

Four Essential Strategies for Health, Safety & Quality

Mark Jaine
CEO
Intalex

INTELEX

Changing Business For Good



Health & Safety



Quality



Environment

ENTERPRISE & SUPPLY CHAIN RISK MANAGEMENT

1,300 Customers

4M Users

150 Countries, 40 Languages

35M Transactions a Month

450+ Employees

24 Partners

>100,000 Lives Saved in Last 5 Years

Customers Have Saved \$3.8B

26 years in Enterprise Risk Management

Risk Management is HARD

1 : 173

**Average Ratio of Quality & Safety
Leaders to Staff**

Dozens/Hundreds of
Processes to Influence



Billions of Data Points



Predicting Every
Eventuality is Impossible



100's if not 100,000's
of People to Buy-In
(Not Robots)



Billions of Scenarios



Resources are Scarce



THERE IS NO PLAYBOOK

**Most Safety & Quality
Professionals Learn Best
Practices Through
Collaboration and Tribal
Knowledge**

TECHNOLOGY CAN HELP

Ubiquitous Mobile Devices



Web flexibility and availability



Big Data & Analytics

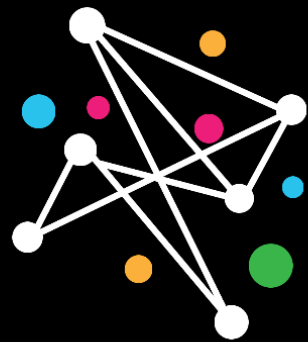


Social Media

IOT & Wearables



User Experience (UX)



INTELLEX

**Engaging Organizations, their
People and their Supply Chain in
Driving Quality, Safety and Risk
Performance**

FOUR ESSENTIAL STRATEGIES FOR EHSQ SUCCESS



PROCESS



FORESIGHT



ENGAGEMENT



COLLABORATION



PROCESS

BREADTH & DEPTH

CONTENT DRIVEN

INTEGRATED

SEAMLESS

PROCESS EXCELLENCE

Ensure processes are defined, adopted, monitored, automated and continually improve

Automation of Core Risk Management Process in Unified Program

Instructional, Relevant and Trustworthy Guidance

Integrate Processes, Work Flows and Data Together

Seamless Part of a Stakeholders Work Day



My Tasks



Calendar



Facilities



Hazards



Add
Shortcut

Sort by: Recent ▼



You have 1 task due today



Assigned to:

Due:

Factory audit group 1 ▼

This week ▼

TITLE	TYPE	STAGE	DUE
ISO Audit	Compliance	In Progress	Today
Respirator Fit Test	Action Plan L...	In Progress	April 22nd
Confined Space Traini...	Action Plan L...	In Progress	April 22nd
Truck Drivers Safety 1...	Action Plan L...	In Progress	April 22nd
Injury/Illness N0.8428	Incident	Investigation	April 22nd
Record No.201 Defect ...	Defect Tracking	Investigation	April 22nd
Safety audit on floor 7...	Audits	In Progress	April 22nd

VIEW ALL TASKS

CAR No. 23 : Intelix 6.5.7

Secure | https://preprod-na.intelix.com/Login3/IntelixLA/Application/CAR/CAR/Forms/CAR_CAR_Detail/View/9b490505-04ad-4ec9-aab1-8ee8f5dda3df

Search Apps, Reports and Dashboards

Toronto Facility

Jaine Mark

Report a New CAR

CAR List

Open Action Plans

Settings

Home > CAR List > CAR No. 23

Verify

Add Comment

Edit

Add Entry

Delete

Clone

Exit

CAR No. 23 : CAR List

Workflow Stage: Root Cause & Implementation

Workflow Status: Open

Person Responsible: Harish Gupreet

Due Date: Tuesday, May 30, 2017

Draft

Root Cause and Implementation

Verification of Effectiveness

Closed

Corrective Action Details

Record No.

23

Location

Toronto Facility

Issue Description

Packages of 250 cups consistently have about 235

Business Impact

☐ Environment

☒ Financial

☒ Quality

☐ Safety

Severity

7 - High

Occurrence

7 - Failures occur often

Detection

7 - Very Low

RPN

343

Criticality

49

Total Cost of Quality

4,550.00

Need Help With This Page?

CAR List : Corrective Action

Secure | https://preprod-na.intellex.com/Login3/IntellexLA/Application/CAR

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Search Apps, Reports and Dashboards

Toronto Facility

Jaine Mark

Report a New CAR

CAR List

Open Action Plans

Settings

Home > CAR List

Custom Inventory

+ Add Entry

Delete

List All

Advanced Search

Actions

Record No.	Location	Issue Description	CAR Type	Related Events	Business Impact	RPN	Criticality	Date Reported	Person Responsible
25	Corporate HQ	out of spec	CAR		Quality	36	12	9/12/2017	Adam Paterson
24	Toronto Facility	Breakdown Failure, Bearing failure.	CAR		Financial Safety	42	21	6/23/2017	Donna Lockhart
23	Toronto Facility	Packages of 250 cups consistently have about 235	CAR	Packages of 250 cups consistently have about 235. The customer apparently has noticed this over time and reported it.	Financial Quality	343	49	5/31/2017	Harish Gupreet
17	Illinois	Quality of shipped product to customers is not up to code.	8D	It appears that an entire shipment of Dr. Pepper bottles was damaged.	Quality	175	35	4/7/2017	Derek Lowe
16	Texas	Need to re-package the project 7425 kit to include the missing bolt.	8D	The 1/4"-20 x 6" UNC bolt was missing in the upgrade hardware kit for the customer. The service technician that is installing the system can't proceed as this is a custom bolt and is held up at the customer facility requesting an extension to complete the work.	Quality	144	36	3/24/2017	Quality Management Rol
14	Corporate HQ	LED component from Supplier LED Corp not functioning properly. This	CAR	Silicon Avalanche Photodiode Test Data	Quality	288	48	3/22	

Need Help With This Page?



