



# **REDEFINING QUALITY IN THE AGE OF SMART GRID:**

CONSUMERS AS PARTNERS IN TRANSFORMATION

## Austin Energy: The Journey to Quality

# ISO 9001 Certification of AE's Electric Service Delivery (ESD) Quality Management System

# The Request

- In 2006, AE's high-tech customers requested AE's ESD business unit become ISO 9001-certified to improve service and reliability
  - ISO 9001 – international standard (developed by the International Organization for Standardization) defining the requirements for a quality management system (QMS)

# The Response

- AE begins developing QMS in late 2006 based on the ISO 9001 standard
- AE implements QMS in July 2007, which supports:
  - Controlled, documented processes
  - Consistent service delivery
  - Continual process measurement and improvement
  - Ongoing management review and support of the QMS
- In January 2008, AE becomes first utility whose Transmission & Distribution QMS is ISO-certified

# The Results

- System reliability improves
- Residential and commercial customer satisfaction maintained despite bad economy and unseasonably hot weather. Industrial customer satisfaction remains high.
- Safety improves
- Employee satisfaction improves

# The Results

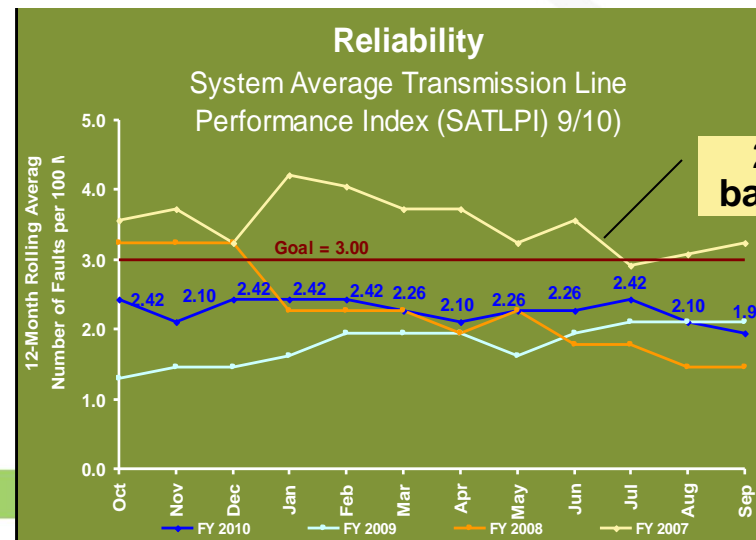
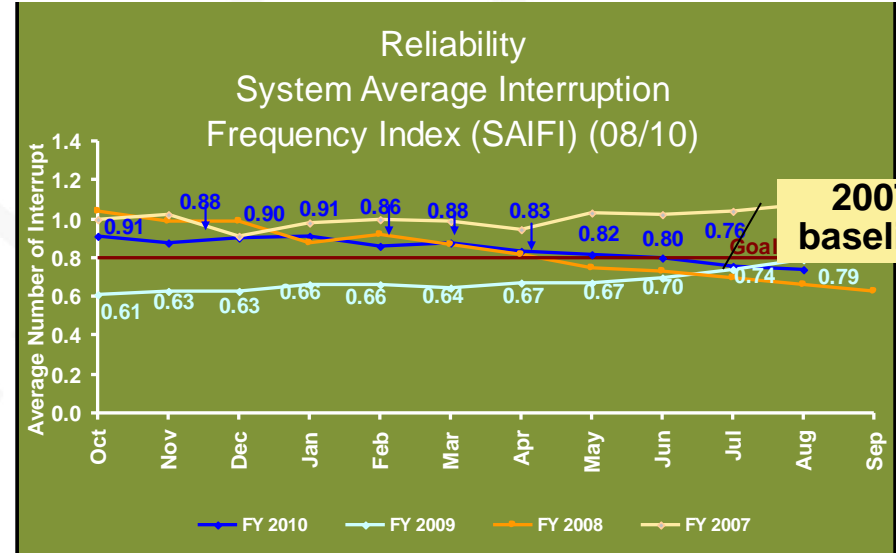
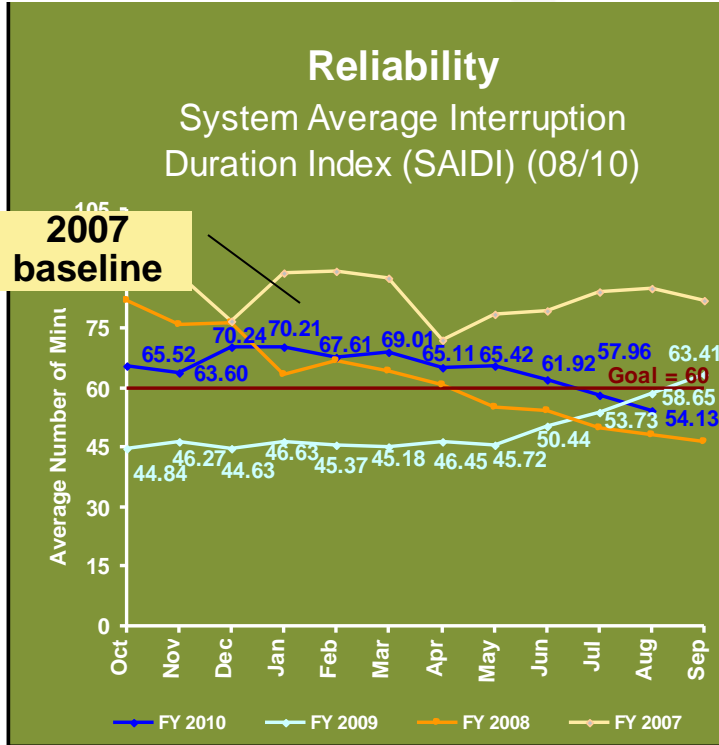
- **AE better situated for Smart Grid transition**
  - Core processes documented providing foundation for integrating Smart Grid changes
  - Systems established to facilitate, document, manage and communicate business process changes
  - Performance measures established providing baselines for measuring benefits/progress of Smart Grid transition

