

Energy & Store
Development Conference

2016
E+Sd



THE VOICE OF FOOD RETAIL 

The logo for the Energy & Store Development Conference 2016. It features the text "Energy & Store Development Conference" in a white sans-serif font, with "2016" in a larger font size to the right. Below this is the acronym "E+SD" in a very large, bold, white sans-serif font. The background is a dark teal color with a faint, abstract image of a building or industrial structure in shades of blue and green.

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A Fresh Thyme Case Study: Performance Based Commissioning & Validation

Session Agenda

- Speaker Introductions
- Who is Fresh Thyme
- Opportunities & Driving Factors
- Solutions Overview
- Current Process
- Overall Deliverables
- Results
- What's Next
- Questions & Discussion

Introductions

Chuck Peters – Director of Construction, Fresh Thyme Farmers Market

Scott Beckett – Principle, Q4



Who is Fresh Thyme



A NEW Healthy, Fresh and Organic way to grocery shop is taking root in the Midwest!

Fresh. Healthy. Natural. It's Thyme!

We've combined the spirit of a weekend farmers market, and the convenience of a neighborhood store, with the nutritious offerings of a natural food marketplace to create a NEW and healthy shopping experience in the Midwest, which will nourish your body while your pocket book prospers.



Fresh Thyme Facilities Overview

- First store opened Spring of 2014
- 26 stores open by end of 2015
- 50 stores open by end of 2016

- 25,000 sq. ft. average
- Free standing and strip facilities
- Traditional HVAC & Dedicated Dehumidification
- Fully integrated control system
- 2 self contained rack systems



Opportunities to Improve

Driving Factors

- Time to Market
- Cost
- Operational Efficiency

*“It’s just a simple little grocery store!”
.....sure it is.....*

Eyes Wide Open @ about store 20

- Time to Market – *Overruns and delays*
- Cost – *Too many costly changes*
- Operational Efficiency – *not working as expected*



Problem Analysis

- Turn over to OPS was very chaotic
- Contractors did not have a sense of urgency
- Change orders escalating
- Store not performing and having many problems after opening

Condensation

Not
working

Product
Loss

Complaints

Too Cold

Responsibility

High
Cost

Too Hot

Too Dark



Solution

- STEP 1 – Acknowledge the problem (be realistic no matter what)
- STEP 2 – Analyze the situation (Be open and honest)
- STEP 3 – Review ALL options
- STEP 4 - Get the right help (internal or external)
- STEP 5 – Plan for success (don't try to boil the ocean)
- STEP 6 – Implementation
- STEP 7 – M & V (measurement and validation)
- STEP 8 – Innovate for success



Fresh Thyme Solution

- Create an environment of success for contractors
- Assure that all systems are installed as designed
- Assure all systems are operating as designed
- Allow for flexibility based on site circumstances
- Fine tune to meet desired expectations
- Fix all open stores
- Make sure we avoid any issues on new stores under development
- Bring innovation to meet corporate goals

“...we need to do commissioning..”



Resolution Process

DECISIONS

Internal vs. external

Traditional vs. Innovative

Existing vs. new

Partner vs. vendor

FRESH THYME

Do not have talent and skills internally

Do not need a 60 page report and more punch lists

Need to address all stores now and future

Want a partner to bring creative innovation

“We need to fix all open stores and make sure that all new stores moving forward are aligned for success.”

VP, Fresh Thyme



Performance Based Commissioning

GOALS

- All systems complete
- Integrated as required
- Functioning as designed
- Set-up for maximum efficiency
- No punch lists
- Transparency and understanding