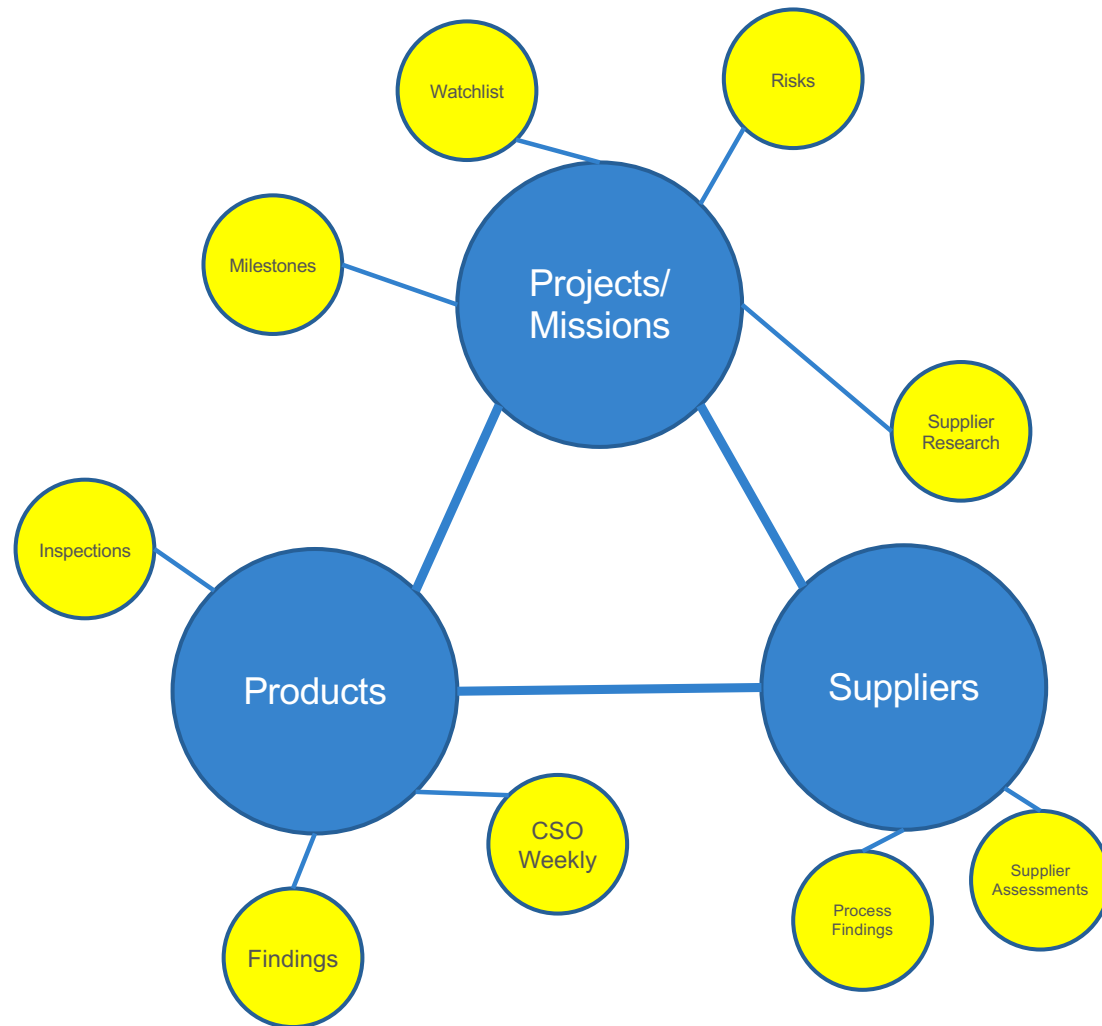
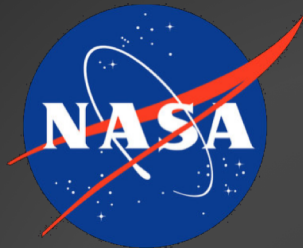
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- Quality
- Health
- Safety
- Integrated Risk Management
- Supply Chain

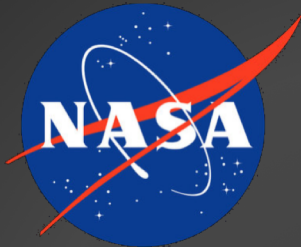


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- 21 Primary Business Processes Managed
- Projects
 - SMA Risks
 - Engineering Problem Reporting
 - Watchlist Items
 - Docs & Waivers
 - Milestone Reviews
 - Internal Assessments
 - CSO Weeklies
- Products
 - Supplier
 - Product Inspections
 - Product Findings
 - Supplier Research & Analysis
 - Projects
- Suppliers
 - Products & Services
 - Projects
 - Supply Chain Assessments
 - Finding Process



FORSIGHT

Actionable visibility into current performance, historical trends, future likelihoods and prescriptive opportunities.



FORESIGHT

FLEXIBLE

Ability for stakeholders to view and segment data as needed

ACCESSIBLE

Deliver complexity of data analysis, trending and interactivity... easily

PRESCRIPTIVE

Recommend opportunities to improve not easily seen with naked eye

ACTIONABLE

Presents itself when needed with clear direction on what to do next

FORESIGHT

Actionable visibility into current performance, historical trends, future likelihoods and prescriptive opportunities.

Mark

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Facilities

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Hazards

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You have 1 new weekly report

Weekly incidents by location report has been generated.