# The Results — Reliability



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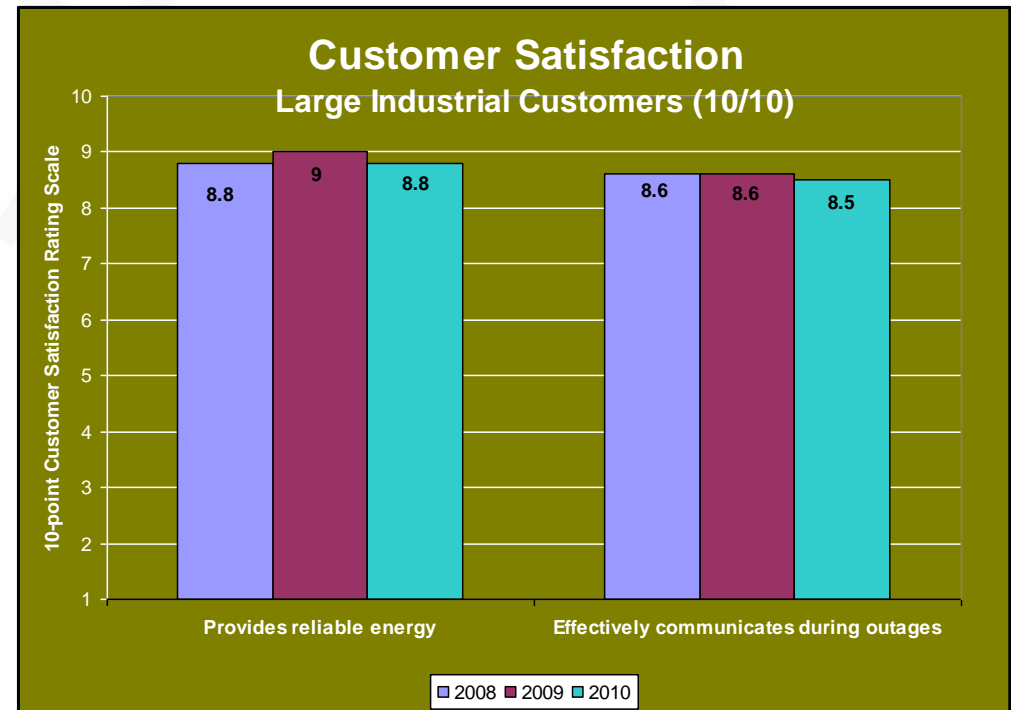
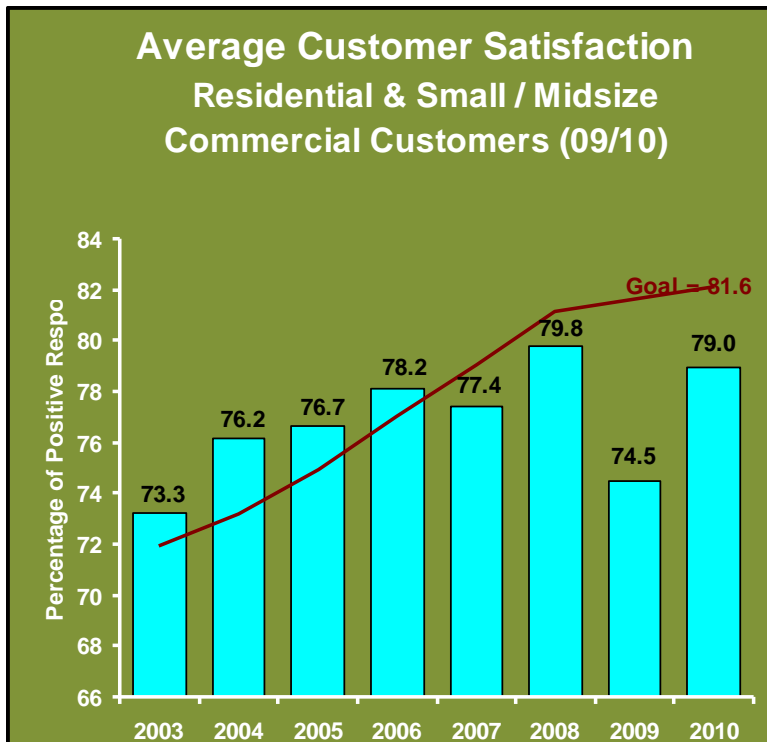
