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## KEMA Management Strategies Position Utilities for the Future Improving organization performance strengthens adaptability to major energy industry changes

BURLINGTON, Mass., (August 08, 2008) – KEMA has promoted Bob Grant to lead the firm’s operational excellence practice. The management consulting practice has been growing in the North American market as electric utilities seek to address significant existing and emerging challenges such as a graying workforce, aging assets, sourcing decisions, global supply chain management, and evolving market conditions and customer, regulatory and other stakeholder expectations.

“Today’s utility executives are in the midst of increasingly intense industry change - from grid modernization and renewables integration to tightening supply chains, carbon control, and meeting demand for a more reliable, efficient, sustainable, and secure energy system,” said Hugo van Nispen, president and managing director of KEMA, Inc. “Bob is leading KEMA’s team with cross-functional expertise in utility operations, finance, and solutions architecture to help clients leverage operational excellence models to more effectively manage their assets, investments and year-to-year growth.”

Grant joined KEMA in 2006, establishing a successful field force effectiveness practice focused on emergency restoration planning and evaluations. As head of the operational excellence practice, Grant will continue to further focus KEMA’s management consulting solutions to help clients identify and implement effective management strategies to achieve enterprise-wide reliability, sustainability and profitability objectives. The practice now focuses on six core service lines that address a broad range of executive top-of-mind issues: operational and business unit effectiveness, global supply chain effectiveness, asset management strategy, marketing and sales effectiveness, retail market strategy, and customer interaction and call center management.

“Improving utility organizational performance, while adapting to major changes in workforce, markets, customers and technology, requires new management approaches, processes and practices,” said Grant. “The growth in our operational excellence practice is fueled by KEMA’s ability to truly understand the business consequences of technical decisions and the technical consequences of business decisions. As utilities move forward in their smart grids and utility of the future programs and investments, we’re committed to integrating operational excellence offerings with KEMA’s superior technical practices to deliver value added solutions unmatched in the industry.”

Information about KEMA’s operational excellence practice is available at [www.kema.com/OpEx](http://www.kema.com/OpEx).

### About KEMA

Founded in 1927, KEMA ([www.kema.com](http://www.kema.com)) is a global provider of business and technical consulting, operational support, measurement and inspection, testing and certification for the energy and utility industry. KEMA employs 1,600 professionals in 20 countries. The firm’s North American consulting operations are headquartered in Burlington, Massachusetts. KEMA’s global headquarters are in Arnhem, the Netherlands.

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