

In some instances, errors on one system can impact on another system, such as a power supply circuit breaker having the same trip curve as several other components connected to it, meaning that when one circuit breaker tripped the associated components also tripped unnecessarily.

The overall impact on the system was that when a component tripped, the circuit for several components would trip as well, resulting in unnecessary downtime which was only designed to cope with a single component trip. When this first happened, the teams were not prepared for the knock on effect, and as a result, the initial trip was exacerbated by a poor and uncoordinated response from the maintenance team.

As a result, a Standard Operating Process (SOP) was developed to manage and resolve similar outages. Part of the SOP development required preliminary analysis to understand the size of the problem. MIRsystem allowed the team to evaluate current performance in these circumstances and provided a mechanism to monitor the future improvements.

MIRsystem allowed the value of the SOP in terms of operational impact to be measured, meaning the time and cost of developing and implementing the SOP were easily justifiable since they were recovered in the first significant recurrence of the problem.