Field iD

How to Successfully Roll Out Digital Asset Inspection in 4 Simple Stages

INTRODUCTION

Your equipment is your competitive advantage and helps you protect what is most important: your people. So, why are so many companies inspecting assets using an old-fashioned paper-based system?

The decision to use a digital solution is a decision that equates to taking control of your inspections; both on the frontline and in the front office.

As we navigate a new terrain in the midst of COVID-19, it is essential that we do all we can to protect our people and limit points of contact. A digital inspection system makes this possible.

With better inspections as your competitive advantage you will:

- Extend the lifetime of your equipment
- Improve your safety culture and empower your workers
- Drastically reduce administration time and errors
- Remain compliant with industry/ government regulations, with less effort
- Create a standardized system across all sites
- Centralize safety inspections
- Gain real-time reporting without having to travel to different job sites
- Make data-drive decisions to drive safety performance
- Position your company to win more contracts with a better safety record, a better reputation, and constant compliance

This document will explore how to systematically introduce a new digital asset inspection solution into a workplace that previously managed inspections with a pen-and-paper, SharePoint, or spreadsheet-based system.

 Successful rollout typically happens in four stages:

1) Going Paperless

2) Going Mobile

3) Going Live

4) Going Further

It's important to note that no two workplaces are the same. Your journey will be unique; however, you will find these steps helpful in creating your own roadmap and playbook for success, especially when developing your company's safe return to work.

STAGE 1: GOING PAPERLESS

Digitizing, Customizing, and Centralizing Inspection Forms

Desired Outcomes and Milestones

- Ending the frustration and inefficiency of using pen and paper / spreadsheets / Sharepoint
- Setting up a digital solution that prevents things from falling through the cracks
- Automating your Inspection and Safety Compliance Management (ISCM)
- Operationalizing your asset management
- Gaining a window into your complete safety and compliance system

Potential Challenges

- Company-wide dependency on the previous system (for better or for worse)
- Being overwhelmed by the scope of what needs to be done
- Possible friction with less tech-savvy team members

This is often the most exciting, yet daunting, phase. With so much to do, it can be difficult to know where to start. However, as you work your way through this phase, you will truly start to see the potential value that digital asset inspection adds to your business.

Typically, this involves 3 steps:

1) **Digitize** all your previous inspection forms. Or create new ones if this is your first inspection system

2) **Customize** them with the specific fields, options, and rules that will help your front-line do their job better

3) **Centralize** your data so it is accessible via the cloud to key team members

Digitize

Whenever possible, try to make your new mobile forms look like your old paper forms, particularly if your team has been using the same inspection forms for years or even decades. This will make it easier to integrate the system into your day-to-day processes.

Since your front-line workers will already have a level of familiarity with the fields and information required to complete these inspections, they will be able to do them much faster and much more efficiently now.

Customize

The work you do in this stage is what will set your front-line employees up to succeed. These custom touches will allow you to take things to the next level. Making inspections easy will encourage your staff to carry them out more frequently.

You can add conditional logic, dropdown menus, and dynamic field properties that will save your front-line users a lot of work. You can also benefit greatly by leveraging automation and integrating Field iD with other programs and procedures.

For example, you can set your forms up so that once Employee A completes an action, it will automatically generate an email to (or job action for) Employee B. This ensures that the chain of required events can flow flawlessly, with nothing slipping through the cracks.

Centralize

One of the major drawbacks of an antiquated paper/spreadsheet/Sharepoint-based system is that information can become siloed or "trapped." Your crucial inspection data or procedures may become trapped in one single employee's mind, desk, or computer.

With digital asset inspection, this is no longer a concern as all data is centralized in one convenient system, making communication seamless. Whether you are out on the frontlines or in the boardroom, all information is readily accessible with the click of a button.

As we return to work, centralizing information is of the utmost importance as it removes the need for site supervisors and managers to travel from one site to the next, reducing cross-contamination when collecting information.

Through digitizing, customizing, and centralizing all information, organizations can boost efficiency and productivity, while mitigating risks.

