

Case Study

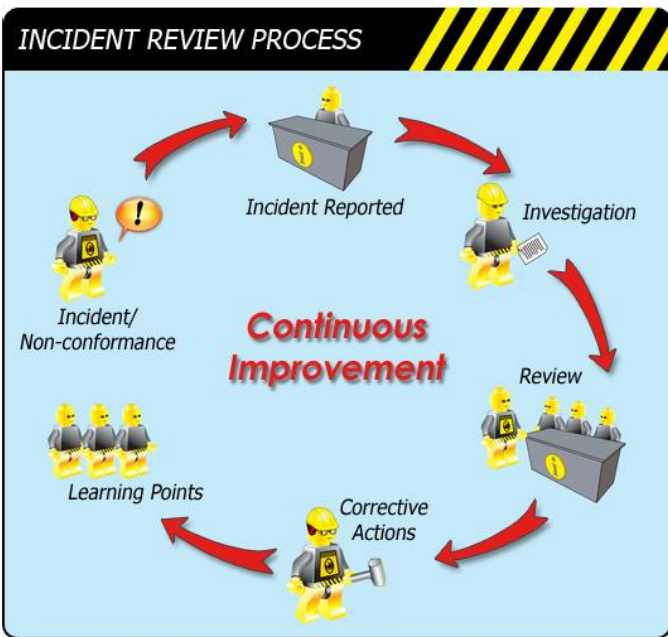
SmartSURE™ leads continuous improvement drive and assists in ISO certification at South African biotechnology plant

SmartSURE™ is enabling SA Bioproducts, a leading manufacturer of amino acids for the global nutrition and healthcare markets, to achieve the highest standards in safety, health, environment and quality through effective management of incidents and non-conformances on their plant.

SmartSURE™ supports a company's quality management systems by providing simple effective tools for reporting and investigating incidents, monitoring corrective actions and communicating learning points across the organisation. Email-driven workflow streamlines the incident review process and powerful management reports are available to detect trends and manage KPI's. Integration with ApplyIT's broader product suite allows safety activities and learning points to be easily integrated into day-to-day maintenance activities and plant operations.



SABioproducts Lysine Manufacturing Plant Umbogintwini, Kwa-Zulu Natal coast, South Africa



Traditionally incident reporting is a time-consuming paper-based process, involving completion of various incident report forms, which are then routed via the safety/risk department to an investigator for enquiry.

During the investigation process, the incident report is often passed from one person to the next for comment/review and finally returned to the safety department where it is filed away, often without learning points or corrective actions being effectively followed up. Without these vital steps to close the loop, the improvement cycle is broken and incident-causing actions continue, sometimes with disastrous consequences.

Each step in the review process is vital to prevent future incidents.

Too often the improvement cycle is hampered by delays, insufficient follow-up and lack of communication.

SA Bioproducts found that their paper-based incident review process was difficult to manage and added little value. Tracing the progress of incident reports and monitoring historical trends was a challenge. There were often lengthy delays in closing off incident investigations and forms could go missing. Learning points were not made available to operators and maintenance staff who may encounter similar situations and it was difficult to track the actions that arose out of an investigation.

"SmartSURE™ provides us with a powerful management tool to ensure all incidents are accurately recorded and consistently followed up," explains Gary Clancy, operations manager at SA Bioproducts. "The progress of each incident can be monitored and the system notifies responsible people of actions required."

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Gary Clancy, Operations Manager
SA Bioproducts

"SmartSURE™ is simple and user-friendly. All employees at SA Bioproducts have access to the system and are encouraged to report every incident, regardless of the degree of severity. Valuable lessons can then be shared and measures put in place to prevent the same incident occurring again," says Clancy.

The system assists investigation teams to identify the root causes of an incident and identify preventative measures that address these root causes.

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SmartSURE™ includes a feature-rich task manager. All preventative and corrective actions arising from an investigation are raised as formal tasks, allocated to specific personnel and tracked and monitored to ensure they are brought to completion. Overdue tasks can be escalated as required.

"Actions remain outstanding until completed and signed off by the person responsible – a useful loop-closing tool to encourage disciplined reporting and ensure learning points are carried through to execution," adds Clancy.

SmartSURE™ was instrumental in assisting SA Bioproducts to achieve ISO 9001:2000 certification

The system makes use of email to communicate the progress of an incident investigation, notify people of actions required, as well as sharing learning points across all levels in the organisation. Statistical information provides the company with a constant flow of clear indicators showing the effectiveness of the plant's incident management programme, as well as helping to identify specific problems that need addressing.

SmartSURE™ was instrumental in assisting SA Bioproducts to achieve ISO 9001:2000 certification. Since the implementation of the tool at SA Bioproducts, there is a heightened awareness across the organisation of incident-causing actions and the importance of safety measures. The success of this tool shows the combination of well defined quality management procedures with the right technology in an environment where people are encouraged to put these into practice.

For more information about SmartSURE™, contact ApplyIT:

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SmartSURE™ supports a company's management systems:

- ▶ **simple effective tools for reporting and investigating incidents/non-conformances**
- ▶ **monitor the progress of corrective actions**
- ▶ **communicating learning points**
- ▶ **email-driven workflow to streamline the incident review process**
- ▶ **powerful management reports to detect trends and manage KPI's**
- ▶ **Simple easy-to-use templates based on industry best practice**
- ▶ **SmartSURE™ is part ApplyIT's broader suite of products, allowing you to seamlessly integrate safety activities and learning points with day-to-day maintenance activities and plant operations**