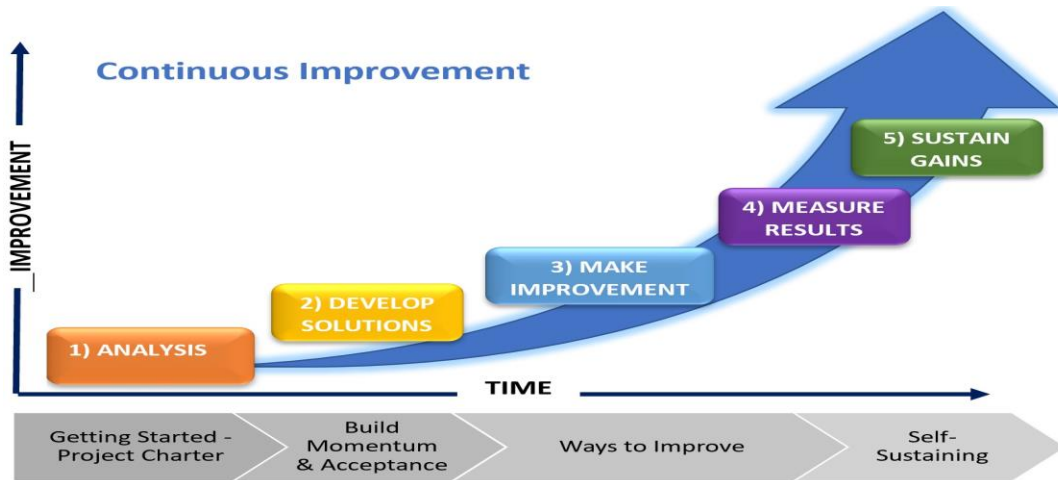


Case Study

Major U.S. Electric Company: Employee Engagement Improvement

Customer Profile:

A major U.S. Utility that serves 430 cities & communities with a total customer base of ~5 million residential & business accounts within Central, Coastal, and Southern California.



Results:

The company successfully implemented improvement solutions through a sustainable process. This repeatable methodology was available for their multi-year journey with the Improvement program.

Customer Challenge:

- Improve the maturity for Employee Engagement Improvement program to eliminate silos, drive integration, and create a holistic approach to continuous improvement.

Bridgewater Approach:

- Assessed a Utility's Employee Engagement Improvement program for by conducting a cross-functional assessment for recommended improvements and implementation. Define organizational and operational solutions to ensure employee adoption and sustainment.

Bridgewater Solution:

- Enhanced work environment by fostering collaboration and respect
- Improved plans by addressing universal themes or concerns
- Awareness and visibility of training solutions, resources, and tools
- Communication strategy and plan for targeted stakeholders
- Common repository for team and employee access
- Management briefings and Team deep dive working sessions
- Partnership between Human Resources and supporting departments
- Supportive Tools: metrics, dashboard, status reports, project roadmap, communication collateral, and a knowledge transition plan.