

How AbbVie Streamlined Their Contractor Management Process



Background

AbbVie is a global biopharmaceutical company with five locations in Ireland. At the AbbVie Ireland Pharmaceutical Operations “bulk tablet” site in Cork, the company manufactures a line of products that help reduce cholesterol levels in patients at risk of cardiovascular disease.

AbbVie is dedicated to the safety of its employees and the contractors who work on-site, and the permit-to-work process is an integral element of its safe work practices. It is during this process that the AbbVie EHS team determines the hazards associated with permit-required work and the safety equipment required for the job.

AbbVie’s Challenges

Before implementing [VelocityEHS® Control of Work](#), certain inefficiencies of AbbVie’s paper-based process created challenges for the EHS team, including the time it took between raising and distributing a permit and a lack of visibility into the work and information.

Originally, the process began when a Facilities employee requested a permit for a maintenance job. The paperwork for these permits changed hands between the Facilities and EHS departments as the requisite safety analysis, contractor information, and approvals were collected, and each permit took approximately one hour to complete.

Michael Tuohy, EHS manager, remembers on some mornings, there would be a queue of 10-15 contractors waiting for permits outside his office so they could begin work on-site. These contractors were on the clock, so AbbVie was essentially paying some contractors to wait.

The paper-based permit-to-work process provided AbbVie managers with limited visibility of the work that took place on-site, as well as limited access to valuable information. EHS and Facilities employees relied on phone calls and emails to determine potential conflicts in the scheduling of permit-required work and gathering information on contractors.

Why VelocityEHS Control of Work?

AbbVie decided to implement VelocityEHS Control of Work, with dedicated electronic permit-to-work and contractor management functionality. From this one platform, users can:

- Open, close, review, and print permits
- See the required safety equipment or PPE
- View the activity of permit-required work at a site-wide level
- Manage and review contractor compliance information
- Arrange for the arrival of visitors in advance
- Report on all work and visitor activities on-site

The VelocityEHS team implemented the software solution in two and a half months, working with the EHS and Facilities departments to customize the system to their exact requirements. The team created electronic versions of AbbVie’s permits and built a centralized database of contracting companies, contractors, their qualifications, and insurance information.

Additionally, as corporate requirements have changed over the last few years, VelocityEHS has worked with AbbVie to modify the software as needed.

VelocityEHS Control of Work transformed AbbVie’s inefficient paper-based permit-to-work process into a lean, electronic workflow.

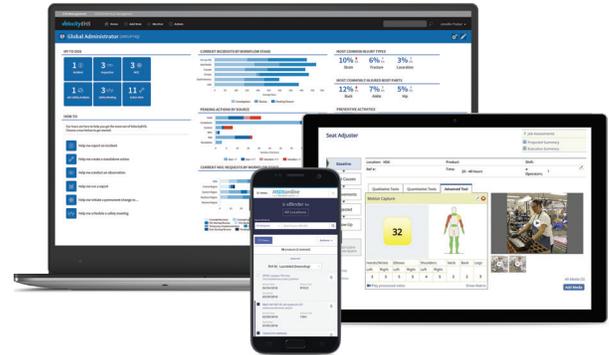


Results

Michael reports that AbbVie felt the results immediately. His team is saving at least 30 minutes per permit, and, when contractors arrive, their badge and permit are ready for them at security. He no longer sees a queue waiting for permits outside his office.

Michael is thrilled that he has much more visibility and instant access to information. Michael and his team can now see all the permit-required work that is taking place at any one time on an integrated calendar. When planning future work or raising a permit for a new job, he can be sure there are no conflicts that would compromise safety. In addition, instant access to information has allowed Michael to implement new safety initiatives, such as safety spot checks by Security, to make sure contractors have the correct PPE for the job. Security can now do these sorts of checks because each permit is ready before the contractor arrives and is clearly labeled with the required safety equipment.

To learn more about how VelocityEHS Control of Work can help streamline your contractor management processes, [visit our website](#).



“VelocityEHS Control of Work has greatly added value to our business. The process efficiencies gained through the system has provided us with a return on investment within six months.”

- Michael Tuohy, EHS Manager

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