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## CASE STUDY

# MOBILE OBSERVATION SYSTEM

## OPPORTUNITY OVERVIEW

Develop a mobile inspection/audit system for completing employee peer-to-peer behavior safety observations.

## CLIENT OBJECTIVE

A Fortune 500 (209) food manufacturer was using a paper-based, peer-to-peer behavior observation that relied primarily on system of standardized questions developed by the corporate office. The goal of the behavior safety observation program is for employees to observe their peers and provide feedback and observations about employee safe work practices. As employees conduct their observations, they are tasked to look for deficiencies that could affect the safety and health of the employee.

The client desired to be able to create a behavior observation system that was specific to the job being performed and as a result, provide accurate data. The current system requires observation cards to be manually entered into a database; therefore, the results of the current paper-based system are often not available until a month after the data was collected. This delay does not facilitate the rapid implementation of corrective actions.

Additionally, the current system's generic questions do not always relate to the role of the observed employee. This limits the relevance of the results and deems the data less useful. The management of the client's Waterloo, IA plant wanted a system that would provide data that was easy to access allowing for data analysis, trending reports, and the ability to make immediate corrective actions without spending unneeded hours completing manual data entry.

## TARGET AUDIENCE

- Employees
- Department Supervisor
- Plant Management
- Food manufacturer's corporate personnel

## RUSSELL ASSOCIATES' SOLUTION

The client worked with Russell Associates to implement the use of Russell Associates' automated safety inspection, audit and observation software, inspectiTRAC™, at their Waterloo, IA facility. inspectiTRAC™'s customizable features allowed the client to develop zone-based behavior observations using questions that relate specifically to the job safety analysis (JSA) of the zone. Using zone-specific questions also allows food manufacturer to proactively reinforce job expectations by using JSA requirements.

Because the observation data is collected using a Windows 7 tablet PC, the data is available for download immediately, eliminating the need for administrative staff to enter data. Data can be automatically uploaded to inspectiTRAC™ Manager allowing for quicker access to meaningful reports. Having immediate access to collected data allows management to develop trend reports, analyze zones with safety concerns, and implement corrective actions more efficiently than previously thought.

The client is able to update, edit and expand the use of inspectiTRAC™ in real-time using inspectiTRAC™ Administrator's features.

## RESULTS

Significant reductions in labor and time required to complete observations have been documented by the food manufacturer. Using a paper-based system, administrative staff was spending 35-45 minutes per day entering data. The staff also spent time updating questions, printing forms, managing records, and creating reports. With inspectiTRAC™, the client now spends 10-15 minutes per day managing the entire process from start of inspection collection to completion of reports. The estimated time savings is 25-30 hours per month.

## CUSTOMER COMMENTS

*We have had a very positive experience thus far and expect the relationship to continue in the future. The implementation was pretty seamless, we weren't sure what the system was capable of and we were asking for a different avenue to be taken than what the standard audits were.*

*inspectiTRAC™ Administrator is really easy to use and being able to make additions or changes here rather than make changes, send them off, load them and then find out that they aren't exactly what we want, has been very beneficial. We have full control of the application.*

*There are endless opportunities to convert from paper to electronic data collection with this system. There are definitely additional capabilities available to use that we have not yet explored.*

*It has been quite a time saver, I would estimate that we save about 25 – 30 hours per month in just the data management*

*Tom Jeys, Environmental Health and Safety Manager, Waterloo, IA.*