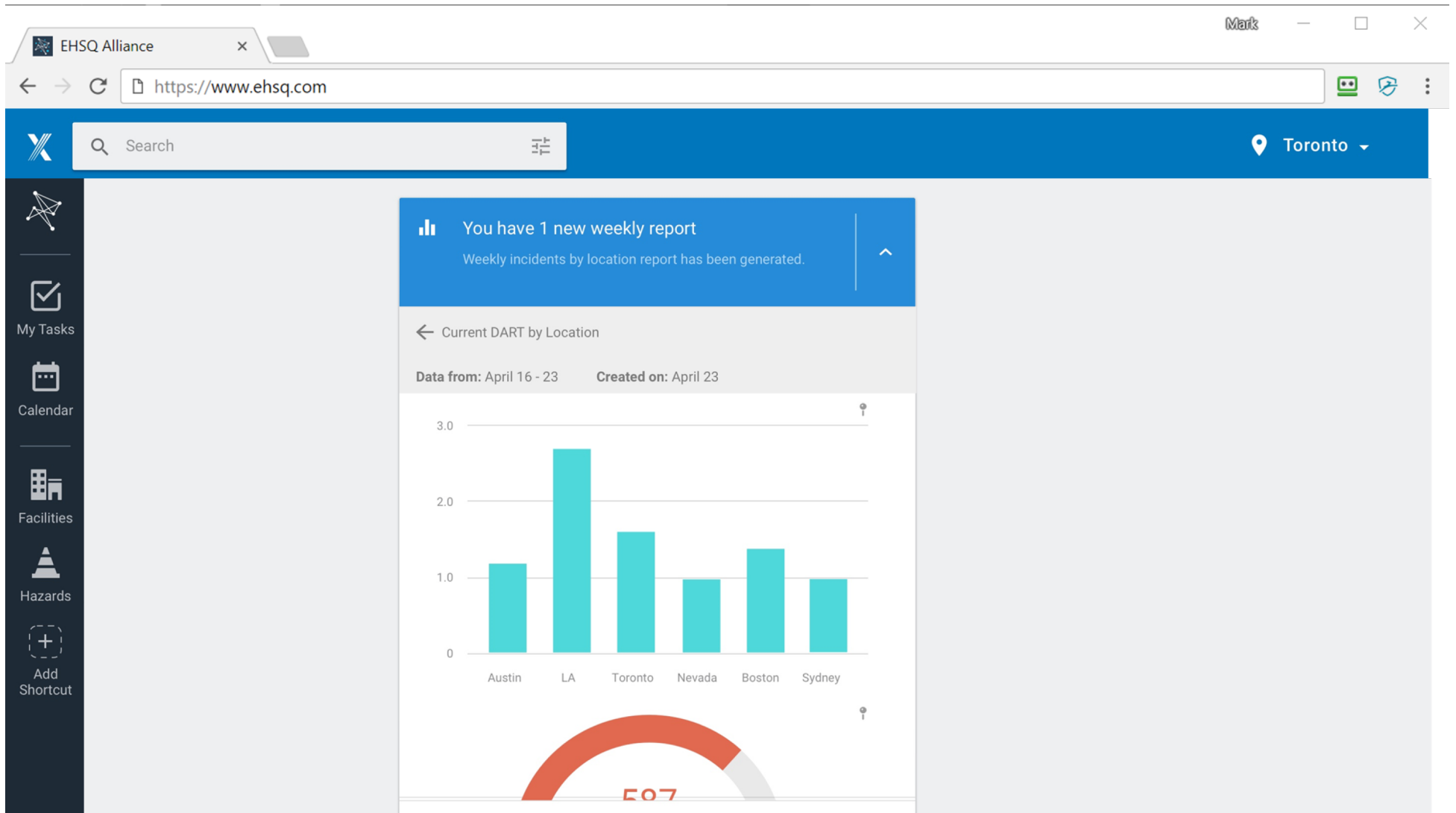
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Created:

