

INCIDENT & ACCIDENT MANAGEMENT: SHIPPING COMPANY CREATES OWN SYSTEM USING ATMS

CUSTOMER

Shipping Company servicing the UK Offshore Industry

LOCATION:

Scotland, UK

PERSONNEL & FLEET:

1000 seagoing staff on 37 vessels

REQUIREMENT:

An easy-to-adopt incident management system to ensure investigation, the creation and close-out of follow-up actions and communication of learnings

SOLUTION:

- Developing a full Incident Management System based on the ATMS Action Tracker.
- Customising ATMS to look and feel like the previous system and using a familiar workflow, to make transition easy
- Developing a built-in incident severity matrix and custom reports to streamline incident follow-up process

RESULT:

- A comprehensive, easy-to use incident and accident management system which fits the company's processes
- Full visibility, traceability and accountability
- Easier regulatory compliance and readiness for inspections and audits
- Improved safety across fleet



BACKGROUND

This Pisis client owns and operates a fleet of 37 vessels for Offshore Support, Platform Supply, Tanker Assist, ROV Survey and Emergency Response & Rescue in the North Sea.

The company supports over 50 offshore installations and holds one of the best safety records in the North Sea.

The company is regularly inspected and audited by external regulatory bodies and needs to show regulatory compliance at all times.

The company was using a system of interlinked spreadsheets to record follow-up actions from accidents and incidents.

CHALLENGES

The existing system had reached its limits. There was:

- no mechanism for tracking progress and closing-out of actions resulting from accidents and incidents.
- only limited traceability, accountability and visibility within the system.

SOLUTION:

Pisis worked with the customer's business analyst and QHSE function to develop a full Incident & Accident Management System. This system is built on the company's own processes and the ATMS Action Tracking System and ensures incidents are investigated appropriately, that actions are create and closed out and that shared learnings are communicated across the fleet.

RESULTS

- **More appropriate incident investigations – the built-in incident severity matrix helps decide what level of investigation is required.**
- **Increased safety –learnings and follow-up actions can be shared across the fleet easily using 'Alerts', reducing accidents/incidents in the future, potentially saving lives.**
- **Easier regulatory compliance and readiness for external audits and inspections, as tracking and closeout of actions can be shown.**
- **A defined incident investigation management process.**

THE CUSTOMER'S STORY: WORKING WITH PISYS TO CLOSE THE LOOP

THE CUSTOMER

This Aberdeen based company owns and operates the largest British wholly-owned shipping vessel fleet engaged in the UK offshore industry.

The 37-strong fleet comprises a mix of vessels serving needs across areas including Offshore Support, Platform Supply, Tanker Assist, ROV Survey and Emergency Response & Rescue.

They are winners of the Scottish Offshore Achievement Award for Safety and have received twelve consecutive British Safety Council awards. 50 offshore installations and holds one of the best safety records in the North Sea. Committed to providing the highest level of operational service, the company retains over 1000 seagoing staff, and in recent years has continuously upgraded and extended its vessel fleet via a £350m investment programme.

THE REQUIREMENT: TRACKING OF INCIDENTS AND ACCIDENTS

The company's ongoing ability to operate its fleet depends critically on the company's tracking and recording of incidents and accidents.

In addition to regulatory compliances, the company faces regular audits of various types – such as class inspections and client audits – and by a range of organisations including MCA (Marine & Coastguard Agency) and LRQA (Lloyds Register Quality Assurance).

The existing incident management system multiple linked spreadsheets to allow the recording, sharing and reporting of incident data across the company's operations and vessel fleet.

Effective up to a point, the system met the need to maintain tracking logs for all 37 vessels, and enabled incident related actions to be determined. There was, however, no mechanism for tracking progress and closing-out of actions. For the company this is a vital function whose absence, in the words of the company's Safety Manager, "...left us with an open loop".

