



### BACKGROUND

DePuy Synthes are part of the Johnson & Johnson family of companies. They manufacture products for reconstructing damaged and diseased joints and for repairing and reconstructing traumatic skeletal injuries at its facility in Cork. DePuy, like other pharmaceutical and medical devices manufacturers, must heed an array of regulations meant to ensure quality for their customers and protect their employees from dangerous working situations. Companies implement certain processes to meet the requirements of these regulations as well as their own internal business requirements.

### THE PROBLEM

DePuy Synthes had some resounding challenges relating to their contractor and permitting processes. They identified a problem with the way contractors were brought on site. They wanted to find a solution to protect contractors coming on site to perform maintenance or engineering work and one that would enhance visibility, compliance and communication.

Dan Donovan, Technical Services Leader at DePuy's Cork facility, realized that their paper-based permit-to-work system needed to be replaced with a more efficient and innovative system. Based on recommendations from colleagues, he set out to find an electronic solution, one that would address the problems and inefficiencies of the paper-based system, but one that wouldn't create other problems and inefficiencies in the process. The electronic solution had to be flexible and customizable; easy to use, requiring little training; comply with corporate requirements; and bring the savings.

Dan Donovan investigated several offerings when looking for an electronic solution to transform their current processes. When he came across OneLook Systems and the solutions they had to offer, he knew this would be the right fit for DePuy Synthes.

### THE SOLUTION

The OneLook Systems team implemented SafePermit on DePuy's site in just two and a half months. The project team worked with key stakeholders in the Technical Services department to customize SafePermit to meet DePuy's exact requirements. The team recreated each DePuy permit electronically in SafePermit, and created a centralized database of contracting companies, contractors, their qualifications and insurance information.

The OneLook team made sure to get the input of end-users, holding question and answer sessions throughout the project. And although the team held a number of training workshops, employees have commented that the system is intuitive and required little training.

### THE RESULTS

5 years later and Dan Donovan is very happy with SafePermit and is adamant that the system has created the cost and time efficiencies he and his company sought. The bottleneck of contractors waiting for permits has abated, the system has substantially reduced the time it takes to create permits and bring contractors onto the site to perform work. With SafePermit, Dan can be assured of contractor compliance to insurance and qualification requirements.

SafePermit streamlined DePuy's paper-based permit-to-work and contractor management processes, but DePuy realized other benefits from the electronic system, as well. The 360-degree visibility of all permit-required work helps Dan and his department to manage work more efficiently and reduce risk. Management sees their newfound ability to quickly retrieve and use the information in SafePermit to make business decisions as a major advantage of the system. Management now has a comprehensive suite of customizable reports at their fingertips; no more digging through notebooks full of paper. And to top it all off, soon after SafePermit was deployed, the British Standards Institute audited DePuy and commended their electronic permit to work system and procedures, as *"the best system they had seen."* It is safe to say SafePermit and Contractor Portal exceeded Dan and DePuy's expectations.

Like many manufacturing sites, DePuy implemented this permit-to-work system before the digital revolution. Before deploying OneLook Systems' electronic solution, SafePermit, DePuy relied on a cumbersome, time-consuming paper-based process that involved filling out forms to open and close every permit, passing around forms for approval, and storing the permits in large notebooks, which employees would need to dig through when audit time rolled around or when they needed to investigate an incident. The paper-based process created bottlenecks of hourly-paid contractors waiting around at reception for permits and other paperwork, and stressful audit preparations.

Dan Donovan personally recommends OneLook Systems: *"OneLook Systems is a creative company who ensured our ideas and requests were realised. They were determined to ensure the best system be implemented, allowing maximum flexibility for future improvements when required. I can confidently endorse OneLook Systems and the work they have done and will be available to anyone that would like to speak directly to me."*