This week

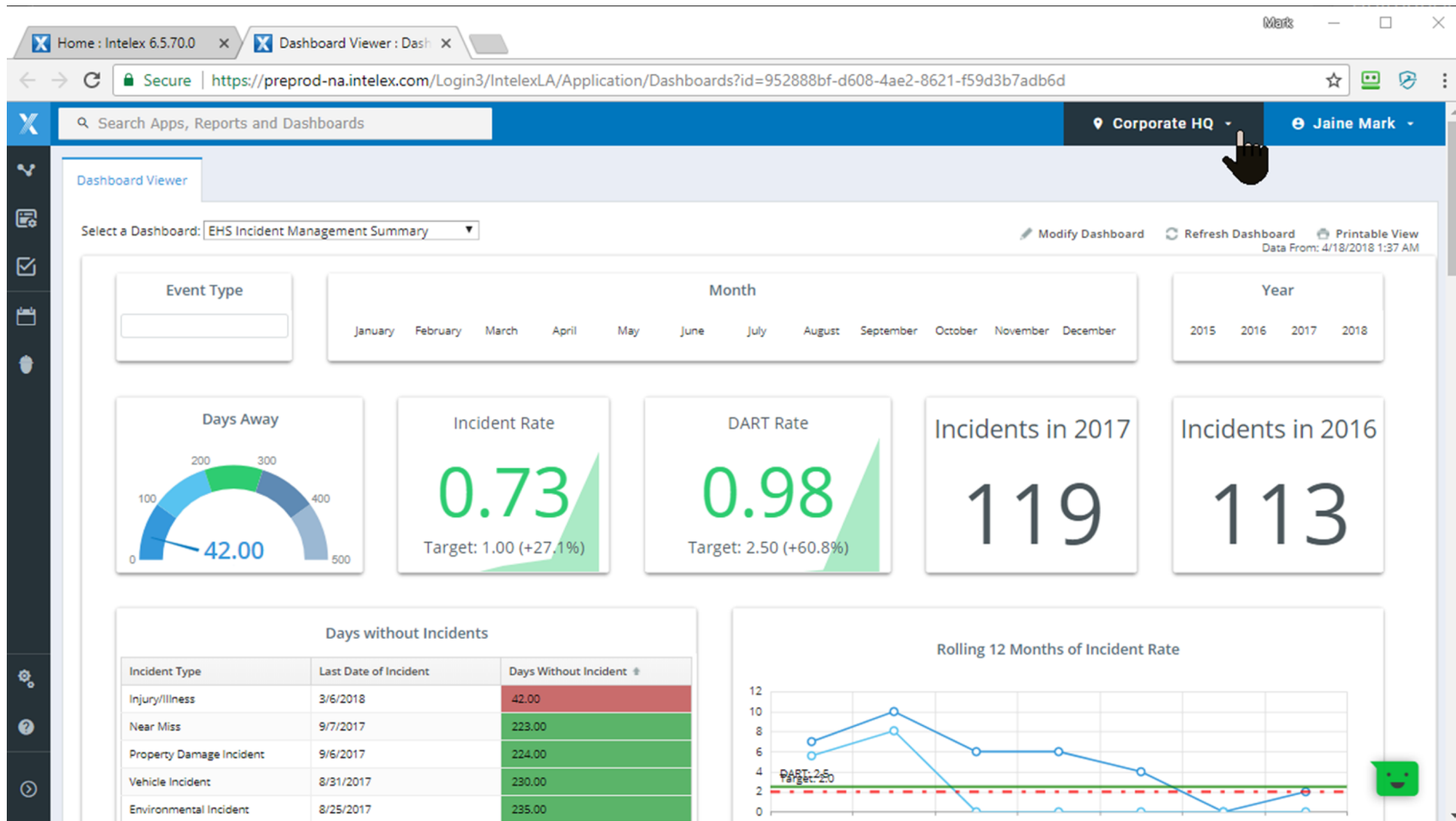
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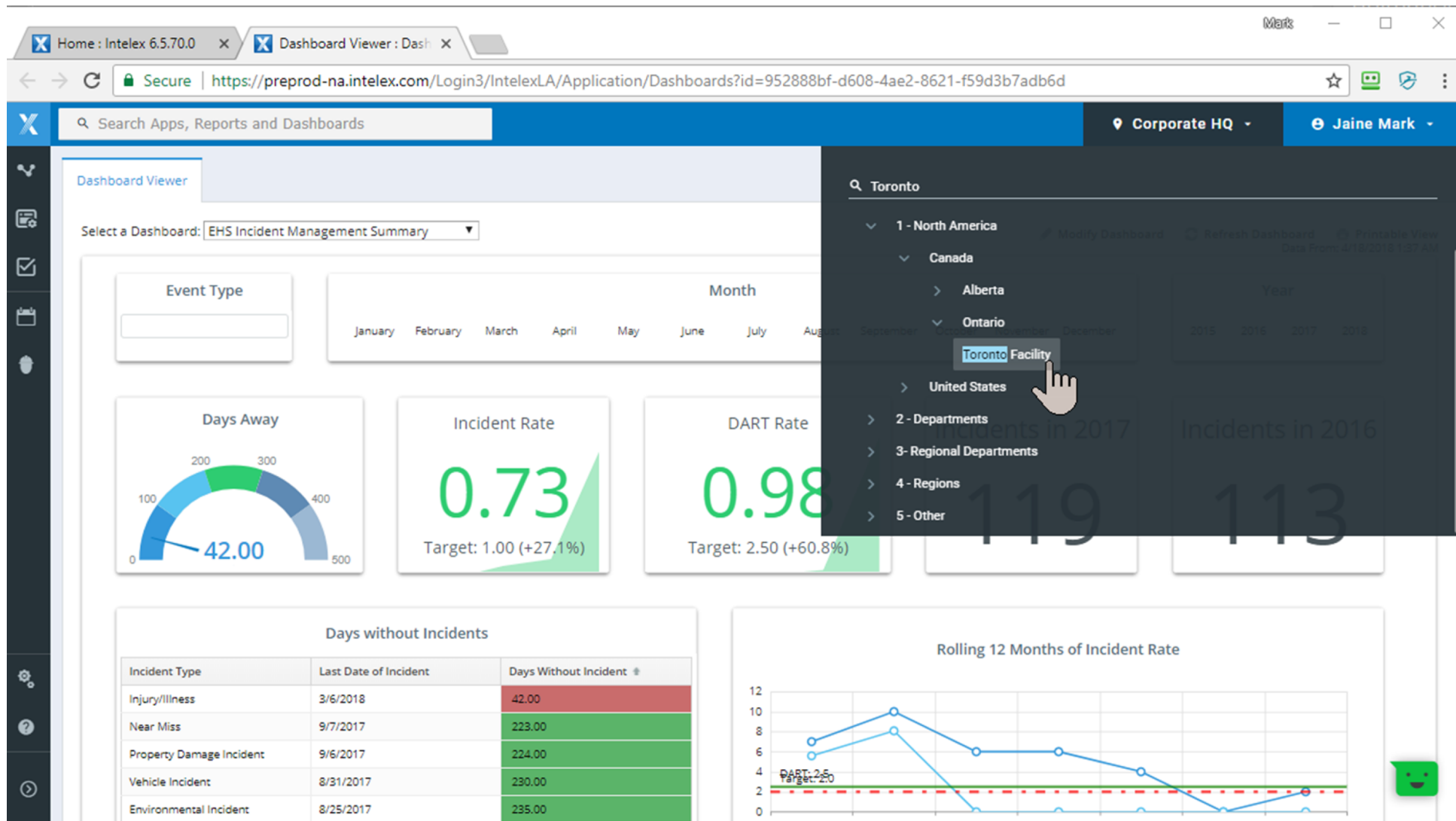
TITLE	TYPE	CREATED
Current DART by Location	Line - Current DART Ra...	Today
All vehicle report		Yesterday
Open Injuries	Open injury records	April 15
Injury by Month and Type	Column - Injuries repor...	April 15
Weekly incidents by location	Displays details of inci...	April 14
Claim management		April 14
Injury Reports - Monthly	Area - Monthly Reporte...	April 14
VIEW MY REPORTS 📊		

