Ideagen

HAECO Group achieve enterprise-wide safety and quality management benefits with Ideagen Coruson

HAECO

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>
> **Dennis Hui,** General Manager of Quality

✓ BENEFITS

- Easier to assess safety & business performance as well as highlight emerging trends & potential issues in one central system

- 18,000 staff based in three global locations in Hong Kong, China & North America using the system

- Simple and easy to use, Ideagen Coruson encourages staff to raise & complete more reports

- By completing near-miss & hazard reports HAECO is taking steps to become more proactive in safety & risk assessments

- Despite operating in different locations, Ideagen Coruson supports deliverance of reliable quality service to its customer base

- Senior management can see safety performance indicators & how each site is performing both individually & in line with overall Group objectives

With safety being of paramount importance, HAECO Group was looking to consolidate all of its safety processes into one software system – making it easier to assess safety and business performance as well as highlight emerging trends and potential issues.

Its chosen system would also be able to handle all safety data emerging from HAECO's 19 global subsidiaries, as well as be scalable enough to cope with thousands of users at any one time.

Dennis Hui, General Manager of Quality, said: "At the HAECO Group, we always put safety first; indeed in the airline industry safety is the most important element of our work.

"In order for us to bring our safety management system to the next level, we recognised that one single solution would have to be implemented that would allow us to integrate all of the key elements of our SMS."

Stephen Atkinson, Group Head of Business Improvement & Sustainable Development, added: "With 18,000 staff around the world based in three global locations in Hong Kong, China and North America, it was imperative that we worked with an IT system that supported our safety management processes, giving us the visibility and business oversight related to safety across the HAECO Group."

How did Ideagen Coruson help HAECO Group achieve enterprise-wide safety management?

HAECO Group implemented Ideagen Coruson as its group wide system, not only for safety management, but for quality and general business management as well. With Ideagen Coruson, it provided HAECO with the accessibility and ease of use that it required which in turn helped introduce a global safety culture and increase levels of reporting – both in terms of safety and to senior management.

Mr Hui added: "As long as we maintain an internet connection our staff can connect to the system easily from anywhere in the world, anytime. Being a simple and easy to use system, Coruson has made it easier to encourage staff to raise and complete more reports – enhancing the overall safety culture of the business.

"We are using Coruson for both operational reporting and for occupational health and safety reporting – for example staff injury, staff related traffic accident etc. We have witnessed an increase in the reports being raised, which in turn increases and improves our levels of data and ultimately helps us become a better and safer organisation."

> Coruson provides us with the ability to standardise reporting across the HAECO Group; allowing us to spend time analysing the data and the trends rather than debating the nature of the report.

Stephen Atkinson, Group Head of Business Improvement & Sustainable Development

Near miss reporting is next on the agenda for HAECO, which Mr Hui believes will increase levels of safety across the group even further. He added: "Previously, the culture was very much a reactive one. But by looking to complete near-miss reports we are taking the first steps in becoming more proactive in our safety and risk assessment through the reporting of any potential hazards."

With 19 subsidiaries in the HAECO Group based around Hong Kong, China and North America, achieving consistent operational processes no matter geographical location is of paramount importance. Dennis added: "We have different companies in the Group operating in different locations and through Coruson we can achieve the same levels of operational output, allowing us to assess the data from a higher management level. This allows for higher management to be able to see safety performance indicators and analyse exactly how each site is performing both individually and in line with the overall Group objectives."

Mr Hui continued: "Also, in terms of the day to day work, all of our subsidiaries are working to the same processes via a central solution in Coruson. This allows us to show and provide evidence that we are working in sync across the Group when speaking with customers, suppliers or anyone external of the HAECO Group. No matter where an aircraft is sent – be it Hong Kong, China or America – you will see the same safety standards being met across the Group."

As Group Head of Business Improvement, Mr Atkinson believes Ideagen Coruson brings several operational benefits for HAECO's organisation. He added: "It is vitally important that we continue to focus on improving our safety performance – both for our product quality and also our people safety. We need to be able to identify the issues, understand what the trends are, proactively identify our risks and build mitigation plans to reduce those risks.

"Coruson fits very well into our business improvement programme in that once we understand what our issues are – and the systemic problems we face – we can then build a business improvement plan that addresses and improves all areas of safety.

"Coruson provides us with a very user friendly, modern platform to enable staff to identify risk and hazards in a very efficient and simple way. Also it provides us with the ability to standardise reporting across the HAECO Group; allowing us to spend time analysing the data and the trends rather than debating the nature of the report."

About HAECO Group

Established in Hong Kong in 1950, HAECO is one of the world's leading independent aircraft engineering and maintenance groups. With 19 subsidiaries, it is one of the largest Maintenance, Repair and Overhaul (MRO) service providers in the world.

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