

# Case Study: App-supported Organisational Assessment

## Context

A large company with engineering and manufacturing units located on a single site, employing 10,000 people. The company aimed to improve its Health and Safety (H&S) approaches across the site.

## Goals and Metrics

### Goals:

- Assess the current state of H&S services.
- Understand employee perceptions and concerns.
- Identify key areas requiring attention and improvement.

### Key Metrics:

- Employee feedback and satisfaction levels.
- Identification of key H&S topics.
- Improvement in H&S practices and employee safety.



## Approach

- **Assessment:** Conducted a baseline study involving all employees to gather comprehensive insights and benchmarked data against other company sites.
- **Strategy Development:** Developed based on survey feedback and benchmarking data to address identified issues and improve H&S services.
- **Implementation Plan:** Utilized a structured survey asking key questions about existing H&S services, perceived company care, and critical H&S topics. Deployed a **customized, user-friendly smartphone app** with AI powered backend for ongoing feedback and reporting, featuring voice-to-text functionality to avoid boring multiple-choice questionnaires.

## Interventions

- **Training Programs:** Enhanced H&S training based on identified gaps and needs.
- **Process Improvements:** Implemented new H&S protocols and enhanced existing ones.
- **Structural Changes:** Introduced a more responsive and proactive H&S management system, supported by the smartphone app.

## Outcomes and impact

- **Outcomes:**
  - Comprehensive data on employee experiences and perceptions of H&S services.
  - Clear identification of hot topics needing more attention.
  - Enhanced employee engagement in H&S practices.
  - Benchmark data revealed the site was below average compared to other company sites in key H&S metrics.
- **Impact:**
  - Improved H&S environment across the site.
  - Increased employee satisfaction and perception of company care.
  - Reduction in H&S incidents and near misses.

## Conclusion and lessons learned

- **Summary:** The baseline study, coupled with benchmarking data and a customized, easy-to-use smartphone app, provided valuable insights into employee experiences and perceptions, enabling targeted improvements in H&S practices. The use of modern Large-Language Models (LLMs) connected to an easy voice-to-text functionality ensures best possible analysis quality.
- **Future Steps:** Regular follow-up surveys, continuous engagement with employees, and ongoing use of the smartphone app to maintain and further enhance H&S standards.

### Lessons Learned

- **Challenges:** Ensuring high participation and honest feedback in the survey.
- **Best Practices:** Regular surveys, benchmarking against other sites, and active involvement of employees in H&S discussions are critical for continuous improvement.