

Prominent Tyre Manufacturer elevates contractor performance

Need

The industry wished to gain visibility over all organization-wide contractor risks and provide a central access to contractor-related information – that includes workers, vehicles and equipment.

Challenges

Digital repository and effective data capture and analytics was missing and the worker staff turnover made managing and tracking arduous.

Key Features

- ☞ Orientation training
- ☞ Access management
- ☞ Contractor qualification
- ☞ Worker record management
- ☞ Equipment & Vehicle Inspection
- ☞ Automated notifications
- ☞ Reporting and dashboards

Client: Leading tyre manufacturer based in South India

When it comes to safety, tyres are one of the most important components in a vehicle. When the rubber meets the road, a vehicle's comfort, braking, traction, steering and handling – all of these depend on the contact area.

A 40 year old Indian tyre manufacturer and global tyre industry veteran – with global presence and association with prominent English football club – was in the buildup phase at their site in Tamil Nadu. Their primary challenge was a fragmented contractor management process, which was managed by manual activities that allowed minimal electronic collaboration.

Key information that governed site undertakings weren't captured, creating functional gaps; as metadata elements, and multiple stakeholders involved in the process required process automation to communicate progress, manage requests between contractors and safety personnel.

Digital readiness in the foundation for safe execution of site activities

Maintaining a safe working environment at a construction site is crucial – for the construction work is inherently dangerous. Risks arrive due to struck-by or caught-in hazards from moving vehicles and all serve as a legitimate threat.

Adhering to safety regulations is an absolute must – because with the construction activities, arrive operational challenges. Companies outsource certain site activities to complete specialized tasks and jobs – hence the project-site-workplace regularly sees a large workforce turnover.

They rely on contractor and worker skillsets and knowledge for the build activities and tasks. The leading tyre manufacturer faced a similar challenge. To make sense of the scale in this scenario, its inherent complexity and level of challenge - siloed approaches to manage assets included more than 4000 workers, 700-800 vehicles and equipment.

Managing risks means hazards and effects associated with a particular operation, facility or a business process, and they undergo 4 stages:

- Identify the assets exposed
- Assess the causes, consequences and risks
- Solution delivery
- Control the effects
- Recover and mitigate the potential issues

While managing contractors, traditional pen and paper methods expose assets to

Solution delivery

- ☞ Quicker activity and analysis
- ☞ Provision of a corporate memory assists the learning ability of the organization
- ☞ Improved accuracy, completeness and consistency
- ☞ Visibility of information gap
- ☞ Easier maintenance and updating to keep in pace with the organization's changing needs
- ☞ Time, cost and resource savings
- ☞ Information presented in multiple formats to suit the end-user
- ☞ On-line management system information tool
- ☞ Support for multiple users

inefficiencies that can only detract an organization's overall throughput.

In such cases, simultaneous operations are hindered, turnaround time is increased, and this makes vigilance a critical component to site operations. It, therefore becomes a must to control the potential effects and pose a systemic solution for the same.

Initially, the client approached ASK-EHS in July, 2018 for safety trainings of their workforce. Through interactions and subsequent consultations in Chittoor, Chennai, ASK-EHS sensed their need of a digital access that offers the optimum site-workplace control to occupier in the contractor-dominated workforce.

Based on the discussions and demonstrations that followed, the company acknowledged and realized the potential and impact, the Contractor management software (CMS) would bring to the facility operations.

