



## Aggregate Industries accelerate certification across 200 sites and improve operational efficiency in ongoing management

"Entropy Software™ is as powerful as you will get in the market today. Its strength lies in the knowledge that it provides and it allows everyone to spend time doing their job rather than hunting for information."

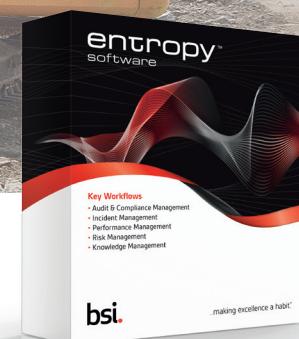
Dr Miles Watkins, Director

### Aggregate Industries needs

- An electronic system that would assist ISO 14001 certification – Integration of environment, health and safety, and quality information
- A system that would be efficient to use and save time
- Provision of valuable data of business critical information
- Auditing, trend analysis and incident reporting tools

### Aggregate Industries Benefits

- A real-time system across multiple sites for UK and US operations
- A self-administering solution that can be used by all individuals and site levels
- Facilitation of informed business decisions by accessing comprehensive company information
- Efficiencies in processes and significant time saving



## Background

Now Aggregate Industries have leading market positions in both the UK and the USA. In the UK, the company is the fourth largest aggregates producer, the second largest asphalt producer, the fifth largest ready-mixed concrete producer and a leading manufacturer of pre-cast concrete products.

## Needs

Aggregate Industries (AI) initially implemented Entropy Software™ for ISO 14001 certification and they now access data across their UK and US operations. Entropy Software™ provides auditing, reporting, compliance, incidents and trends data, giving AI valuable business information at their fingertips.

AI UK began the process of achieving ISO 14001 more than 10 years ago, with the aim to have nearly 200 sites certified within 3 years. To achieve this they convened an environmental working group responsible for analysing the issues and the data that they would require. It was immediately obvious that the conclusions that AI had reached on how to manage the ISO certification process matched with how Entropy Software™ had been designed.

Using Entropy Software™, AI met their goal of all sites being certified several months earlier than expected. An ISO implementation plan then took place across the US operations, and Entropy Software™ is central to them achieving their goal of having all US sites certified too.

## Solution

After integrating Entropy Software™ to manage health and safety alongside environmental data, the Quality and Monitoring modules were also purchased for UK operations. In the US, the Health and Safety module was purchased, followed by the Environment and Monitoring modules. Today, AI have the complete Entropy Software™ suite across all operations.

In order to manage Entropy Software™ effectively, AI have a suite of servers that provide a training version and another version that tests new updates before transfer to the live version. In total, they have five versions of Entropy Software™ in use, with testing and live versions for both UK and US operations and a single version for training. In order to manage the five versions without fear of confusion, each one is clearly colour-coded when viewed on screen.

The focus of using Entropy Software™ is not on the data inputting requirements, but on the benefits that the system brings to the business in terms of efficiency, time savings and raising awareness of non-compliances or illegalities that need to be dealt with as quickly as possible. Entropy Software™ has proved to be an effective tool that turns company information into relevant knowledge, allowing AI to make informed business decisions.

## Result

Since 1999, AI have accumulated a vast amount of data within Entropy Software™, enabling comprehensive site reviews, trends reports, incidents, audit details and non-conformance issues to be prepared in just two hours by one person.

The crucial element of Entropy Software™ for AI is the power it provides through capturing data from many people to give one complete and overall picture. Monthly CEO reports are compiled directly from Entropy Software™ regardless of location and without the need for any additional staff involvement.

Training on Entropy Software™ at AI is an ongoing programme that can meet the needs of new staff, employees who may have been promoted or those who simply require retraining on specific aspects. A questionnaire identifies training needs and suggests one of seven modules that

take 1-2 hours to complete. A suite of training laptops can be taken to any location and provide access to the training server, which allows employees to work on a fully functioning version with real company data.

Managers that have multi-site responsibility retrieve reports from Entropy Software™. At a minimum, monthly reports are requested from managers on non-compliance issues. This encourages regular use of the system and supports a culture of individuals retrieving their own data instead of relying on administrative staff support. By using mobile phone Internet connections, senior managers are able to extract real-time information whilst out in the field, instead of having to carry multiple reports or other paper information. The result is a self-administering system.

Everyone at AI uses Entropy Software™. At site level, audits are made every six months to check the data on environment and quality, so it is easy to identify if data entries are overdue. AI monitored the use of the system and discovered that initially the total amount of time that the system was being used was equivalent to four full-time staff. However, as users became better trained and more efficient at using the system, that amount of time decreased and the system has dramatically increased its operational efficiency.

AI realised from the outset that the Entropy Software™ implementation and support team go beyond just selling a product and the after-sales services and attention to detail also provided have proven very valuable to the company.

**"Entropy Software™ allows us to maximise efficiencies and therefore minimise costs. We look forward to the next phase of the development."**

Dr Miles Watkins, Director

Contact us to find out how BSI's Entropy Software™ can help your business make excellence a habit.

