

‘Cross-Functional Engagement’: Lab Teams Convene for Knowledge-Share Event

ONEOK lab teams from several locations met this fall for their first in-person knowledge-sharing event.

Embodying ONEOK’s collaborative spirit, lab teams from Natural Gas Liquids (NGL) and Refined Products convened recently for their first in-person knowledge-sharing session.

“[The event] was a great example of cross-functional engagement,” said Hung Pham, manager, measurement in Tulsa, Oklahoma. “It fostered collaboration and accelerated integration across our lab operations.”

Held in November at the Refined Products lab in Kansas City, Kansas, the event included teams from Medford, Oklahoma; Bushton, Kansas; and Bridgeport and Mont Belvieu, Texas.

Medford, Bushton and Mont Belvieu laboratories provide testing services across multiple business units, including Measurement, Pipeline Operations and Fractionation/Storage. Our Bridgeport laboratory provides plant operations support, offering testing capabilities for NGLs and natural gas; the Kansas City laboratory focuses on testing for Refined Products.

The session focused on aligning capabilities and sharing expertise in key technical areas, including:

- Location-specific capabilities.
- Vapor-pressure testing.
- ONEOK Management Systems guidelines.
- Cylinder maintenance.
- Sulfur analysis.
- Laboratory Information Management System utilization.

“By showcasing site-specific strengths and exchanging best practices, this gathering marked a meaningful step in building a collaborative lab culture,” Pham said – “one that leverages the collective strengths of our legacy organizations to drive operational excellence and deliver greater value to the business.”

Multiple leaders came together to orchestrate the two-day event. Josh Reavis, supervisor, measurement in Medford, led the effort to pull all the teams together. Landon Groenenboom, manager, analytical services in Kansas City, offered his team's facility for the meeting, which included a lab tour.

Among those attending was Aaron Hass, supervisor, analytical services in Kansas City.

"Landon mentioned that this was probably the best collaboration with the lab, and I agree," said Hass. "Both groups are heavily involved with analytical testing, and this was the first time analysts could relate with like-minded people. I hope we continue to collaborate and build off each other."

Also attending was Brandy Brown, senior lab technician in Bridgeport, who agreed the in-person element made a meaningful difference.

"Meeting everyone face-to-face made collaborating more comfortable," Brown said.

"I sensed genuine appreciation from everyone to have others within the analytical world that they can turn to for help, lean on and collaborate with. The amount of knowledge within our own company now is incredible, and ONEOK now has the capability to analyze every molecule in the pipeline in-house, from methane to NGLs to crude oil. It is a very exciting time for our future."

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