Aviation company reduces safety reporting task time by 93% using Safety Management System

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Case Study

Company
AUS Flight Handling

Solution
Safety Management

Industry
Aviation and
Ground Handling

Size
400-450 flights per week
$5M Revenue

Location
Australia

Company Overview:

AUS Flight Handling is one of Australia's leading aviation and ground-handling companies, servicing 400-450 flights per week across more than a dozen locations on the continent.

Challenge:

AUS Flight has grown by more than 300% since 2013. But that growth has not come without challenges.

Among those challenges, a complex set of workplace health and safety reporting requirements. While AFH was growing, its safety reporting system struggled to keep pace with demand.

The company faced significant reporting limitations and low visibility of safety data across all of its Australian sites. A complex web of disparate technologies, outdated processes, Excel spreadsheets and paper-based forms cost the company time and money.

In some cases, it could take as long as two full business days — up to 14 hours — to sync and report critical workplace safety information, the company said.

As AFH continued to expand, executives sought an automated reporting system that could improve efficiencies, reduce costs and scale with the business.

Solution:

The HSI and AFH partnership started in 2018.

The initial phase sought to simplify safety reporting, introducing workflows and automations that made it quick and easy for employees to perform critical reporting tasks.

All actions, forms/records, and required documentation for each shift were consolidated into the one centralized platform.

HSI's travel and transport industry experts introduced new features to simplify the safety process with automations and workflows, streamline data, and cover reporting gaps to create a better overall safety dashboard for AFH.

Not only did HSI meet the company's requirements on budget, it got the system up and running in 90 days. Since that initial implementation, the HSI-AFH solution has enabled the organization to improve safety performance and reduce the time it takes to perform heavily administrative workplace safety tasks.

Company executives say ease of use and new functionalities helped AFH meet all of its reporting requirements, while making it easier for employees to embrace and consistently use the system.

> *"95% of staff members have accepted the change with the move to a new system."*
>
> *Aus Flight Handling, National Safety Manager*

Why It Matters

Safety reporting tasks that used to take 14 hours reduced to 45 minutes

Sought a safety reporting solution to keep pace with 300% company growth

95% of employees had a positive response to the HSI platform

Solution:

Just how successful has the transition been? Since its implementation, the AFH says "95 percent of staff members" have endorsed the change.

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When comparing the old system to HSI, the AFH safety team singled out the time-savings. Specifically, employees said, the reporting changes made it possible to respond faster to incidents using real-time information, analytics and insights.

The AFH safety team used the extra time to produce site-based hazard alerts and other helpful notifications. Executives say this proactive approach helped drive a positive change in the overall business, while improving important safety measures.

"Before HSI, the process to pull weekly reports involved manual extraction and analysis of data from multiple systems, which would take two days," said one national safety manager. "This information had to be shared with all senior management across 14 sites."

With HSI, the entire process has been reduced to 45 minutes.

By simplifying the process, AFH achieved a 90% increase in national safety reporting in just over four months.

What's more, AFH's National Safety Manager now has access to safety data and insights across all locations at the click of a button. This has opened up new areas within the role to respond and act in real-time, while reducing the heavy administrative burden associated with safety reporting. As a result, executives say the entire AFH safety team now spends more time fostering a safer, responsive workplace for company employees.

About HSI

HSI is your single-source partner for EHS, Compliance, and Professional Development solutions. HSI provides integrated e-learning content, training solutions, and cloud-based software designed to enable your business to improve safety, operations, and employee development. Across all industries, HSI helps safety managers, and technical employees, human resources, first responders, and operational leaders train and develop their workforce, keep workers safe, and meet regulatory and operational compliance requirements. HSI's focus is on training, software, and services for safety and compliance, workforce development, industrial skills, and emergency care. HSI is a unique partner that offers a suite of cloud-based software solutions including learning management, safety management, chemical SDS management, and more, integrated with content and training so businesses can not only monitor and manage multiple workflows in one system, but train employees via one partner.

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