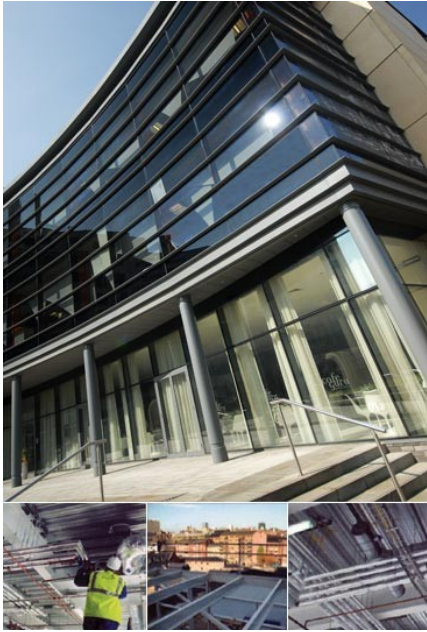


Case Study Airedale Mechanical & Electrical



Established in 1984, Airedale has grown into one of the leaders in mechanical and electrical building services. With a turnover of £50m+ and working with some of the biggest names in construction, Airedale Mechanical & Electrical help design, install and maintain cutting edge systems. Airedale constantly strive to achieve perfection and find ways of doing things that little bit more efficiently, safer or more cost-effectively. This can be evidenced in their ISO 18001, 14001 & 9001 certifications, their RoSPA Gold Award and their coveted BuildingConfidence accreditation.

Business Needs

One of the activities undertaken by Airedale is that of sub-contractors to a principal contractor, providing specialist mechanical and electrical engineering services, including design & co-ordination, procurement and project management amongst others.

Strict rules for safety and compliance exist for workers on-site, and it is the principal contractors job to ensure overall site safety, but in addition, Airedale must protect its own employees and sub-contractors, and ensure the principle contractor is working to safety standards acceptable to them.

The method of ensuring compliance generally consisted of audits being taken analysing key areas and identifying weakness in discipline or application of safety controls. Audits were paper based, with all the inherent weakness's that such systems exhibit. In addition to performing an audit, any non-conformities have to be dealt with. This usually means issuing and recording an instruction to a worker, site manager, the principle contractor or suchlike. Once all this has been done and managed, the records now need to be maintained over time. As can be seen, it is clearly a difficult task managing such processes using manual, paper based systems across multiple sites and ensuring timely compliance.



"This web-based Audit system, combined with the PDA technology for use on-site, dramatically reduces the time required to compile, distribute and manage an audit and associated actions. Reports are sent to key personnel instantly without the need for further intervention, and actions are fully managed centrally and automatically. The system allows us to focus on what matters, and allows us to spend more time and energy providing our clients with a preminent service, safe in the knowledge that this system is there to support us and ensure maximum levels of compliance for our employees and those in our care."

Puneet Bhardwaj — HSEQ Co-ordinator

In their strive for excellence, Airedale explored other possibilities to enable them to ensure compliance levels were controlled and optimised on their sites, ensure any non-conformities identified are dealt with swiftly and recorded properly and also ensure that audit reports were received by the right people as quickly as possible after completion.

The Solution

Following a thorough analysis of the companies current process, Mobile Safety Solutions were contracted to deliver a tailored, scalable, web-based solution that met the companies current requirements and allowed them to look at future needs at the same time.

A web-based system, accessible globally, is used to provide audit questionnaires to the site auditors. The system is capable of delivering as many audit questionnaires as are required, and is under Airedales full control.

Using a PDA an auditor performs the audit, which is scored, and if a non-conformity is found, the system allows the issues to be documented, pictures taken and the non-conformity to be assigned to one of the system contacts, with a 'due-by' date for controlled completion. A 'root cause analysis' can also be performed to identify the area of weakness that led to the failure identified. The system then automatically sends out emails to the people responsible for 'closing out' the non-conformities each morning, and provides a facility for them to indicate the action is complete directly from the email. The site manager automatically receives an email containing all site actions outstanding each morning to further ensure compliance. The PDA can be used to collect signatures ensuring confidence. Flags on the Internet based 'backoffice' indicate the status of actions in the system, and reports are automatically created and delivered to nominated individuals as soon as audit approval has taken place—no need to transcribe information and spend hours compiling the report.