

KeySpan Energy

Company:

KeySpan Energy
Brooklyn, New York

www.keyspanenergy.com



Business Strategy:

To offer a wide range of energy-related products and services for homes and businesses, improve the quality of life for people in local communities through educational and cultural programs, and to become the premier energy and services company in the Northeastern United States.

Company Profile:

A member of the S & P 500, KeySpan is the largest distributor of natural gas in the Northeast with 2.4 million gas customers and more than 13,000 employees. KeySpan is also the largest investor-owned electric generator in New York State, operating Long Island's electric system while serving its 1.1 million electric customers, and the Ravenswood electric generating station in New York City. The KeySpan family of companies provides the Northeast with a broad range of energy and services for homes and businesses. The company also has strategic investments in natural-gas exploration, production, pipeline transportation, distribution and storage, Canadian gas-processing and fiber-optic cable. KeySpan emerged in 1998 when Brooklyn Union's parent company merged with the Long Island Lighting Company. With its recent acquisition of the New England based Eastern Enterprises in 2000, KeySpan is working towards its vision of becoming the premier energy and services company in the Northeast. KeySpan stock, with the ticker symbol KSE, is traded on the New York Stock Exchange. The company currently serves the New York Metropolitan, Massachusetts and New Hampshire markets with an expansive collection of businesses.

Sample Master[®] Pro at KeySpan Energy:

KeySpan's internal laboratory performs a large array of internal analytical tests. Some of these tests are waste oil analysis, disposal testing of hazardous waste, gas leak investigation and natural gas quality analysis. A major focus of KeySpan has been continuous process improvement which has meant looking for ways to decrease cycle time, improve efficiency and solve problems. The implementation of Sample Master[®] Pro LIMS has proven to be a comprehensive data management solution and helped KeySpan achieve their process improvement goals. As an end result, KeySpan has improved their overall efficiency of managing and utilizing analytical laboratory data. Full implementation of the Sample Master[®] Pro LIMS system will result in significant improvements in KeySpan's overall lab data management process. There is a central database for all laboratory analytical data to reference and query as needed. Two existing instruments, the GC and ICP, were integrated with Sample Master[®] Pro which allowed the elimination of manual data entry and the potential for errors. Bar-coding has improved the efficiency of sample movement and tracking throughout the laboratory. In addition, E-Signatures and automatic faxing upon sample approval in the system and the direct importing of results from contract laboratories has taken days off of turnaround time. This means customers get results quicker.

KeySpan needed a comprehensive data management system that would be flexible, easy to use, integrate with their enterprise software, and adaptable for their quality system. Sample Master[®] Pro LIMS was the solution for KeySpan. It has significantly accelerated their continual improvement process. Process cycle time has decreased, daily efficiency has improved and resources have been reallocated for other functions. Now, KeySpan has the ability to monitor and measure the analytical data analysis process in real time.

"The flexibility of Sample Master[®] Pro LIMS has provided KeySpan Laboratory Services with the mechanisms to significantly reduce turnaround time, increase efficiency, and improve customer satisfaction. Database systems such as Sample Master[®] Pro provide information and metrics in real time, allowing automation of manual tasks previously considered arduous and redundant."

Michael Gallinaro, ASQ Certified Quality Engineer
KeySpan Energy