STAGE 2: GOING MOBILE

Tapping into Mobile Technology's Full Potential

Desired Outcomes and Milestones:

- Create simple, one-touch inspections for your workforce

- Design a system that works for your company

- Standardize inspections across all your sites

Potential Challenges:

- Ensuring a seamless user experience for the front-line

- Not creating extra work, even though you're gathering more data

Now, you're preparing to help your workforce do more, using a tool they already have: a smartphone.

With cutting edge technology, you can bolster your inspections with:

- Barcode scanning/tags -RFID

- Images and photos

- GPS technology and maps

This gives your team access to a deeper breadth of data than ever before (all available in real-time via the cloud), without burdening the front-line users with more work.

Mobile Technology Helps You Quickly Respond and Adapt to Industry Changes

Easy-to-use tools in digital asset inspection solutions allow you to give your team a turnkey app that "works right out of the box," without the need for extensive training or extra steps for front-line users. However, its biggest value could come from your ability to easily customize and add new components at any point.

You can add new features one week, one month, or one year after your initial launch. Take the massive shifts created by the COVID-19 crisis for example. This has forced companies in every sector to pay closer attention to the sanitization and inspection of their equipment or their PPE.

Digital asset inspection systems will help you prioritize any new COVID-19 requirements that may arise and conduct a thorough risk analysis to stay on top of your processes, and most importantly your team on-site.

STAGE 3: GOING LIVE

Training the Front-line and Earning Their Buy-in

Desired Outcomes and Milestones:

- Mass rollout of the mobile app
- Frictionless integration into your day-to-day
- More inspections being completed, with more data

Potential Challenges:

- The perception among front-line workers that this new tool could create new work
- A workforce that is accustomed to the "old way"
- An older generation of employees who may not be comfortable with smartphones

Your company has customized the asset inspection app to your exact specifications. Now, it's time to roll it out to front-line users who need it most.

Selling Safety and Simplicity to the Front-line

Whenever you introduce a major technological change to a large workforce, you need to train your front-line employees on how to use it. But, you also need to sell it to them. You need to convey the "Why" behind this change, while laying out exactly how this new tool will make their lives easier.

When introducing Field iD to your front-line employees, be sure to focus on the two key benefits that will impact them the most:

1) Simplicity

2) Safety

Simplicity

In many cases, your front-line employees will be the ones to suffer the most because of an outdated and inefficient inspection system. They have to carry out detailed checks using a clipboard and a pencil to meet their inspection quotas and standards.

Next, they often have to waste time hand-delivering reports to their managers, with no control or ownership of what happens next. A simple mobile asset inspection app will empower them to perform more inspections, in less time, and with less effort than ever before.

At the same time, the cloud-based software will automatically send their reports to their managers and automatically create any required emails or job actions. Remote employees, or people working in low coverage areas, will appreciate that they can do all of this in offline mode, and simply sync up when they return to a coverage area.

Safety

It's also important to stress how this solution can help create a much safer workplace for them, and a stronger safety culture overall. Managing your equipment has a massive impact on your overall safety culture. Nearly a third of all safety incidents (29%) are equipment-related in the form of:

- Struck-bys
- Contact
- Pinches
- Mechanical error
- Ineffective PPE
- Many more

If you were able to better control your assets and reduce your equipment-related injuries by 80%, you could cut your overall injury rates down by roughly 24%.

Bridging the Technology Gap and the Generation Gap

You will likely have to deal with an older generation of front-line staff and managers who aren't as comfortable with smartphone technology as their millennial-aged coworkers.

They have also most likely been using the previous system for years (or even decades) and feel that it works "well enough."This is where explaining the "Why" behind the change is crucial.

You also need to show them that this app will make their jobs easier, not harder. It will remove unnecessary steps, not add more work. Many of our clients have sold this by simply saying, "You will never have to pick up a clipboard or touch a piece of paper again."

Of course, you will want to stress how digital asset inspection systems can make their workplace safer, and how a strong safety culture is better for everyone.

The front-line buy-in from your senior employees is crucial. They are the ones who will be training the younger generation and the new hires. They are the ones who need to convey the value and importance of this tool to all future employees.

If they have a positive attitude towards it, that will trickle down to the rest of the team.

