



Enviva Reduces Incident Rate from 3.5 to 0.3 with New OEMS



SITUATION

Enviva, a leading global energy company specializing in sustainable wood bioenergy, sought to implement an Operational Excellence Management System (OEMS) in 2017. The company's growth and ongoing efforts to align operations with its core values were significant drivers in the selection of a platform. Senior managers at Enviva had experienced success with OEMS frameworks in other organizations and set out to build one at Enviva. The selection and evaluation process began in 2017, and OESuite® was selected as the preferred vendor in February of 2018.



CHALLENGE

Enviva's growing operational footprint across the U.S. Southeast includes nine wood pellet production plants and five deep-water export terminals across Virginia, North Carolina, South Carolina, Georgia, Alabama, Mississippi, and Florida. The system needed to support operations across the company's geographic spread and help align operations with Enviva's core values.



SOLUTION

Enviva licensed eight OESuite® modules:

- Incident Management
- Audit
- CAPA
- MOC
- PSSR
- Procedure Management
- Document Management
- Process Risk

Implementation was completed in two phases with phase 1 consisting of MOC, PSSR, Audit, Incident, and CAPA finalized in September 2018 and phase 2 consisting of the remaining modules ending in May 2019. "We wanted a platform to help facilitate the formality of work, which would help drive operational discipline within our culture," said Karl Dodge, OEMS Director for Enviva.

For more information email us at info@DrivingOE.com or call (713) 355-2900.

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RESULTS

“OESuite® provided a methodical approach to incident investigation, cause analysis, and corrective actions. The system helped facilitate communication of corrective actions across our complex organization. We were able to be very intentional in our leadership around incidents,” Dodge said. Since the implementation, Enviva’s incident rate has decreased from 3.5 to 0.3 during a time of high growth. “We would not have been able to see the maturity in our organization as quickly without OESuite® – it accelerated the journey to operational excellence and operational discipline,” Dodge added. In addition to the reduction in incident rate, Enviva is realizing accelerations in communication, improvements in internal and external audits, and sharing of best practices and procedures in maintenance and more. Through the module solutions, the company can ensure observations become documented and action items are managed until they are closed out.

“The only limit we really have in how we utilize the tool is our own imagination. We continue to see and explore new ways to use the modules we have from OESuite® and future modules as well,” Dodge concluded.

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