



# Blue Cities 2018

## Optimizing People and Process

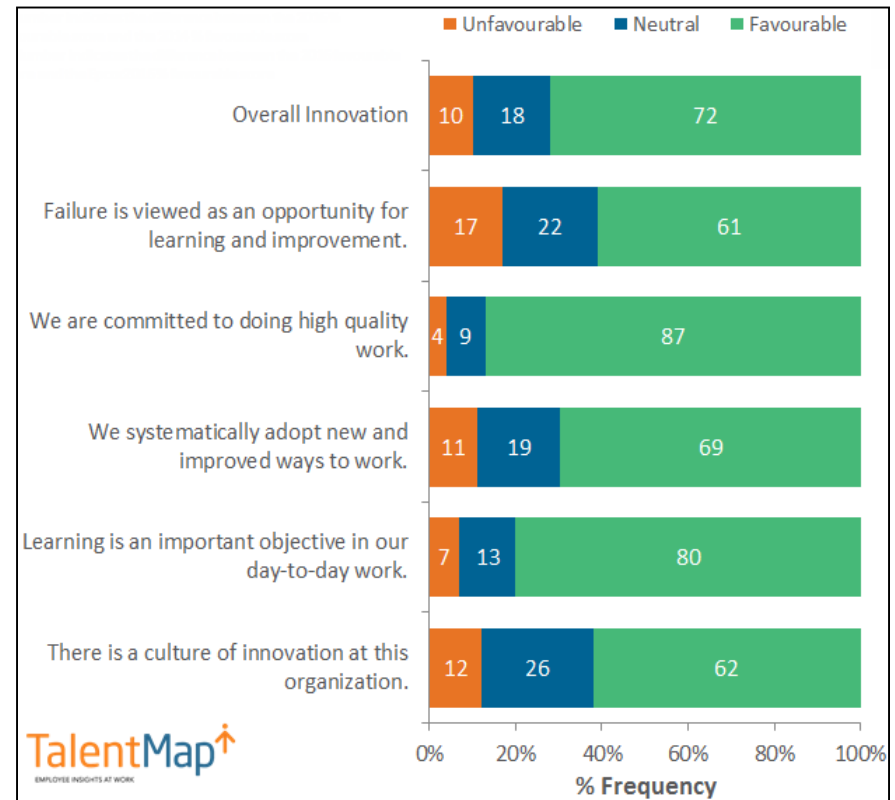
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# Background

- 2016 engagement survey – overall innovation 72%
- Innovation one of top 3 drivers
- Catalyst for creating the Innovation Strategy



# Defining Innovation

*“Innovation is a creative process driven by a need to do something better... building a better mousetrap.”  
~ Front line*

*“EPCOR wants the public to see them as innovative.” ~ Front line*

*“Innovation can sometimes be something small... it doesn't have to be big.” ~ Front line*

*“Our new GIS system is innovative... helps us see what is happening in the field in real time.” ~ Manager*

*“Some systems people think are good are causing issues for other areas.” ~ Manager*

*“Part of innovation should be change management... how much change are we dealing with day to day?  
Sometimes one idea doesn't have time to be implemented before a new one is put into place. ~ Manager*

*“When an employee is challenged their brain is active, perfect environment for innovation.” ~ Manager*

# Early Innovation Activities



- Bob Phillips awards
- Water Innovation and Knowledge Transfer Conference
- Health and Safety Innovation Committee



# Innovation Strategy

## Purpose

- To create and sustain a culture of innovation across Water Canada.

## Key Components

- Defining why and how we innovate.
- Setting objectives for the strategy.
- Linking innovation to our business goals.



# Examples of Cultural Changes

Existing Processes/ Initiatives	Front Facing Activities
Yearly Performance Planning	Innovation 101 Training for Leaders
Engaging Change Champions	Innovation Toolkit
Existing Innovation Communication	Innovation Contests
HSE Innovation Committee	Innovation Workshops for Complex Problems
WIKT Conference	Active Engagement at Town Halls, Leadership Meetings, Staff Meetings
EPCOR Water Strategic Plan	Sustainment Strategy

# Facilitated Problem Solving

Define the Actual Problem to Solve

Determine The Boundaries and Assumptions

Identify Potential Solutions

Converge on Final Solution

## Example

How do we reduce the amount of lead in our Water Distribution System?

# Crowdsourced Innovation



How do we reduce the impact of freezing weather on migrating ducks and geese?