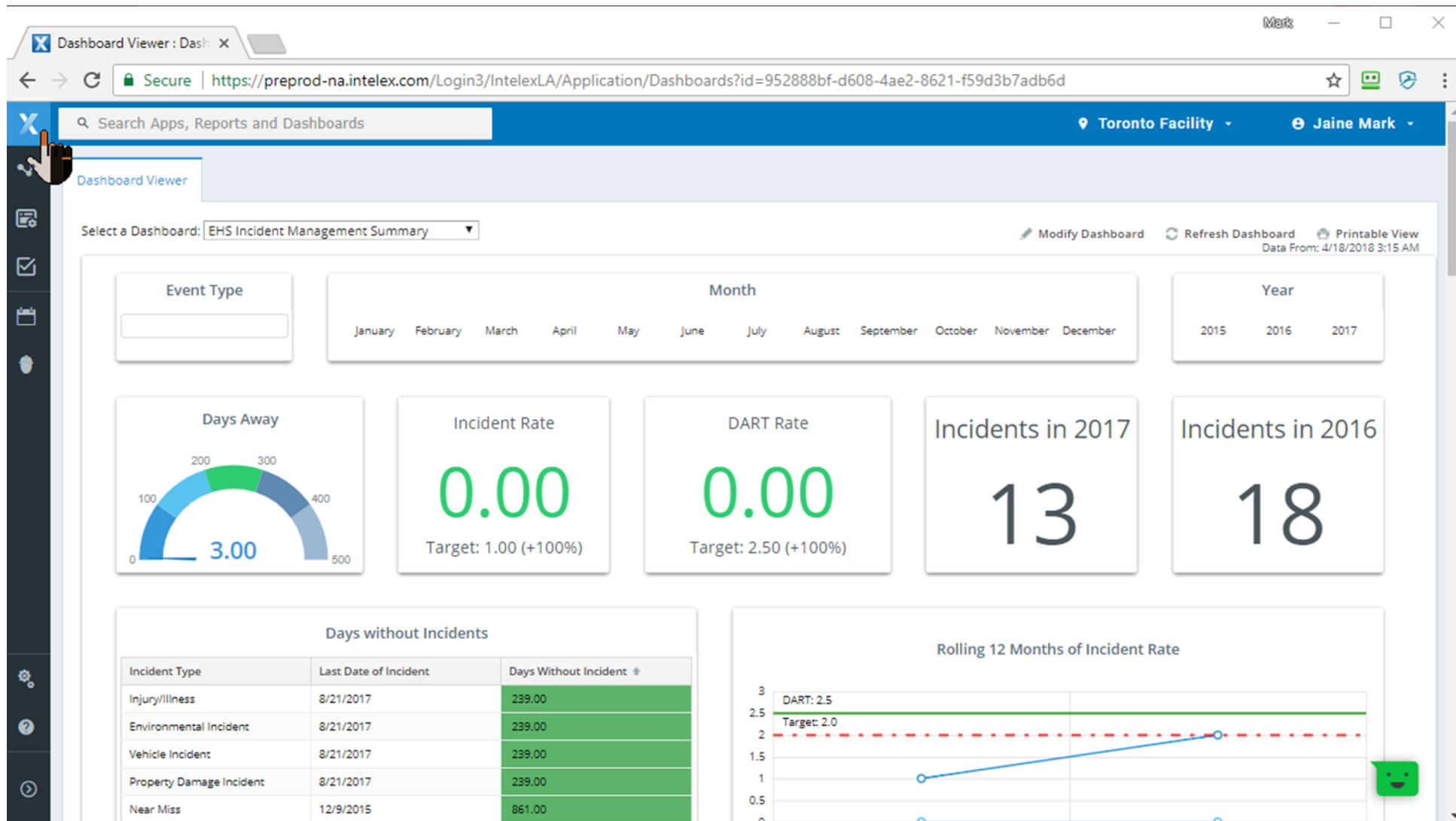


Safety Engagement Score Matrix

Location 📍	Incident Investi- gations	Audit Manage- ment	Safe Observa- tions	Unsafe Observa- tions	Training Man- agement	Action Manage- ment	Workplace Haz- ards	Meetings Man- agement	Information Dis- tribution	Final Score 📊
Toronto	10.00	10.00	10.00	10.00	10.00	7.50	10.00	7.50	10.00	9.3
LA Plant	7.50	10.00	10.00	10.00	5.00	10.00	10.00	10.00	7.50	8.9
British Columbia	10.00	7.50	10.00	10.00	2.50	10.00	5.00	10.00	2.50	8.2
Ontario	10.00	7.50	10.00	10.00	2.50	10.00	5.00	10.00	2.50	8.2
South Carolina	7.50	10.00	10.00	2.50	5.00	10.00	5.00	10.00	5.00	8.0
United States	7.50	10.00	10.00	2.50	5.00	10.00	5.00	10.00	5.00	8.0
Alberta	5.00	7.50	10.00	7.50	10.00	7.50	7.50	5.00	7.50	7.5
California	7.50	0.00	10.00	2.50	10.00	10.00	10.00	5.00	10.00	7.0
Canada	7.50	0.00	10.00	2.50	10.00	10.00	10.00	5.00	10.00	7.0
Texas	0.00	10.00	10.00	2.50	2.50	10.00	10.00	10.00	10.00	7.0
Georgia	7.50	5.00	10.00	2.50	5.00	10.00	5.00	5.00	5.00	6.6
Quebec	0.00	2.50	7.50	2.50	2.50	10.00	10.00	5.00	10.00	4.8
Michigan	0.00	0.00	10.00	2.50	2.50	10.00	7.50	5.00	10.00	4.6

