



## CASE STUDY

# SAFETY AND RELIABILITY – THE HEART OF SUCCESS

In many industries, safety and reliability are reduced to buzzwords. But for ABS, assisting companies like Crowley with integrating sound safety and reliability standards to create consistent behaviors is core to its mission as a classification society. With so many variables and challenges in today's maritime environment, it is necessary to create layers of defense to ensure the right safeguards at every level.

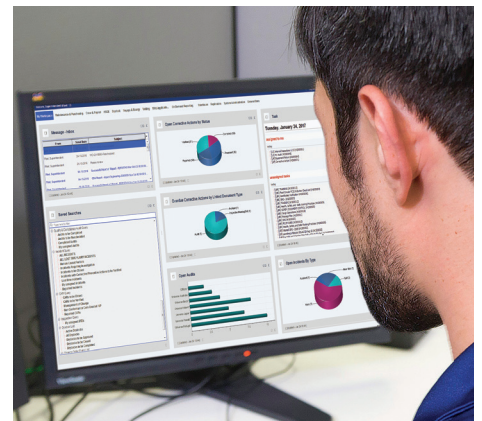
Crowley previously used several programs across the company to manage corrective action reporting and compliance. Crowley had disparate systems consisting of a shore-based Health, Safety, Quality and Environment (HSQE) software system and a paper-based vessel system. However, these two disparate systems made implementing, managing and documenting changes challenging and time consuming – creating very high administrative workloads.

### THE ABS SOLUTION – STREAMLINING CORRECTIVE ACTIONS

Crowley turned to ABS for guidance on their options for HSQE. Yet, this wasn't a one-time conversation: it has been an ongoing exploration of Crowley's HSQE practices to identify areas where safety could be improved across its marine assets. In addition to consulting at the outset, Crowley worked with ABS during the HSQE rollout to ensure the process made sense and fit within existing processes.

By integrating HSQE processes into the ABS Nautical Systems Enterprise software for Crowley's overall shipboard management system, all of Crowley's teams have access to the same inputs to check the status of a corrective action, track findings and share best practices. Crowley shore side and vessel users can collaborate on issues, monitor progress, stay engaged on workflow approvals, and track trends through integrated modules – all in the effort to improve the safety and reliability of operations.

As a result, some adjustments and custom reports were developed specifically to meet Crowley's needs. The ABS Nautical Systems Enterprise software provides Crowley with customized reporting for near miss/hazard recognition, incident tracking, failure analysis, corrective action requests, events and equipment failures. By utilizing Nautical Systems software, Crowley can now leverage the system's information to track and trend key performance indicators with a sharp focus on the vessels' daily safety procedures.



### THE ABS VALUE – A TRUSTED ADVISOR

Today, Crowley meets with ABS quarterly solely for the purpose of streamlining processes and ensuring safety measures are evaluated and improved. Not only is Crowley spending money to save money through improved safety efficiencies – but ABS acts as a trusted advisor in a joint effort to further explore how new safety standards can be adopted by industry stakeholders such as Crowley to improve overall safety.



#### WORLD HEADQUARTERS

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