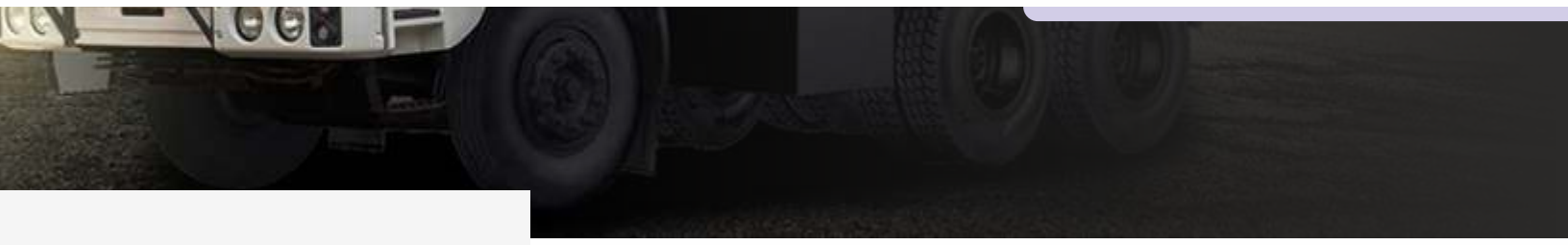
Robust attendance management and reconciliation system

The removal of complexities associated with paper-based systems reduces laborious undertakings while working. Also the associated personnel takes ownership of the administration processes – be it HSE trainers, inspectors, safety contractors.

CMS as a solution delivers a large set of applications to manage operational risks, ensure compliance, improve performance and engage stakeholders.

CMS solution delivery

Asset management <ul style="list-style-type: none"> ☞ Contractors, workers, vehicles and equipment ☞ Safety Kiosk for visitor induction 	On-site incident management <ul style="list-style-type: none"> ☞ Incident register ☞ Near-miss registers ☞ Reporting
Audits and inspections <ul style="list-style-type: none"> ☞ Vehicle and equipment inspection ☞ Contractor safety & site audits 	Permits and observations <ul style="list-style-type: none"> ☞ Permit request and search ☞ Safety Observation ☞ Site walkthrough
Reporting capabilities <ul style="list-style-type: none"> ☞ Log-in Log-out reports ☞ Kiosk, Worker, vehicle and equipment, contractor, worker reporting 	



“The key factor is the flexibility of the platform. The process was entirely digitized and the online approvals enabled created a seamless workflow. The dependency on manual and semi-manual data collection is eliminated, swift contractor-worker enrollment is possible, and now, the contractor-compliance is under organizational purview.”

The decision to implement CMS as their centralized platform allowed the users manage all the contracts in one system of record. Automating the end-to-end process reduces friction throughout the contract lifecycle, keeps control of the documents.

During UAT, more than 30 on-site personnel were trained and ASK-EHS professionals helped streamline contractor processes and administrative tasks onto the CMS platform.

The ubiquity of contractors able to perform work at every level, coupled with the company's necessity to operate competitively, demands a good measure of contractor management. For the company, managing headcounts become tedious, especially when a site has it all – supervisors, contractors, workers, vehicles and moving equipment.

The real benefit of the CMS tool is, it holds relationships between contractor, worker and company data eg. Login/logout issues, the measures controlling workforce release (RFID scanners at entry/exit points) and the people responsible for ensuring that each control is effective at all times (contractor safety, HSE officers and trainers etc.).

Inbuilt templates provide compliance and adherence to standards and ensure the authenticity of information.

In December 2018, at the company's construction site, the first phase of the software - workforce, vehicle and equipment (contains audits and inspections) was successfully rolled out. The software combines simplicity and enhanced efficiency, with checks and verifications, alerts and notifications. It creates an effective workflow with multi-level digital approval.

For the second phase, safety professionals were trained and the modules such as permit requests, visitor induction, site walkthrough etc. went live. Phase 2, in its whole, will be rolled out soon.

An end-to-end contractor management portal

Integrating with an automated contract management service frees up countless man-hours and automates a number of processes, thus creating an increased value for the company.

Automated reminder mails and dashboard communication save the extra efforts and time utilized in sending out reminders to the contractors and the concerned personnel.

Furthermore, in CMS, accountabilities for action are defined and the operational risks become a real part of in line management activity.

More benefits include:

- Aggregated and granular data capture for superior decision-making
- Enhanced contractor safety with analytics
- Improvement in collaboration with real-time feedback and performance metrics
- Permit and authorization-based transparent environment to facilitate purpose-driven interaction