He continues: "We had three basic needs that were not being met adequately: traceability, accountability and visibility. Because we didn't have those with the old system, the task of continuously showing

compliance with all the relevant regulatory and audit requirements was much more arduous than it need have been".

A fresh system was required... ..but, crucially, a fresh system that fitted with how the company operated, and NOT vice versa. The company's Business Systems Analyst explains: "We'd taken the previous system to its limits, and we couldn't take it any further. But it was important that the new system blended in with what the staff were used to – right down to making the screens look like they did before".

THE SOLUTION: PISYS ATMS ACTION TRACKING MANAGEMENT SYSTEM

In early 2015, Pisis set about developing the new system. Based upon Pisis's tried and tested ATMS (Action Tracking Management System) product, the outcome was a full incident & accident management system meeting all requirements.

Pete Henderson, Pisis's Director, comments: "Most incident reviews and most audits result in actions, and so a system with action tracking at its core provides a natural solution to incident tracking and management".

Do our customers feel that their Pisis system bears this out? The company's safety manager responds: "There's not a thing I've asked for that the Pisis boys haven't managed to deliver. They've made the system do everything we needed – such as tracking actions that must be carried out right across our vessel fleet. They've also made it look and feel like what we've used in the past. That's been excellent, because a system like this is only going to be fully effective if people are comfortable using it". The Business Analyst agrees: "Pisis's turnaround of the development work was excellent. Having used many IT companies through the years to develop and deliver software, I've had the full range of experiences – from easy to difficult. I'd give Pisis 10 out of 10".

DELIVERING IN SPITE OF CHALLENGES

For Pisis, the project was not without its challenges. "We threw some tough requirements at them", comments the Analyst, "particularly when it came to bespoke reports. A good example is how they got to

grips with the incident severity matrix system that we've honed and developed through the years. Superficially it looks simple, based on a green/yellow/red 'traffic light' system, with the outcome determining what type of follow-on investigation should be carried out. But the outer simplicity masks the very clever way that Pisis built our severity matrix system into their reporting facilities".

It is well known that, following delivery and installation, every IT system will have glitches and gremlins that must be ironed out. In this respect also, Management is pleased with Pisis's performance: "Technically, any issues they've dealt with where help tickets were raised – we've always had a reply within an hour".

BENEFITS

Asked how the company has benefited from its new incident management system, the company's Quality Manager replies: "Because the front end mirrors our old information forms, we've been able to get up and running quickly. And that's been tremendous. It also means that we can run reports simply when we need new things – such as: 'How many hours had the guys in the team been working before this incident arose'."

The company's Safety Manager adds his own illustration: "Two months ago we had a safety investigation after a near miss. To avoid recurrences, we set up a system of alerts in the Pisis system. Just this morning the action came up and I sent out an alert on this topic to all ships. In the old system the incident would have been deemed closed.

But with the Pisis system we can set up measures that will directly help reduce accidents and incidents in the future – potentially saving lives".

FUTURE DEVELOPMENTS

Although Pisis's implementation of the new system has clearly achieved all the initial goals, everyone involved can see how further developments can play in to their quest for continuous improvement.

Ideas include predicting safety trends and avoiding future incidents and enhancing the system's capability to create linked actions.

For Pete Henderson, this is all grist to the mill: "They are full of enthusiasm and ideas, and they've been great customers. Relationships like this are important to us – not just for the obvious reasons, but because client-driven developments enable us to

strengthen the product and its usefulness to our customer base as a whole".

THE BOTTOM LINE

And finally - how would this customer respond if contacted out of the blue by someone thinking of procuring a new system from Pisis?

"The bottom line is that Pisis have been consistently extremely helpful. And the system we've taken from them is very effective and simple to use".

He adds as his final words: "...and to say that this is an extremely important system for our company is an understatement, as it encompasses all of our QHSE records. It works, and we trust it to work".

For more information of how Pisis could help with your accident and incident management, please feel free to contact us:

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