# The Innovation Toolkit

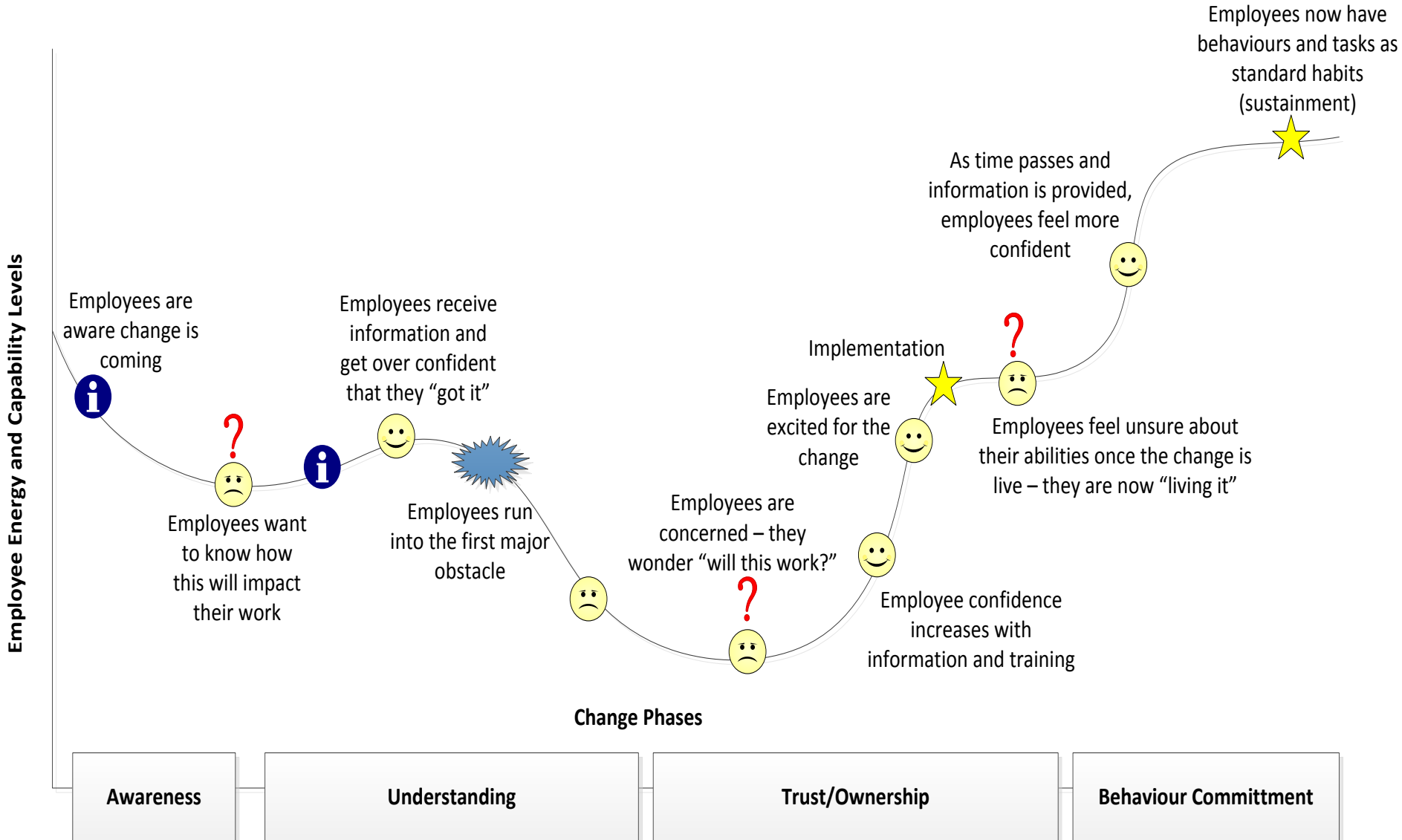


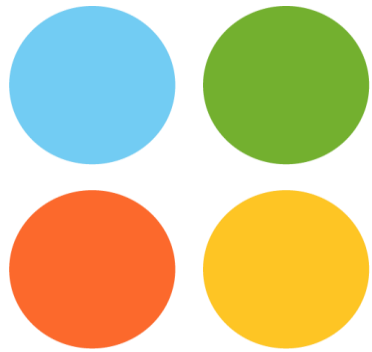
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MANAGER  
INNOVATION  
TOOL KIT



# Sustaining Innovation





Thank you