



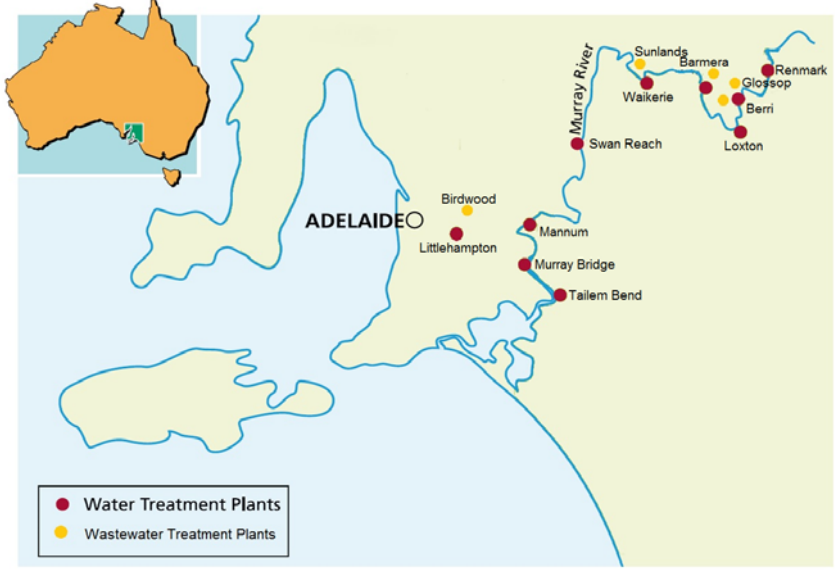
# Successful Operation of Varying Treatment Processes within a Single Operational Team