HOW & WHY

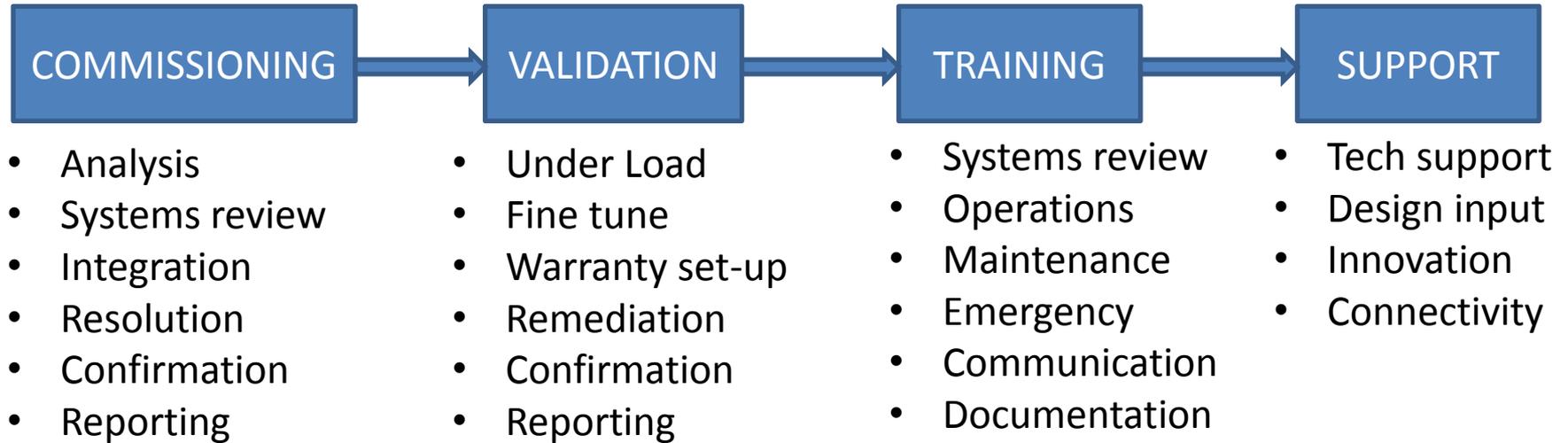
- Contractor involvement
- Working together
- Assurance
- Stability
- Fix-it!
- Benefits everyone

“Our commissioning partner is the only commissioning people I have ever seen who show up on the job with tools!”

Chuck Peters, Fresh Thyme



Performance Based Commissioning



Performance Based Commissioning

Fresh Thyme Process

CONSTRUCTION COMPLETE

- Pre-commissioning (checklist, available as handout)
- Schedule event with all contractors on site
- Review, analyze and resolve all open issues
- Complete status report to document best current status

1 MONTH AFTER OPEN

- Review open issues for resolution
- Review warranty responsibilities with contractors
- Fine tune all setup under load
- Appropriate level training for store personnel



Deliverables

- All systems fully functional at time of turn over
- All contractors engaged in the process
- All systems fully integrated and aligned for successful operation
- All open issues identified with clear action plan for resolution
- Store functions as expected
- Continuous improvement process in place
- Resource for technical support
- Partnering for future development



Results

- Contractors are complete on time
- Contractors are not plagued with nuisance warranty calls
- Significant decrease in overall change orders
- In most cases nearly 90% decrease in nuisance alarms to store
- Facilities can focus on big issues
- Energy utilization decreased by measurable amounts
- Store environment is a non-issue (comfort, light, etc.)
- Products are safe
- All impactful players are informed and on board for success



Summary

Performance Based Commissioning & Validation Delivers at a New Level

COMMISSIONING – VALIDATION - TRAINING

Contractors engaged

Staff engaged

Actionable information

No more punch lists

Measurable results

“Fresh Thyme could not be where we are today without a valuable commissioning partner to keep us out of trouble and provide the technical expertise to pull it all together.”

Chuck Peters, Fresh Thyme



What's Next

- Commissioning partner integral to team
- Implementation of innovation and improvement processes
- Resource that is intimate with all systems and all sites
- Challenge the status quo
- Connectivity and updates

THERE IS ALWAYS A BETTER WAY!

If you are not doing commissioning today....consider it

If you are, take a look at the results... can it be improved

Are you getting expected results...always other methodology

Is your commissioning partner a real partner...engage them for success



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Thank you for your time!

Questions???