



Safe workplace for Manufacturing

Evolve your safety strategy to reduce
risks for employees and customers



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“The future of the safety movement is not so much dependent upon the invention of safety devices as on the improvement of methods of educating people to the ideal of caution and safety.”

– Walter Dill Scott, Industrial/Organizational Psychologist

Industry backdrop

Maintaining a safe workplace is crucial for manufacturing companies to ensure the well-being of employees and comply with regulator agencies like OSHA and EU-OSHA. With the increasing complexity of industrial processes, manufactured products, and the ever-evolving regulatory landscape, it is imperative for manufacturers to ensure safety practices and culture evolve at the same pace as the overall organization. Safety programs that get left behind can result in a deteriorating safety culture, with safety risks going ignored or unnoticed.

Workplace injuries and illnesses have a major impact on an employer's bottom line. It has been estimated that US employers pay almost \$1 billion per week¹ due to work-related illnesses and injuries, and in the European Union, the cost has been as high as 3.3 percent of its GDP or €476 billion every year.²

Maintaining a safe workplace extends beyond the walls of a manufacturing plant. The equipment and products being manufactured can have a significant impact on the safety of its customers. A defective product that gets shipped to customers can result in a cost of quality with exorbitantly high external failure costs from accidents or customer injuries.

This paper explores how information management technologies and best practices help manufacturers continuously improve safe workplace management to stay ahead of the curve and ensure the safety of employees and customers.

The OpenText vision for safer workplace management for manufacturers

Much safety information is unstructured, such as safety procedures, safe operating instructions, material safety datasheets and safety forms. Likewise, websites, conversational chat with technical support, and emergency calls to customer support teams are all examples of unstructured information. Often this information is disorganized, siloed, manual, and not secured, resulting in an unsafe workplace.

Manufacturers can move toward a safer workplace for employees and customers by incorporating information management technologies and best practices to organize, integrate, automate, and secure information. As a result, employees have information at their fingertips to manufacture products safely and customers have the information they need to use products safely.

There are opportunities to leverage information management technologies and best practices if any of the following ring true across your manufacturing operation:

- Manufacturing and safety procedures lack governance and are not regularly reviewed and updated.
- Employees do not have easy access to playbooks and the latest operating policies.
- Employers cannot drive accountability by easily validating employees have reviewed the latest updates to safety procedures.
- Manufacturers don't have secure IoT access to alert customers and prevent the hazardous use of products.
- Manufacturers don't make it easy for customers to access safe operating information or quickly resolve product safety issues.

¹ Occupational Safety and Health Administration, [Business Case for Safety and Health](#).

² EHS Today, [Work-Related Illnesses and Injuries Cost EU €476 Billion a Year](#). (2017)



“We have to manage the lifecycle of tens of thousands of controlled documents, including for safety-critical manufacturing processes and maintenance procedures. Having documentation centrally managed by OpenText gives us one single, reliable source of the truth, as well as review and approval workflows through the entire lifecycle.”

– Rachael Sandel, Head of Integrated Planning and Architecture, Orica

Using information management for safe manufacturing and reduced safety risk

A common mistake for manufacturers is to use structured data applications to force fit and manage unstructured information. This approach creates information silos and a lack of digital continuity. It also prohibits safety leaders, manufacturing personnel, and others from finding needed information and being able to open it, work with it, understand it, and trust it. Adopting modern information management software technologies and best practices significantly reduces this challenge and leads to safer workplaces.

Maintain workplace health and safety with access to up-to-date playbooks

It's not uncommon for manufacturers to simply accept that operating policies and safety procedures are difficult to find, out of date, or go unread. Unfortunately, it often takes a safety incident to realize that poor safety policy management is a contributing cause.

Manufacturers with leading safety practices place trusted information at the center of a coordinated, digital approach for safe-workplace plans and protocols by creating a centralized playbook. With Safe-Workplace Playbook Management from OpenText™, manufacturers and their partners can ensure adoption of operational, health, and safety processes by making information easy to find, reliable, and efficiently managed. Manufacturers can digitize volumes of content, creating workflows to automate distribution and enabling users to work with content from whichever device or system is most efficient.

Securely exchange IoT information and detect unsafe product performance

Machines generate one million times more information in one day than all humans on this planet do in an entire year.³ Manufacturers rely on these machines and simply accept they'll perform safely at all times. That's a risky bet if machine performance data is not being securely shared to aid them in designing safer products and alert their customers to unsafe machine performance or use.

With the OpenText IoT Platform and OpenText AI and Analytics Platform, manufacturers can move from a reactive after-market service and support model to one that is proactive. By collecting, processing, and analyzing sensor data along with machine learning models, manufacturers can improve the safety performance of products, as well as identify potential safety problems for customers.

³ Barrenechea, Mark J. Versant, Decoding the Universe. (2022)



Deliver exceptional total experiences when time is of the essence

When accidents or safety incidents occur, time is of the essence. Customers may need to quickly access equipment manuals, get fast responses to tier 1 technical support, or contact product specialists for highly technical issues. Delivering an exceptional customer experience during an emergency response, even if it's not the fault of the manufacturer, can build customer loyalty and advocacy through improved employee and customer digital experiences.

Customers and manufacturers' employees want quick access to information especially in urgent times. Manufacturers that can connect that information and provide smooth employee and customer journeys through a total experience (TX) gain an advantage over manufacturers that struggle to provide seamless customer support during critical incidents. A TX strategy brings all departments together with customers in a shared digital experience to ensure a fast and thorough response to safety incidents.

Why OpenText

OpenText is the world's leader in information management and offers the most complete and integrated information management platform. We support thousands of manufacturing companies across the world, including 20 of the top 20 by market cap, in their information management journey to organize, integrate, protect, and automate data. No information management platform is more secure or scalable to manage high volumes of information to help create a safe workplace.

We welcome the opportunity to be your strategic partner in your journey to create a safer workplace and support you in making your manufacturing operations go from safe to safer.

Proposed next steps

Together, we can outline a vision and identify opportunities to quickly improve your safe workplace KPIs. Below are suggested next steps to ensure your safe workplace journey is in lock step with your information management journey:

- **Introductory meeting**

Bring together the OpenText Global Account Director or Senior Account Representative with your organization's Business Unit President, COO, CTO, VP of HSE, or decision maker on HSE investments.

- **Joint roadmap exchange**

A day-long information exchange with key staff in safety, manufacturing operations, technical support, and critical supporting lines of business. OpenText will gather insight about safety workplace initiatives, current approaches, and obstacles to provide an overview of information management technologies and best practices that support those initiatives.

- **Business Value Consulting workshops**

The OpenText Business Value Consulting team will engage with safety, manufacturing teams, and supporting lines of business to assess their current state and quantify the business impact of potential OpenText solutions along your safe workplace journey.



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