Adam Medlock

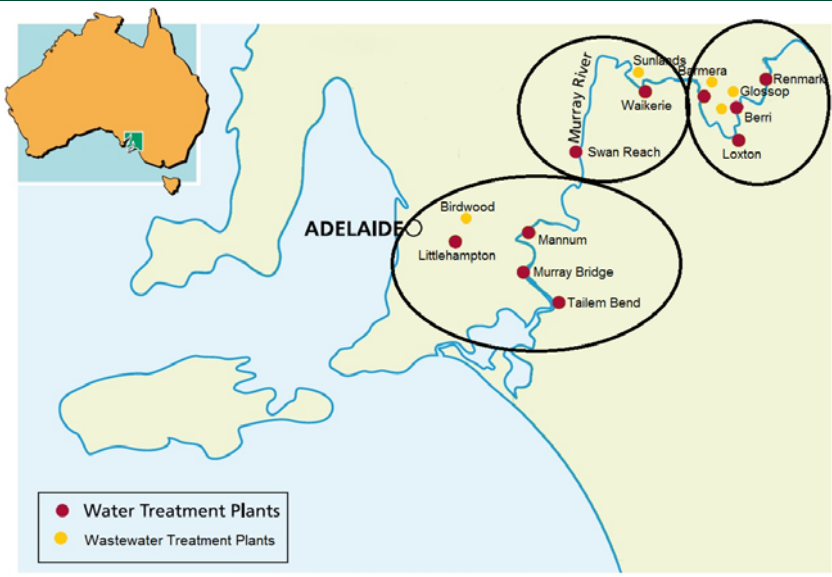
## Riverland Region



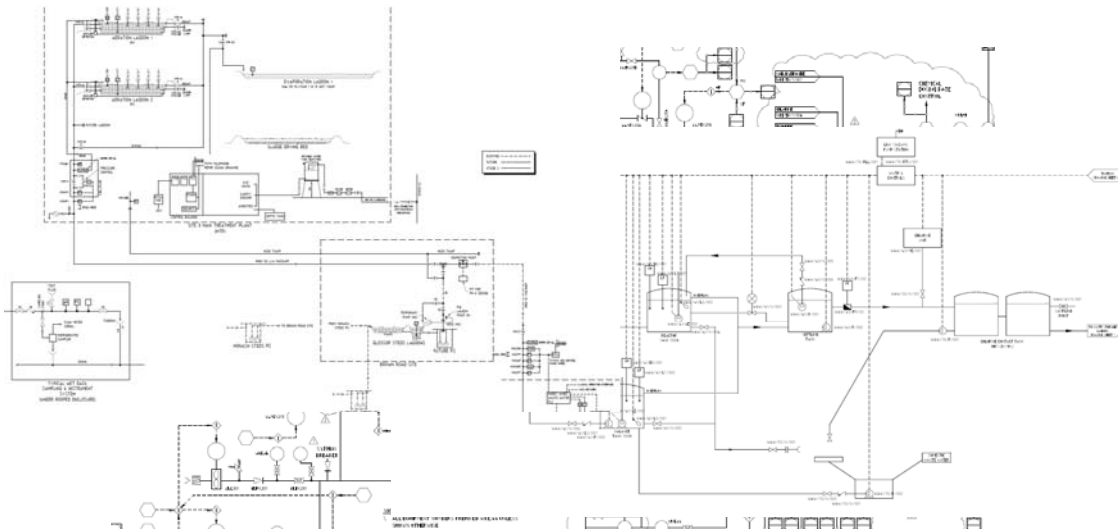
# Riverland Water/Wastewater Treatment Facilities



# Riverland Water/Wastewater Treatment facilities



## Varying processes



## Day to day operations



- Number of varying tasks
- 1 – 2 people on site
- 1 on call person responsible for multiple sites at a time

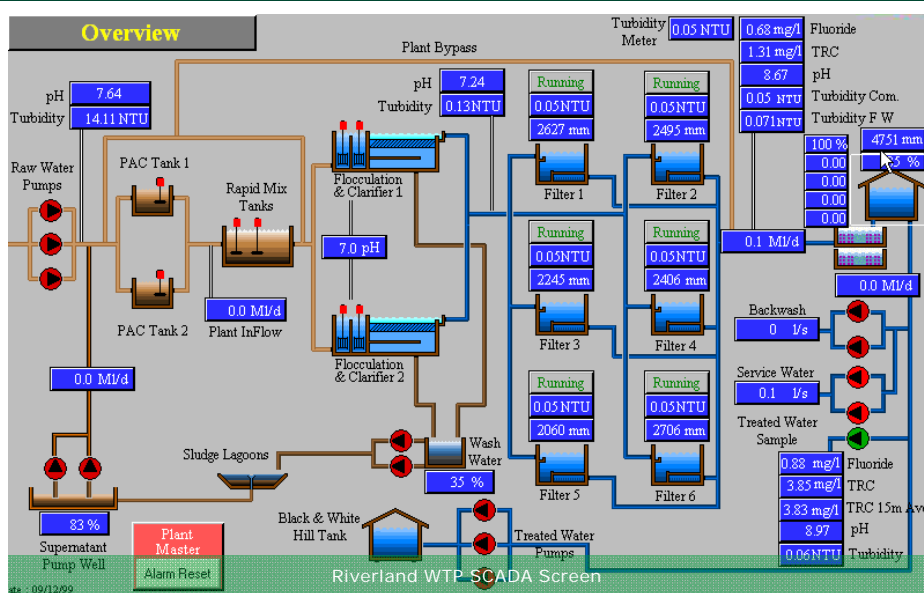


## Areas of focus



- Employee Morales/Motivations
- Communication
- Training
- Team Structure

## Processes are so easy to run



## Fall into routine tasks



- Instrument calibration
- Sample collection
- Mechanical servicing
- *ZZZZzzzzzzzz*



## The myth of perfect operation



### Compliant Operation



## What motivates us?



- Co\$t efficiency



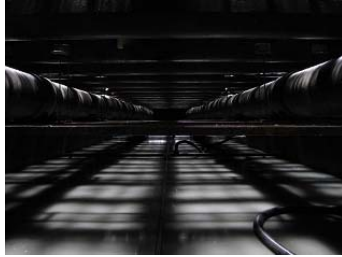
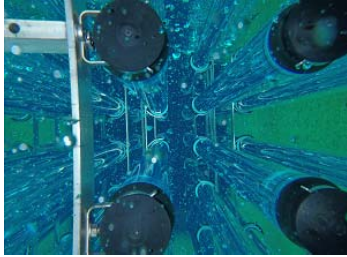
## The importance of morale



