

CYCLE OF PERSONAL OWNERSHIP

JANUARY-FEBRUARY 2025
WINNER



CHELAN COUNTY

ABBY PHIPPS

The term ‘Operational Excellence’ can be interpreted to mean many things, but when you boil it to the core, it means striving to do things better, faster, and smarter... but why? The typical response you’d hear from most folks is ‘because it’s the right thing to do’. However, I’d implore you to spend 30 minutes getting to know Abby Phipps and you’ll inherently see why it’s more than that... it’s about doing the right thing for people.

Abby, recently hired as a Process Administrator, was tasked with and given support by her Customer Utilities leadership team to capture the essential role-based knowledge from Distribution Stations Superintendent, Brian Lowe, who’s been with the District for over 44+ years. Abby tackled this feat, recognizing that the value of the task was more than just documenting knowledge and process, but creating methods that help set people up for success.

Abby embraced a systems-thinking approach and created a whole “knowledge transfer” system, including process flow guidance along with easy-to-use templates. With broader application of this simple system (which Abby has already started), the District could help improve and add immeasurable value to facets such as onboarding for new employees, role transition & succession planning, project & task handovers, role & task based contingency planning, training & upskilling, as well as performance improvement & best practices, and cross-departmental knowledge sharing, all of which benefit our people, both internally and externally.

Abby’s efforts (helping people), along with the support of her leadership team (encouraging dedicated time to better understand as well as improve our systems), are an idea model of Operational Excellence. I encourage Senior Leadership not to just recognize these individual and leadership efforts but go learn more about how we can multiply within each team across the District.