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# The Results — Customer Satisfaction



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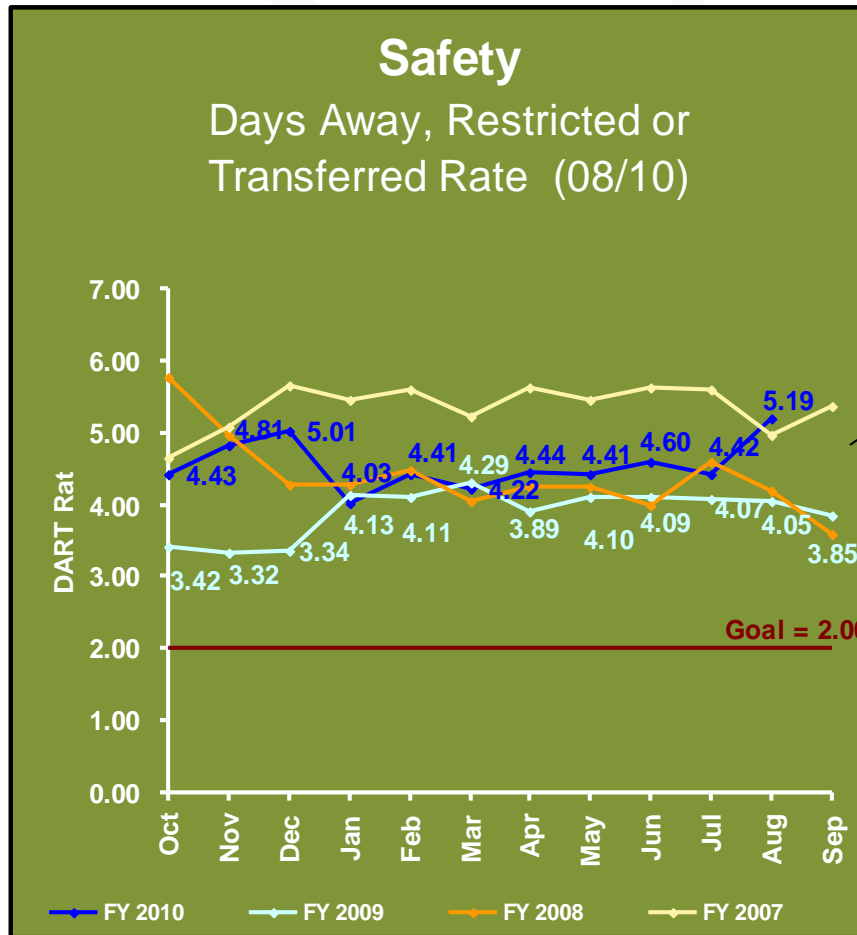


