



QUALITY ELECTRIC INC.

Industry:

Electrical Contractor

Benefit:

A fully integrated and easy-to-use EHS platform has resulted in fewer injuries and a richer safety culture.

“We’ve seen a significant decrease in our number of injuries. We’ve actually cut our recordable injuries in half.”

Sam Erickson,
Corporate Safety Officer

Case Study

Major Industrial Electrical Contractor Reduces On-the-Job Injuries by 50% with Novara



Client Profile

Boise-based Quality Electric, Inc., is the largest electrical contractor in Idaho. It specializes in a variety of construction sectors, including Commercial, Industrial, Technology, Transportation, Government, Service, Healthcare, and Manufacturing. The company was founded in 1962 and today has more than 531 employees, operating across Idaho and Oregon.



Challenges

Company Outgrows a Limited Multiple-Platform Safety Program

Quality Electric’s Environmental Health & Safety program faced challenges including:

- » Growing team, frequent new hires and trainees
- » Lack of flexibility in creating forms and training
- » An EHS system spread out between three software programs

Chief Safety Officer (CSO) Sam Erickson started at Quality Electric 12 years ago as an electrician, so she knows firsthand the safety and compliance challenges of a large, field-based workforce.

Erickson now manages a team of eleven full-time safety representatives, all of whom (herself included) work in the field. It's not uncommon for one or more safety reps to work full-time on just one project.

When she took on the Corporate Safety Officer role, Quality Electric was rapidly acquiring large clients, which required hiring and training many new employees. Unfortunately, Erickson found herself saddled with an EHS program comprised of components from three different software companies.

"My team was frustrated because we had three different systems," Erickson said. "It was a major headache and a deterrent to participation in the EHS program."

The stakes were high for Quality Electric. Reducing the company's OSHA-required Total Recordable Incident Rate (TRIR) and Days Away, Restricted or Transfers (DART) rates were essential for employee safety and protecting against the inspections and steep fines triggered by higher incident rates. In addition, Erickson was frustrated to find that she couldn't customize forms and training.

Erickson knew they needed an all-in-one EHS solution that was easy to use and flexible to meet the specific needs of their business.



Solutions

Novara Flex's Customizable and Easy-to-Use One-Stop EHS Solution

Today, Novara is Quality Electric's unified EHS solution for:

- » Configurable forms
- » Company-wide audits
- » Company-wide training
- » Quarterly training audits

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She was worried that the transition to Novara meant training her team on yet another system, but Erickson said the switch was well worth it. “My guys told me, ‘Oh, my gosh, this is a night and day difference. It’s so much easier to navigate.’ That’s what I was hoping for.”

She audited training records from the previous system and found plenty of errors that needed correcting.

“I had foremen claiming to be forklift trained, but without any documentation,” Erickson said. “So, we had to amend everything, making sure that we had a paper trail and that everything matched up.”

Now, with detailed audits behind her and Novara to rely on, she has greater visibility into the practices that will ultimately help the company better manage its TRIR and DART ratings.

“I can run reports on the departments where our injuries are happening. If we get a lot of forms from a specific person, we can look at what training they’ve completed. Are they finishing all their toolbox talks? Are they completing their job site requirements? Are they doing follow-up inspections?”

Novara’s ease of customization has also meant Quality Electric’s forms and training are now tailored to fit the company’s job roles.

“Novara’s forms have been absolutely instrumental. That was one of the big draws with Novara: I had full control,” Erickson said. “We did a huge training push after we got Novara. I ended up creating training that fit what our company needed.”

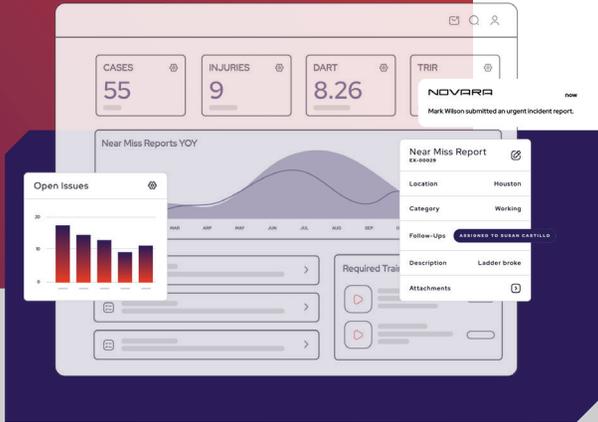
Training now happens throughout the company. “Novara has a really great list of training videos, which is really helpful,” Erickson said. “Now we’re pushing those trainings out to our crews and saying, ‘This is the expectation.’”

“We went all the way from the lowest apprentice to the executive management team. Everyone had to do training,” she said.



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Results

A 50% Reduction in Recordable Injuries and a Reinvigorated Safety Culture

Within the first year of implementing Novara, Quality Electric is already seeing the benefits from a field team actively embracing the new system. These include:

- » Improved safety culture
- » High-level data to support decision-making
- » Recordable injuries cut in half

“I’ve noticed a huge change culturally,” Erickson said. “People reach out to me more and ask better questions. They ask about different aspects of the equipment and whether training is available when they don’t feel comfortable about something.”

A more actively engaged team is yielding results that are easy to measure:

“We’ve seen a significant decrease in our number of injuries,” Erickson said. “We’ve actually cut our recordable [injuries] in half.”

Easier access to accurate data allows the company to set priorities and make smarter decisions.

Looking forward, Erickson says she’s developing further KPI metrics, so her team and company have a clearer understanding of—and accountability for—the safety goals they need to achieve.

“My plan next year is that any department with poor metrics will compile a Corrective Action Plan. They have to document what they’ll do to prevent this stuff from happening in the future.”

Erickson said her experience with Novara impresses her so much that she finds herself recommending the software frequently within the electrical contracting industry.

“I talk to them about how Novara has helped us track different things like licensure and training and where we’re at with certain aspects of our program. And they’re like, ‘This is crazy. I wish we could do that.’ I tell them: “You can. It’s just a matter of implementing [Novara].”

About Novara

Novara provides safety and operational risk management software for high-risk industries that empowers organizations to identify and resolve issues before they become incidents. Through the Flex and Risk Management Center platforms, Novara helps organizations address operational risk proactively by unifying data, increasing workforce engagement, and proactively managing risk. Novara’s combination of training, software, and tools puts people and safety first while protecting critical operations.

For more information visit
www.novara.com or
 call 833.497.2688.