

# Case Study

Company

Dorf Ketal

Project

EHS Management Software  
(SAFE)

Objective

Automating EHS Management  
in a manner that enhances  
safety performance of the  
organization

Location

Dadra, Mundra, Taloja and  
Malad



## BUSINESS CASE

With a global presence, Dorf Ketal is a well-known chemicals manufacturer and services provider. The company offers its customers innovative chemical solutions with quick and decisive response to solve most of difficult problems. It has two divisions: Dorf Ketal Chemicals and Dorf Ketal Speciality Catalysts. Dorf Ketal has successfully demonstrated product and service excellence in the largest refineries and petrochemical plants in the world.

Dorf Ketal was following excel sheet driven system which was primitive and tedious. To manage large scale manpower with the same system at all the locations was getting difficult. With these needs they approached ASK-EHS for coming up with a viable solution that might help their cause. ASK-EHS offered to solve their difficulties through an EHS Management Software (SAFE) which came with the option for Customization such that the system doesn't adjust to the Software, the Software Adjusts to the System".

## KEY CHALLENGES

- Group Risk Assessment was one of the primary activities that was being carried out in order to maintain good safety performance. However, the Excel driven system (Manual System) did not allow them to manage it efficiently.
- Tracking tasks was getting difficult for the EHS team because of the multiple locations. While CAPAs were being identified, it was getting increasingly challenging to keep a track of whether the activities were completed satisfactorily.
- Incidents and near misses were being recorded regularly but there was no specific method to take reference from any of them.
- Managing the safety training was a big challenge for the EHS team across all locations largely because of the Inability to use time and resources efficiently.
- Biggest challenge faced by Dorf Ketal was of Implementation as they were unaware of many of their needs. These came up during the discovery workshop where it was learnt that many of the processes required special attention. However, there was no fixed methodology with which they were able to know about them.

- Co-ordination and communication between the respective teams was also difficult and traditional. Reports were being shared in either hard copy format or through remotely made documents. The accuracy was questionable as the calculations were being done manually.

## WHAT WE DID

- ASK-EHS team of experts (Request Gathering Team and Technical Team) visited client's premises to get a detailed report on the difficulties faced. The entire situation was then analyzed and correlated to come up with the best solution.
- After the discussion ASK-EHS recommended them different customized modules of EHS Management Software (SAFE). The modules suggested were EHS Training Management, EHS Accident, Incident, Near-Miss Recording & Analysis, Medical Check-Up, Job Safety Analysis (JSA), Behavior Based Safety (BBS), Group Risk Assessment (GRA) and Knowledge Based Reporting module.
- ASK-EHS team evaluated the processes that were being followed at Dorf Ketal. Each of the modules was developed with capabilities of search, track and rule making mechanisms that allowed the EHS team to function better. The training module was offered with the intention of managing the training schedules and masters. The intention was to get a clear picture of;
  - a. Number of trainings to be given
  - b. Need identification based on various functions
  - c. Schedule, conduct and evaluate all the trainings given
  - d. Have a quick reference point
  - e. Easy reporting
- The incident / near miss module allowed easy recording of any incident / near miss. Even a layman was able to record entries as the software was developed keeping in mind the end-user and made user-friendly
- A customized Group Risk Assessment module gave them readily available statistics and reports that governed safety behavior at each of their locations.
- ASK-EHS' approach was further evaluated by client's IT and EHS team, the modules (solutions) provided were quite satisfactory to the client.
- Robust search for references, automated rule engines and real-time alert mechanisms were developed within the software.
- Real-time trend reports and predictive analytics were made available for quick and effective decision making.
- Minimal training was required for acquainting the work-force / EHS team with the software. Only two days of onsite training along with hand-holding approach allowed to system to grow on its users.

## RESULTING BENEFITS

- The initial phase of implementation was satisfactory, so much so that Dorf Ketal extended the engagement by **implementing additional modules**.
- The **Customized EHS Management Software (SAFE) is running successfully** at all the four locations of the client (Dadra, Mundra, Taloja and Malad Head Office).
- The project enjoys **improved productivity at client's premises** due to significant reduction in time even in its initial phase of operation.

## END NOTE

Dorf Ketal was highly satisfied and happy with the fruitful results achieved within a short span of time and hence decided to extend their contract by ordering additional modules that would assist them.

**Contact us:**

Email: [info@ask-ehs.com](mailto:info@ask-ehs.com)

Web: [www.ask-ehs.com](http://www.ask-ehs.com)