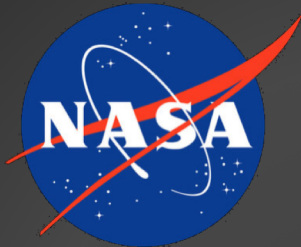








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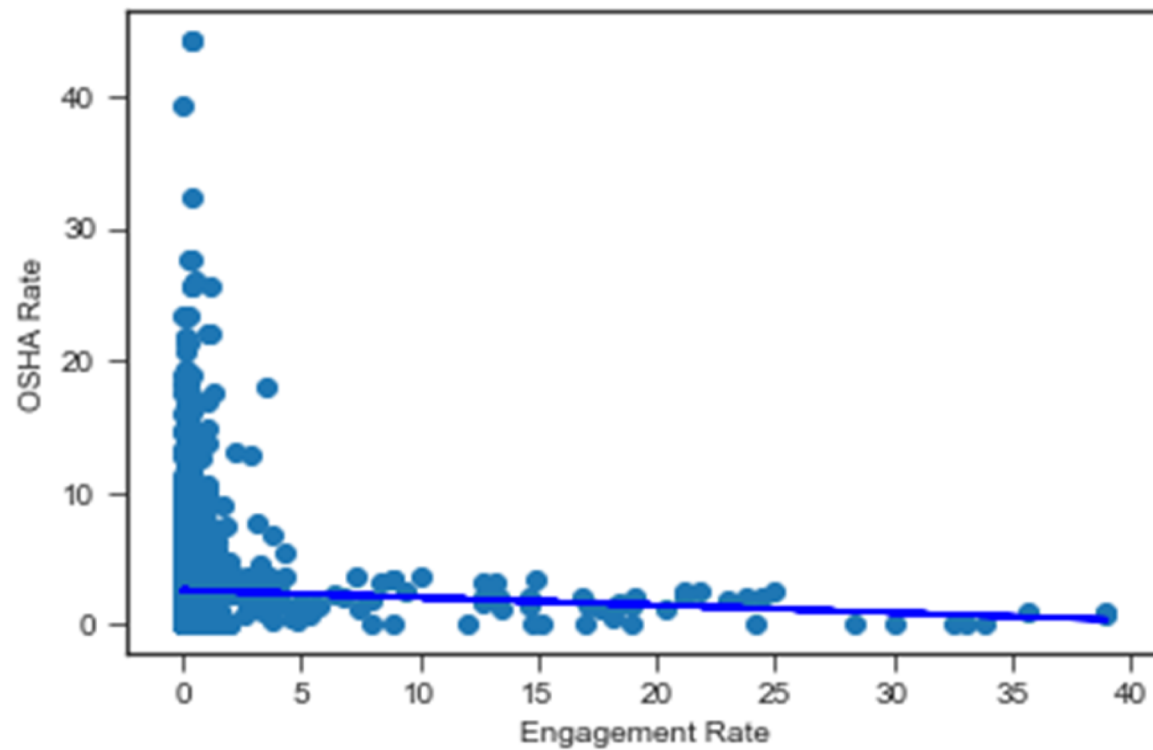
- Projects
 - Project & Mission Dashboard
 - Missions Status Reports
 - Operations Dashboard
 - Risk Rankings Lists
 - Risk Summary Reports
 - Audits Management
- Products
 - Findings & Problem Reporting
 - Watch Lists
 - Age of Nonconformances
- Suppliers
 - Supplier Assessments
 - Supplier Insights
 - Project Supplier Relationships
 - Distribution of Suppliers by Project



