

GIVE US **FEEDBACK!**



In this section, we roll out the red carpet for our colleagues and present a portrait of people who have something in common. This time: three colleagues who are the driving force behind trans-departmental consultation about operational control. Colleagues Kris, Nicolas and Kim tell us more about sharing knowledge and improving processes with their Operational Control Meetings.

“Everything starts with a proper inventory of all risks.”

- Nicolas Verbraeken -

Cooperation is communication

During a site visit abroad, Nicolas from Marine QHSSE and Kris from the Technical Department started chatting. “We were amazed to see that the crew of the suction cutter dredger did not know the crew of the split barge and vice versa”, says Nicolas. “There just was no communication between both.” A sorry situation, because to work together, you need to communicate.

Therefore, Nicolas and Kris set up a working group Operational Control, between themselves and a colleague from the Execution Department. A tripartite aimed at assessing and improving processes in the workplace together. “Many procedures were being drafted”, explains Kris. “But not always in consultation. We have to do it together. Follow the Imagine-Think-Act approach in order to achieve operational control.”

Kim represents the Execution Department in this story, and he is now the new link at the office between the different departments and construction site teams at the start-up of projects. He agrees with Kris and Nicolas: “Take a simple example. Apparently, connecting a floating pipe isn’t always done in the same way. Everyone has their own method. Very often, there isn’t any communication about it either, because it seems so obvi-

ous. And that’s how incidents happen.” Nicolas adds: “Indeed, everything starts with consultation, good planning and an inventory of all risks!”

The transfer of knowledge is paramount

Operational Control Meetings take place once a month and are informal. They are a kind of brainstorming sessions where everyone has an input. Kim: “We receive regular feedback from construction sites. That means we have masses of knowledge and experience. We must also keep sharing this.” And how better to share knowledge than to start from the beginning: training. “We quickly realized that we had to involve HR and JDN Academy too”, says Nicolas. “Our tripartite has grown and is now a team of fifteen.”

Meanwhile, Kim, Nicolas and Kris use every opportunity to promote their working group, supported by the approach within Jan De Nul of Imagine Think Act. Kris: “We can’t stress this enough. Give us your feedback. Share your experiences with our working group. This enables us to improve our processes and to prevent future incidents.”

APPEAL

A call to all: give us your feedback!

If you have a problem on site or if you know of a procedure that could be improved, let us know! Mail Nicolas, Kris or Kim.