3 personnel as they are automatically on On Key when submitted by a technician on site.
- Good quality digital reports are received.
- Documentation is typed which eliminates issues with poor handwriting.
- The FMC is updated with valuable feedback on time, which allows the client to receive better quality feedback. It also allows for clearer work instructions and more accurate inspection repairs.
- Critical repairs can be actioned immediately which reduces downtime.
- High priority HSSE items can be managed as soon as possible.
- The attitude of contractors towards the inspections has improved, as they feel more responsible for the site.
- Contractor location is saved when starting and stopping the job and there is potential for geo-tracking contractors on route to site.

Tools and Technology

- Work Manager Application
- On Key Enterprise Asset Management System
- Change management