ENGAGEMENT

Create an "Owner" Mentality Amongst All Stakeholders

Correlation Between OSHA Rate & Engagement Rate Intelex Customer Base





ENGAGEMENT

COMMUNICATE

Share vision, mission and strategies and be transparent with progress

CONSUME

Passive and active consumption of information drives engagement

PARTICIPATE

Giving a voice to stakeholders makes them actively involved

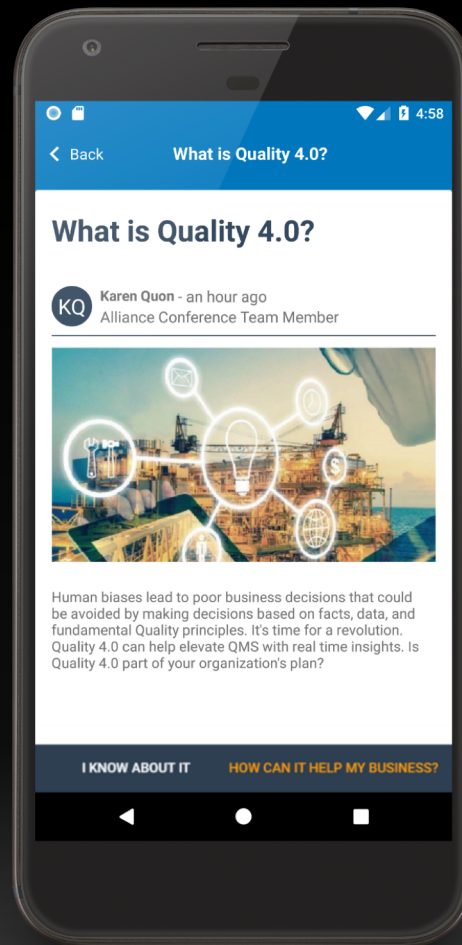
CELEBRATE

Positive reinforcement encourages further participation

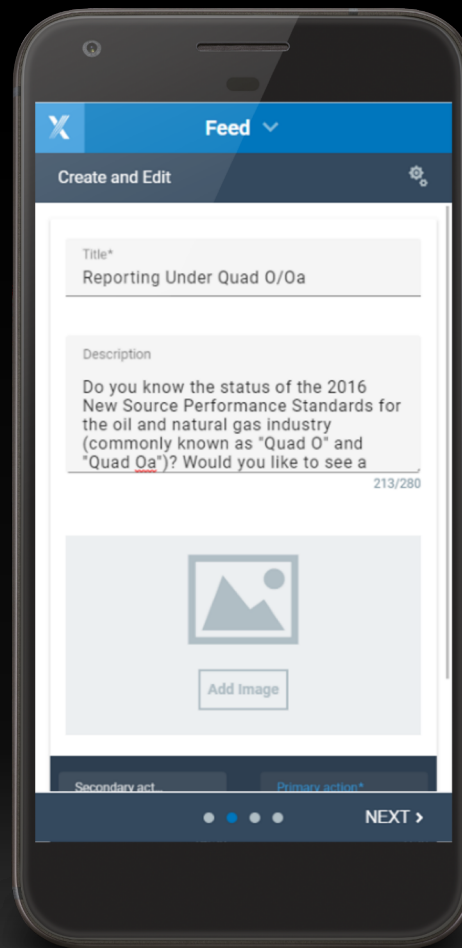
ENGAGEMENT

Create an "Owner" Mentality Amongst All Stakeholders



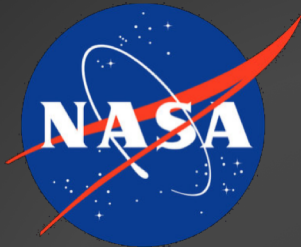








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- Content/Data Consumption Focused
- Reports & Pages Consistent with Existing What They Already Know
- Organize Everything into Home Pages and Content Feeds
- Everything Organized Using Familiar Structure (Programs)
- Limited Plain Text Entry



COLLABORATION

Build a learning culture actively engaged in internal and external knowledge sharing



COLLABORATION

CONNECT

Find and connect with internal and external peers and mentors

ALIGN

Develop Taxonomy, understand common topics and language to use

EXCHANGE

Share information, best practices and lessons learned

ACTION

Share and act upon what has been learned

COLLABORATION

Build a learning culture actively engaged in internal and external EHSQ knowledge sharing

Mark

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Michael Ladwig

Safety Inspector
South Urban Industries Inc.
📍 Texas, US

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234
Followers

🐦
Twitter

in
LinkedIn

BIO

I have 29 years of mechanical quality management and advanced planning. My industry designation is the Certified Investment Manager (CIM)

Investment Specialties: Comprehensive Wealth Management, (including estate and insurance planning) with an emphasis on Capital Preservation and tax efficient income generation . Investments used will include mutual funds (with an emphasis on tax efficiency and lower fees) managed portolios , individual equities and bonds as well as an option writing strategy . Desired family portfolio size is generally in the 1 million and up range to acheive braoder diversification of investment vehicles . Let me know if you would like to receive my complimentary daily research.

SPECIALTIES

I ensure the administration of an organization's quality, process or business improvement efforts within a defined segment of the organization. Might be responsible for dealing with customers and suppliers on quality or performance issues. Typically has direct reports.

See the requirements to be a Certified Manager of Quality/Organizational Excellence—CMQ/OE


Michael's Published Content

Forklift Inspections and Safety

By: Qantas | March 2, 2017 | Downloads: 12

📄 BULLETIN

ALLIANCE




How do I change the due date of an assigned corrective action?

By: Sam Smith | March 2, 2017 | Views: 345

QUESTIONS

INTERNAL




How to structure quality management system documenattion

By: Sam Smith | March 2, 2017 | Views: 345

🔍 QUESTIONS

INTERNAL




Add new dropdown values to your menu

By: Intelix | February 17, 2017 | Views: 2

🌐 HELP

ALLIANCE



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SOPINTERNAL

Forklift Repair And Service Manual

By: ACME Corp | March 2, 2017 | Downloads: 12

6.0 MAINTENANCE

6.1 Repair should only be made by authorized personnel.

6.2 If there is a condition affecting the safety or operation of the vehicle, the operator shall place an out of service or "do not operate" tag on the forklift's steering wheel not be removed and the equipment shall not be put back in service until the repair is complete.

6.3 Work Request will be submitted with Facilities Management for servicing or repair to complete the repair, if needed.

7.0 EQUIPMENT LIST

Department	Forklift Make/Model	Type
Art	Komatsu FG25C11	LP
Facilities Management-Concord	TCM FG25	LP
Shipping/Receiving	Daewoo G305-3	LP
Shipping/Receiving	Hamech G20T-16	P

8.0 DIAGRAM

Share

Tina, Ed

Looks like I found the problem with this situation. From what I see the engineering specification in the drawing from the designer does not match with the torque specification in the manual in Document Control.

Ed

Thanks for looking into this, I'll make sure to fix this as soon as I can!

Send a message...

