



Management System X 3 and Beyond

Lawrence, Kansas Experience



Introduction

- The Journey
- The Challenges
- The Successes



About Lawrence, KS

- Located in northeastern part of state
- 40 miles west of Kansas City, MO
- 30 miles east of Topeka, KS (the capitol)
- College town – Kansas University
- Population – approx. 90,000 and growing
- Surrounded by rural and agricultural land
- Most populated part of the state

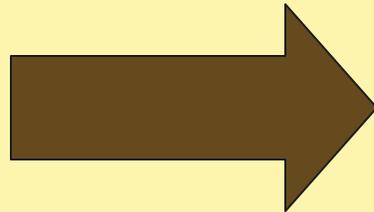


National Biosolids Partnership

EPA

NACWA

WEF



EMS for Biosolids



Why NBP EMS?

- Opportunity to set the standard
- Small/Medium agency representation
- Protection against outside issues
- Management had read or heard about EMS (primarily ISO14001)
- NBP funding through training and technical assistance.



Where have we been...

- May 2000 –committed to NBP
- October 2005 – 10th agency to be certified
- November 2005 – Pursue ISO14001 & OHSAS18001
- March 2006 – Consultant help to integrate
- October 2006 – Combined 3rd Party Audit
- December 2006 – Certifications received
- September 2007 – Performance Tracks
- October 2007 – Expanded Management System across the entire Utilities Department



Where are we going...

- October 2008 – ISO9001 Certification
- Future – Development of our own management system standard.



Challenges

- Combining CCP w/ISO impacts and OHSAS hazards
- Gaining commitment from everyone
- Preventive and Corrective action database
- Implementation and expansion to another work group
- Management review was forced
- Inconsistency of verbage
- Translating what this means to the public/Lack of street value
- Internal conflict among other departments



Successes

- Credibility, confidence, and trust by interested parties
- Safer work environment
- Better value added service to customer
- Increased teamwork from division work groups
- Predictive operational and maintenance outcomes
- Third party audit feedback on performance



Words of Advice

- Make it simple
- There are always things to improve upon
- Not a project – but a new way of doing business
- Takes time for “cultural” change in an organization
- Make it work for you – it’s yours!
- It’s not command and control or regulatory
- 3rd Party Audit is not pass/fail



Contact Information

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