- Critical to successful performance
- Easy to get stuck in a rut
- Introduce new tasks, break up the routine
  
- Challenge EVERYTHING

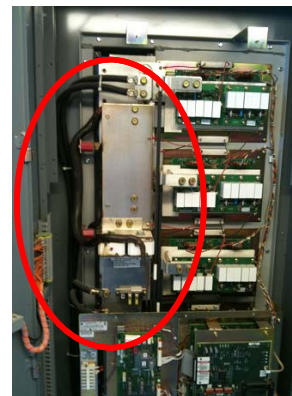


## Learn! Understand! Experiment!

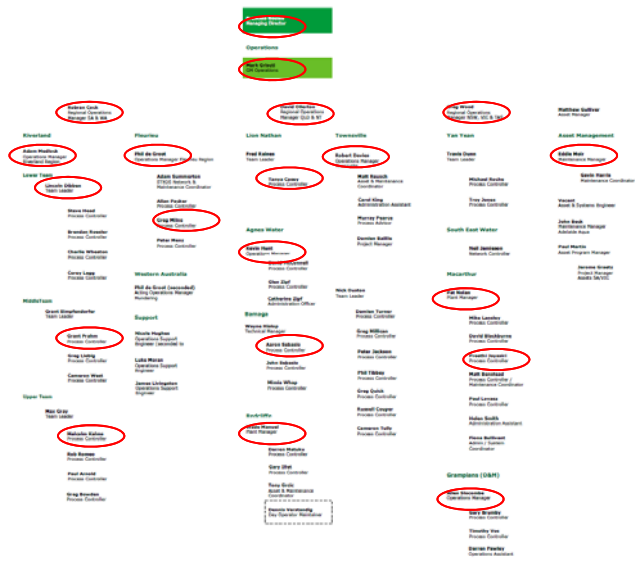


- Learn about new developments/innovations
- Review historical case studies
- Run worse case scenarios
- Review technical literature

## Balancing the workload



# The importance of communication



# Basic communication



- Regular meetings
- Distribution of data
- Communication of incidents and rectification strategies





## How to handle all of this knowledge?

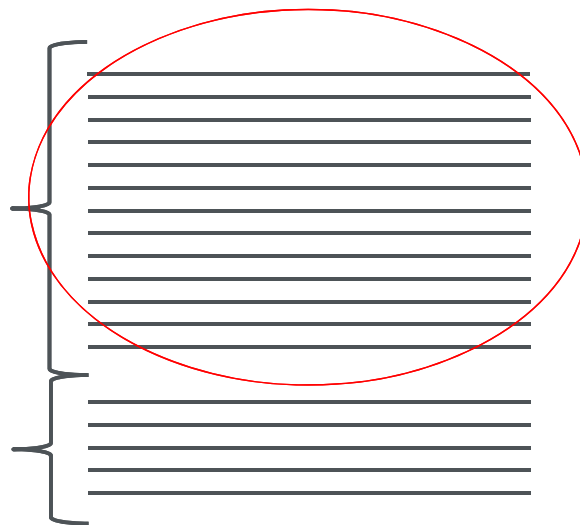


- The more things to know, the more things to go wrong
- Known information in one area may be beneficial to another
- Consider perfection a goal rather than an expectation

## Broaden the basic skillset



That Guy



## The Illusion of Knowledge



## 'Instant Expert Syndrome'

## How do you measure knowledge?



- Knowledge cannot always be related to test scores
- Assess the methods and the information staff have access to
- Create a work environment where learning is a tool

## How do you structure your teams?



## Final thoughts



- Constant work in progress
- Industry is constantly evolving
- Fundamental principles are neither new or ground breaking





Thank You