# The Results — Safety



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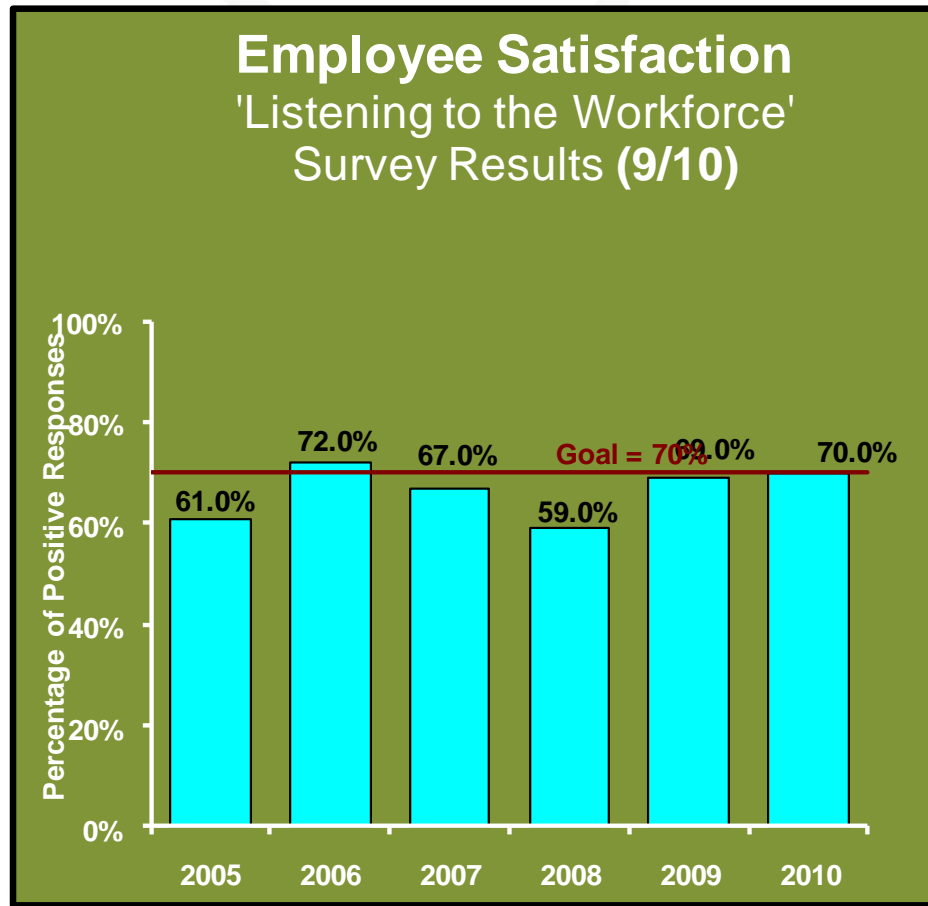


# The Results — Employee Satisfaction



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