



## SNAPSHOT

### Fynnbenfred Electricals Documents its Successes with Local Operations

#### USAID assists SMEs to standardize operations



Photo: Standardization of filing systems at Fynnbenfred Electricals office means greater efficiency administratively

*Small organizations in need of capacity building are taking advantage of the SCD program.*

*Fynnbenfred Electricals is one such company who sees the value in these trainings and goes all out to implement what they learn in their operations. Small strides will surely lead to huge outcomes for serious companies poised and ready to handle opportunities in the Oil and Gas industry.*

“Don’t underestimate the power of small things” applies to local Takoradi Company, Fynnbenfred Electricals. Established in 2014 to offer equipment installation, repair and maintenance services to organizations in Oil & Gas related sectors, even in a downturn economy Fynnbenfred still sees opportunities all around them.

Fynnbenfred Electricals has always taken a keen interest in trainings offered by the Ghana Supply Chain Development Program. In the past, the firm has participated in trainings including Foundation Environment Health & Safety (EHS), OHSAS 18001:2007 Implementation & Internal Audit, and Quality Management Systems (QMS).

“Trainings received from SCD have really benefitted us,” says Sebastian Nartey, Safety Officer at the company. In a recent visit by the SCD Client Relations team, Celestine Kpende saw first-hand Fynnbenfred’s implementation of knowledge and best practices imparted during trainings.

A new and improved filing system has been instituted, with correct labelling and records of pertinent operations kept in order. Previously, client folders and company documentation was in complete disarray. A comprehensive EHS plan of action for the company and its staff has enhanced safety awareness and consciousness across the company and its operations. Lastly, Fynnbenfred has introduced a customer feedback mechanism to gauge level of customer satisfaction and successful job delivery.

Dividends are paying off handsomely. In November 2015, Fynnbenfred Electricals, in charge of maintenance at the Baker Hughes Takoradi facility, facilitated an external audit of facility operations with auditing firm *FM Global*. “FM Global was very impressed with the work and Fynnbenfred’s systematization of document control on premises” noted Mr. Nartey. These steps and the knowledge which led to such administrative efficiencies stemmed directly from participation in SCD trainings.

Fynnbenfred, and companies like it, see a bright future as internal improvements are made to their firms, and look to a growing presence in the Oil & Gas sector in Takoradi, and Ghana.

#### Telling Our Story

U.S. Agency for International Development  
Washington, DC 20523-1000  
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