

2005 Showcase in Excellence Awards Recipient

Safety & Health Section – ADOT “Safety Clothing & Equipment On-Line Catalog”



Safety Clothing and Equipment Catalog on ADOT's Intranet

Company Information:

Highest Ranking Official:
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Type of work:
ADOT Safety & Health Section strives to serve as a leader to the public and private sectors in innovative and effective safety programs such as safety management and industrial hygiene.

Workforce:
10 Safety & Health Section employees

Highlights of Organizational Process:

Available on the ADOT intranet, ADOT's Safety Clothing & Equipment Catalog has increased our ability to provide ADOT's 4600+ employees with easy access to contracted safety items. This catalog improved our ability to provide our customers with ANSI compliant clothing and equipment.

With only ten employees in the Safety & Health Section, we are always looking for ways to more efficiently utilize our resources. Internet-based technologies have been a tremendous asset, enabling us to provide quality service to our customers, while allowing our employees to work on other safety issues.

In December of 2001, the Safety & Health Section established a strategic objective: bring ADOT into compliance with the ANSI 107-1999 Standard for High Visibility Clothing. The Safety & Health Section and its *Safety Clothing Committee* (SCC) (chaired by Safety Rep, Dawn Palmer) conducted a needs assessment of ADOT's safety clothing acquisition process. We identified elements in this process that needed improvement:

- ▶ The SCC surveyed users to determine the safety equipment environment and what actions would be necessary to attain compliance. Some of the findings were:
 - Users were not aware of what clothing and equipment was on contract. Copies of the contracts were not readily available to the users outside metropolitan areas.
 - The ordering process was confusing resulting in wasted time and money.
- ▶ The SCC reviewed the current ADOT procurement contract specifications regarding ANSI compliant garments. Some of the findings were:
 - Vendor catalogs did not correlate, verbally or visually, with ADOT specified or approved equipment.
 - Returns or exchanges for incorrect purchases required significant time and paperwork therefore were very expensive.

- ▶ The SCC interviewed potential buyers from each of our user groups as well as vendors that provide products to our agency. Input was also solicited from the Procurement Office and division stakeholders.
 - Users needed a single source, “one-stop-shopping,” to help them determine the following: items approved for purchase, approved vendors, visual and background information on the items, and related guidelines.
 - Users felt the process was time consuming and confusing, which made it difficult to purchasing appropriate safety clothing and equipment.
- ▶ Safety audits of work areas revealed:
 - The purchase of unapproved safety equipment was common and often a result of the confusing process that was in place at the time.
 - Many employees were unaware that safety products were on contract.

Safety & Health Section established four goals based on the needs assessment: (1) redesign ADOT’s current safety clothing and equipment specifications to meet ANSI standards (2) amend and/or establish new safety clothing contracts to include ADOT’s revised specifications, (3) develop a user-friendly, point-of-purchase on-line portal that would educate, motivate and facilitate ADOT personnel’s purchase of ANSI compliant garments; the *Safety Clothing & Equipment Catalog*, and (4) monitor the use of the new clothing and equipment on-line catalog.

We felt that the intranet would provide the best environment for a “one stop shopping environment” that we were trying to achieve. Our task here was to provide a tool that could be accessed by all employees and could be easily updated with the most current product information.

By employing user testing throughout the design, we were able to minimize development time and create a user-friendly interface that increased our ability to attract and retain users. With support from ITG programmer, Cyndi Striegler, the catalog became available on ADOT’s Safety and Health Intranet web site in May of 2003. Employee enthusiasm for the on-line catalog was immediate. “Item photos are WONDERFUL! Before, we were just able to read a brief description of the product. We didn’t always know what we were getting”. *Customer*

Additional benefits from the applied solution include:

- ▶ Single Source Portal Benefits:
 - Reduces time spent researching requirements, compiling and processing orders.
 - Increased purchase order accuracy, which reduces the number of exchanges and returns.
 - Enables vendors to be paid promptly.
 - Provides documentation should a Vendor Performance Report become necessary.
 - Enables more accurate and current budgeting information by limiting outstanding encumbrances.
- ▶ End User Benefits:
 - Enables end users to comply with ADOT requirements, policies and procedures.
 - Safety equipment is readily available, reducing accidents and dollars spent on workers compensation claims.
 - All safety equipment listed in the catalog meets ADOT and ANSI specifications.
- ▶ Improved Procurement Process:
 - Contract officers now see what items they are managing and better understand the customers needs.
 - Reduces the number of telephone calls, emails and messages needed to explain to users what is available on contract for both safety and procurement personnel.
- ▶ Safety & Health Section Benefits:
 - The number of calls to Procurement and the Safety Office were reduced by 99%.
 - The efficiency of the ordering process enables the staff to focus on other safety issues.