GIF😊📎

SEND

You

Related Items

SOPINTERNAL

Powered Industrial Trucks eTool: Operating the Forklift - Pre-Operation

By: YYZ | March 2, 2017 | Downloads: 12

SAFETY BULLETININTERNALTRENDING

Safety Tips for Winter Driving

By: YYZ | March 2, 2017 | Downloads: 12

SOPINTERNAL

Forklift Safety Products: Lift Truck Log (complete daily checklist)

By: YYZ | March 2, 2017 | Downloads: 12

SOPINTERNAL

OSHA Requirement for checklists before putting forklift into use

By: YYZ | March 2, 2017 | Downloads: 12

INTELEX Alliance Community

25,595 Individual Members

5,085 Company Members

484 New Signups a Month



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- 2,000+ Users – 100GB of Data
- Adding 20 – 30 New Users Per Month
- 100's of Suppliers
- Across 10 NASA Installations

ESSENTIAL STRATEGIES FOR EHSQ SUCCESS



PROCESS



FORESIGHT

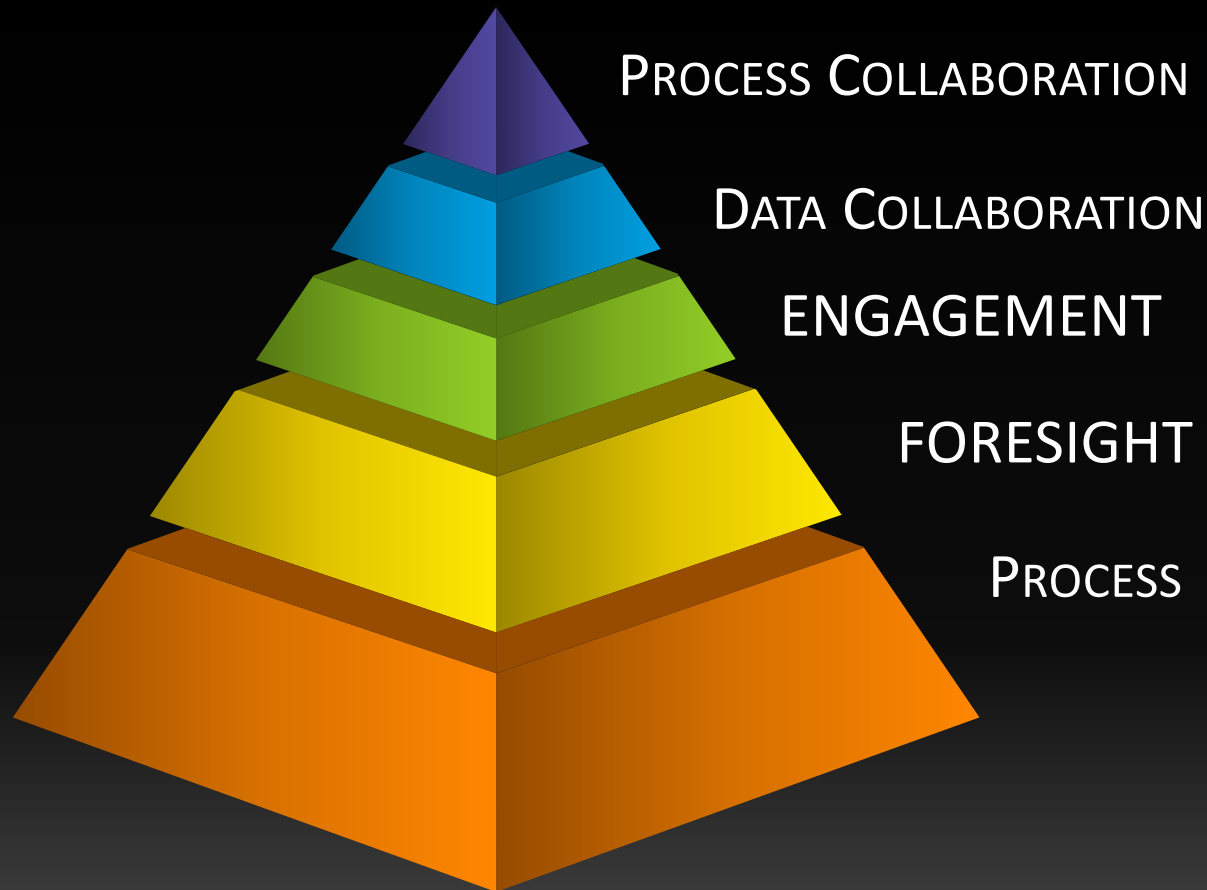


ENGAGEMENT



COLLABORATION

BUILDING BLOCKS OF SUCCESS



TYPICAL PRIORITIZATION

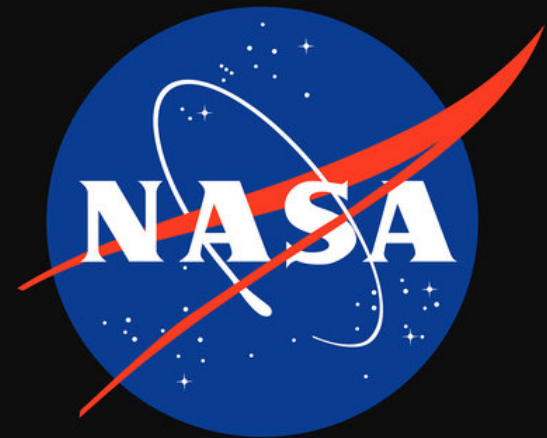


PARALLEL or SEQUENTIAL PRIORITIZATION



INTELEX

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- Since Jan 2013
- META System
- All Safety Mission Assurance Processes Managed
- Quality
- Safety
- Risk
- Supply Chain
- 2,000+ Users – 100GB of Data
- Thomas Clifford Providing a Demo at 12:20 Open for All Conference Attendees

INTELEX

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Changing Business For Good