

IntelliPERMIT™ Pain Sheets

CEO of a mining/manufacturing business

Role: Ultimately responsible for safety of workers in terms of 16.1 of the OHS Act

Common problems/pain points:

<p>Legal liability</p> <ul style="list-style-type: none"> • No direct means of ensuring that “everything reasonably practicable” is done to prevent incidents and ensure the safety of workers • Forced to rely on Permit to Work systems to fulfil legal requirements – systems which are easily compromised by a lack of visibility and management control • Management accused of attempting to encourage safe behaviours without providing appropriate resources to meet targets 	<p>IntelliPERMIT™ is a practical measure to improve plant safety and helps to ensure that the requirements of the law are met by:</p> <ul style="list-style-type: none"> • Ensuring that workers are made aware of the hazards of their job and what safety measures should be taken to protect them from these hazards • Ensuring that the correct measures are taken to provide a safe environment for work to take place • Ensuring that work on the plant is authorised by a competent person who is aware of the hazards and can enforce safety measures
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Financial Manager

Role: Responsible for managing company costs including costs of accidents and insurance costs

Common problems/pain points:

<p>Company profitability</p> <ul style="list-style-type: none"> • High cost of accidents – medical costs, compensation, clean up operations, damage to assets, lost production, legal costs...etc • Negative market sentiment can result in lower shareprices and/or customers seeking alternative suppliers 	<ul style="list-style-type: none"> • IntelliPERMIT™ helps to prevent accidents by ensuring that all necessary precautions are taken when hazardous work is carried out. • Better managed risk = fewer accidents = lower liability and costs to the organisation
<p>Insurance costs</p> <ul style="list-style-type: none"> • Increased insurance costs for high-risk operations 	<ul style="list-style-type: none"> • The control measures enforced by IntelliPERMIT™ help to mitigate risks relating to occupational health, safety & environment, which can reduce the associated insurance costs

Plant/Operations Manager

Role: 16.2 Appointees tasked with implementing the necessary measures to fulfil legal requirements of the OHS Act. Usually responsible for managing the Permit to Work system.

Common problems/pain points:

<p>Balancing objectives</p> <ul style="list-style-type: none"> • Faced with the challenge of balancing safety with many other objectives – reaching production targets, maximising output, reducing the cost of inputs, ensuring maintenance is carried out efficiently...etc. 	<ul style="list-style-type: none"> • IntelliPERMIT™ gives operations management confidence that safety measures are being consistently followed and allows them to manage Permits to Work by exception and focus on other objectives.
<p>Lack of visibility</p> <ul style="list-style-type: none"> • Overall lack of visibility and lack of control over the day-to-day issuing of permits • Deviations from procedures usually only detected by manual auditing of permits or after an incident has occurred (reactive) 	<ul style="list-style-type: none"> • IntelliPERMIT™ provides online access to a list of current permits and their status • Permits can be audited on a daily basis • Managers are automatically notified of any deviations from defined procedures
<p>Non-conformance to procedures</p> <ul style="list-style-type: none"> • Difficulty getting workers to comply with safety measures • No assurance that procedures are consistently being followed when permits are issued • Managing large teams of operators & contractors with varying skills levels – difficulty ensuring that only competent, designated people issue/sign permits • Permits often left to expire or people leave site without signing off 	<ul style="list-style-type: none"> • IntelliPERMIT™'s dynamic rules engine and ensures that the required safety measures are consistently followed and all permits issued are of the highest integrity • IntelliPERMIT™ constantly coaches and trains people on the correct procedures they need to follow and prevents uncontrolled deviations • Competence-based authorisation levels ensure that permits can only be signed by those with adequate authority to do so • The Biometric Identification module prevents fraudulent signatures. • System provides a comprehensive set of KPI's to track performance
<p>Lack of traceability/change management</p> <ul style="list-style-type: none"> • Paper copies of permits often get lost • Difficult to prevent uncontrolled changes to permits 	<ul style="list-style-type: none"> • Permits records are stored in a secure database providing a full history of permits together with a comprehensive audit trail for each permit • Changes can be restricted depending on the user's level of authority and the status of the permit (whether it has been authorised, accepted...etc).
<p>Inflexible paper forms</p> <ul style="list-style-type: none"> • Rigid format of paper permits - layout & contents of permits cannot easily be changed to incorporate new hazards or learning points due to shortage of space, printing costs, training implications...etc 	<ul style="list-style-type: none"> • Rules can be easily modified and enhanced to cater for changes in procedures and any new areas/hazards. This allows learning points to be incorporated and drives continuous improvement.

