

## EUSGNEM03

### Evaluate operational processes used on utility network assets



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#### Overview

This national occupational standard defines the competence for developing evaluation criteria that can be used to monitor, assess and evaluate operational processes on networks. It involves consulting key people, using and sharing information gained during the evaluation, and developing recommendations for improvements

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### Performance criteria

*You must be able to:*

#### **Review and evaluate operational processes**

- P1 plan the most effective and efficient way for evaluating operational processes
- P2 carry out reviews which contribute to long, medium and short term operations
- P3 incorporate qualitative and quantitative monitoring in the evaluation process
- P4 consult with a pre-determined range of people during the evaluation
- P5 assess the potential impact of any changes to be recommended
- P6 develop performance criteria which address quality issues and risk
- P7 recommend feasible changes or improvements to the operational processes

*You must be able to:*

#### **Use and communicate data and information**

- P8 establish clear and precise criteria for carrying out evaluations which include technical and financial components
- P9 obtain and use accurate information on the operational process from all valid sources
- P10 present the results of the evaluation in line with agreed procedures
- P11 record the data and information from the review and evaluation in information management systems in a way it can be used subsequently to assist decision-making

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### Knowledge and understanding

*You need to know and understand:*

#### General

- K1 network engineering principles and processes
- K2 evaluation methods
- K3 health, safety and environmental issues
- K4 organisational procedures and systems
- K5 presentation Methods

*You need to know and understand:*

#### Evaluation

- K6 how to identify valid and relevant sources of information on the operational process
- K7 how to identify who should be involved in the evaluation process
- K8 the qualitative and quantitative methods that could be used for obtaining information on the operational process
- K9 the methods for evaluating the people, plant, equipment, services, products and deliverables used in the operational process
- K10 the performance, quality, risk, technical, and financial evaluation criteria that could be used for different types of operational process
- K11 the type of impact the evaluation could have on the organisation in terms of people, plant, equipment, services, products, and deliverables
- K12 how to identify who requires information on evaluations, and the procedures for informing them
- K13 the importance of using information systems, how to use them, and how to record data in them

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#### **Behaviours**

#### **You work in a manner which:**

1. is positive and creative to setbacks
2. develops an atmosphere of professionalism and mutual support

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**Relevant occupations** Engineering; Building and construction; Functional Managers; Draughtspersons and Building Inspectors; Design Associate Professionals; Construction Trades; Building Trades

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**Suite** Gas Networks Engineering Management

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**Key words** Quantative monitoring; evaluation; quality issues; network engineering; evaluation methods