STAGE 4: GOING FURTHER

Making More Informed and Data-Driven Business Decisions

Desired Outcomes and Milestones:

- A digital asset inspection system is now your competitive advantage
- Increased front-line participation in inspections
- Empowered and protected team members
- Automation of manual processes
- Better inspection data collection and analysis
- Consistency in hitting safety standards and inspection criteria
- Technology has made information accessible to whoever needs it
- Higher-level employees have insights into asset performance and optimization
- Your organization can now optimize process efficiency to drive better results

Potential Challenges:

- Continuing the momentum from the previous stages
- Ensuring you're using the inspection data to its fullest potential

In this last stage, you've successfully woven a digital asset inspection system into your workplace's fabric, and you can now use its benefits to take your company further than you've ever been before.

This success is not a final destination; it's an ongoing culture that you've built. You don't achieve it, you maintain it.

At this stage:

The Frontline: Has made this tool a regular part of their day-to-day. It's now part of their muscle memory, as they're completing a higher quantity and quality of inspections. A digital asset inspection system is also a crucial part of any new hire's training and onboarding process.

Management: Has full visibility into their equipment, tools, and vehicles. They know the last time a given machine was inspected, or the location of any given tool at any given time. They're also able to take all of this data and propagate it upwards.

The C-Level: Has access to dashboards and customized reports and deep equipment data insights, so they can make more informed high-level decisions. They're also seeing an immediate return on investment from the new tool with less downtime, greater operational efficiency, and longer equipment life.

What's more is they are also seeing long-term benefits, as the company is able to keep up with compliance standards and win more jobs/contracts/bids with an improved safety culture.

CONCLUSION

We hope this guide has helped you visualize the need to introduce a digital asset inspection system across your company, while also giving you a glimpse into what life will be like once this tool has been implemented.

Taking control of your inspections will help your company become more safety-focused, more productive, more efficient, and more profitable. The time-to-value will vary based on the size of your company, the nature of your industry, and the sheer volume of assets you're inspecting.

However, once you're running at full speed, you can expect:

- Increased efficiency and frequency of inspections
- Increased safety and reduced liability
- Constant compliance and worry-free audits
- Empowered and productive front-line workers
- More informed and data-driven high-level decisions

A change this significant clearly won't happen overnight; however, if you follow the process we have outlined in this document, things will evolve much quicker than you might expect.

Field iD, a robust digital asset inspection system developed by proven subject matter experts, was designed to offer organizations a best-in class solution to mitigate risks. Field iD has helped industry giants like Delta Air Lines, for example, with their day-to-day operations as it has boosted front-line efficiency and connected employees across the world.

With Field iD, real-time information is easily accessible to every single manager, streamlining all processes.

" **After Field iD, we have been able to (with the mobile app) incorporate every single engine move across all our out-stations and that information is immediately accessible to every Delta manager across the world. I believe it has made the workplace safer because with every outstation now being fitted with Field iD, we know coming from New York, Minneapolis, or LAX that this engine or engine stand is coming in with A,B, and C problems and we can set up for that and take**
" **care of it.**

- Ken Myers, the Lead in Engine Movement.

What's more, is employees are now also able to complete paperwork at lightning speed! "The time it took to get it from two or three paper drawn out applications to the managers was cut by two thirds with Field iD," says Myers.

As an organization, we are committed to making every step of your journey as smooth and seamless as possible with our team of experts. Experience quick time to value as we give you the chance to be up and running in days!

To learn more about Field iD, **watch this video** and book a meeting with one of our specialists to find out how you can keep your front-line safe with 3-months free access with 1 year sign on! Join our community of industry giants today.

ABOUT FIELD ID

Field iD is a digital, easy-to-use software combining electronic identification, mobile devices, and web to automate inspection and asset management in real-time and in volume. A product working under the eCompliance product family to help keep front-line workers safe, Field iD is a product focused on effectively inspecting assets to prevent incidents and optimize the equipment lifecycle.

With the mission to eliminate 1 Million incidents, eCompliance is the fastest growing safety software company in the world with hundreds of client success stories.

TRUSTED BY THE WORLD'S SAFEST COMPANIES

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