Plant Operator

Role: Responsible for production on the plant – ensuring maintenance work is carried out safely with minimal impact on production. Certain operators (often Shift Team Leaders) are responsible for issuing Permits to Work to maintenance staff/contractors carrying out work in their area.

Common problems/pain points:

<p>Coordinating work-in-progress</p> <ul style="list-style-type: none"> • Cannot easily see the status of permits that have been issued • Poor communication between operators and maintenance staff/contractors – not always kept up to date on the status of work in their area • Permits are often not signed off 	<ul style="list-style-type: none"> • Operators can see at a glance the permits that are currently active in their area and the status of the work
<p>Inefficient permit process</p> <ul style="list-style-type: none"> • Filling out permits is cumbersome & time-consuming • Early morning “rush” in the control room – large number of permits to be issued in a short space of time, limited number of permit books • When jobs involve complex isolations, isolation procedures often need to be looked up and written out on the permit or a copy attached. This can cause delays and can compromise safety if the correct procedure is not used • Additional documents and forms often need to be printed, filled out and attached to the permit 	<ul style="list-style-type: none"> • Filling out permits is highly simplified by the Permit Wizard that helps to identify hazards and only prompts the user with questions that relate specifically to the job/area in question • Permits can be issued from any number of PC's while one central database gives access to a consolidated list of all permits • Isolations Procedures for specific items of equipment and/or tasks can be configured in IntelliPERMIT™ and then automatically attached to the permit • Other relevant documentation can be attached electronically and printed with the permit
<p>Difficulty remembering procedures/rules</p> <ul style="list-style-type: none"> • Training on Permits to Work only happens intermittently and those issuing permits can forget procedures/rules, especially for jobs that are not carried out often 	<ul style="list-style-type: none"> • Rules and procedures are configured in IntelliPERMIT™ and users are then constantly coached and reminded of the correct procedures to follow

Artisans/Contractors (Permit Acceptors)

Role: Responsible for carrying out inspections, maintenance and other ad-hoc work on the plant, for which they must typically be issued a permit to work.

Common problems/pain points:

<ul style="list-style-type: none"> • Getting a permit is time-consuming - time wasted waiting in the control room...etc. • Permits are difficult to read – lots of information on the form is not applicable, small type, poor handwriting 	<ul style="list-style-type: none"> • IntelliPERMIT™ streamlines the permit-issue process • Printed permits are simple and easy-to-read with only the relevant information appearing on the permit
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Human Resources Manager

Role: Involved in managing training and inductions, managing contractors on site and labour relations

Common problems/pain points:

<p>Training & inductions</p> <ul style="list-style-type: none"> Managing training & induction for large numbers of contractors and employees Competences/training expires and retraining is required 	<ul style="list-style-type: none"> IntelliPERMIT™ allows you to maintain a simple database of employees and contractors and their training/competences w.r.t. the permit system Only employees and contractors who have been through the necessary training/induction can accept permits to carry out work on the plant Permits can only be issued in IntelliPERMIT™ by trained and authorised personnel Reminders can be sent via email warning of competencies that are going to expire so that retraining can be scheduled
<p>Contractor Management</p> <ul style="list-style-type: none"> Difficulty tracking and managing the time spent by contractors on site 	<ul style="list-style-type: none"> IntelliPERMIT™ provides an accurate record of time spent working in various areas on the plant
<p>Labour relations</p> <ul style="list-style-type: none"> Labour unrest and conflict with workers' unions resulting from poor safety performance, injuries/occupational health issues in the workplace...etc. 	<ul style="list-style-type: none"> Improved management of hazards in the workplace and reduced number of accidents leads to improved labour relations

IT Manager

Role: Gatekeeper, ensuring that software systems contribute to the goals of the business and comply with certain standards, policies...etc. Responsible for ensuring that IT is aligned with the needs of the business

Common problems/pain points:

<ul style="list-style-type: none"> IT Systems are typically not well aligned with operational processes such as safety and plant floor communication Current systems do not cater for operational safety aspects and this is not currently standard functionality in ERP. ERP vendors are unlikely to expand functionality into this area in the short term. Therefore a best of breed vendor is required. While self development is an option to address these requirements, this is a high risk approach 	<ul style="list-style-type: none"> IntelliPERMIT™ provides best-of-breed functionality that addresses a critical business process and adds real value in operations IntelliPERMIT™ is designed to integrate with and compliment existing business systems – ERP, plant maintenance and HR systems. IntelliPERMIT™ is built on leading Microsoft Technologies (.NET, web services, SQL Server) and is certified for the Windows Platform.
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