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HOME

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AWAY

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TEAMWORK
BY ANISA BEAR

I've taken on a new hobby... roller derby! I was looking for a hobby that would be physically and mentally challenging where I could meet new, like-minded people as well as give back to my community. I figured that helping to start a league in my home town that was a non-profit organization would meet all of my goals for a hobby. So, how does this relate to teamwork at Romtec Utilities?

During derby practice this week, we practiced teamwork through communication. On the rink, a derby team has to be in constant communication to support each other and help keep everyone safe. Today, I realized that the Romtec Utilities staff has worked hard over the years to incorporate these same ideas into how we work together. Although our staff is spread over a few buildings, we have set up processes to keep the communication flowing.

A great example of this is how we handle pump station design changes. When we receive written or verbal comments from our customer, our documentation manager creates a "response document" that starts with a restatement of the comments or questions.



The response document is then delivered to the engineering department for answers. If the comments direct us to make changes, the engineering department updates the design drawings and the bill of materials and fills out a Design Change Form. This Form and the answers are sent back to our documentation manager, who finalizes our response letter and notes in the letter if any of the comments have created price changes.

The documentation manager takes the updated drawings from engineering and revises our Scope of Supply and Design Submittal. She then forwards the completed Design Change Form to operations for a revised quote (or change order if a purchase order has been received), and to the purchasing/production department if any of the system components are being purchased or manufactured. If there is a change order, operations forwards this change order to the accounting department to update any purchase orders.

It is amazing how one form keeps everyone in the loop and on the same page! The end result is an efficiently revised design and price that heads back to the customer is as little as one day.