What's New? Compliance Management

Overview

Managers of complex facilities often must coordinate tens of thousands of tasks to ensure that the organisation complies to an exacting regime of regulations and organisational policies. A single missed task or renewal date on a fire extinguisher, centrifuge, emergency eyewash station, or bio-safety cabinet can have severe consequences in terms of life safety and penalties for failed inspections. These tasks often need specially trained and certified professionals, a factor that adds to the complexity of the compliance task and often requires outsourcing to gain the specialised skills.

The ARCHIBUS Compliance Management application lowers risk by providing a structured process for compliance. V.23.2 expands the control the application provides by measuring compliance down to the level of specific requirements dictated by regulations and specific clauses embedded within vendor contracts.

To achieve these results, the application generates task assignments and automated notifications keyed to requirements' deadlines. For scheduled maintenance, the application connects requirements and clauses to ARCHIBUS preventive maintenance procedures. These preventive maintenance procedures generate the specific actions the organisation needs to execute in order to comply. For reactive work, the application ties requirements and clauses to ARCHIBUS service-level agreements (SLAs). These SLAs assign responsibilities for tasks, measure outcomes, and escalate failed tasks up the chain of command. To provide independent verification of compliance, the application also generates compliance surveys, structured checklists that record measurable indicators and grade compliance outcomes against regulations and contracts. By using these detailed compliance features, organisations can turn regulations and policies into specific responsibilities, track completion status by both in-house and outsourced staff, and monitor SLA escalations for early warning of any program not meeting requirements. Mobile features allow staff to verify compliance outcomes at the point of activity or in the field.

Benefits

Verification: Provides independent verification and formal documentation of real-world outcomes – even for compliance programs that are entirely managed by outsourced vendors.

Contract Compliance: The contract monitoring features provide transparency of outsourced work so organisations do not need to rely solely on the outsourced vendor's performance summary.

Benchmarks and Feedback: With objective statistics on performance, organisations can provide metrics and benchmark targets for both in-house teams and outsourced vendors to provide meaningful feedback on success and failure in real-time.

Vendor Evaluation: The benchmarking information also allows organisations an objective means to compare the performance of different vendors and evaluate vendor bids on new work.

What's New? Compliance Management

Features

Regulation and Contract Abstracting: Provides a structured way of recording the key requirements and implications of regulations and contracts, both for common tasks such as cleaning and HVAC maintenance and for specialised contracts such as fume-hood servicing.

The application abstracts data in searchable and actionable terms for: Contract terms, vendor and responsible staff, scope and locations of assets and the tasks they serve, specific regulatory requirements, terms of the contract that must be met, contract cost commitments, asset and location rate schedules, required outcomes of the regulation or contract, the project that funds the contract.

Tying Regulations and Contract Terms to Responsibilities: The application ties regulations and clauses to ARCHIBUS service-level agreements (SLAs) to monitor work execution and measure outcomes against defined service targets. Each regulatory requirement or contract term can be associated with a specific SLA and PM Schedule, allowing the review of performance of teams and vendors against benchmark standards and against each other.

Tying Regulations and Clauses to Actions: By tying regulation requirements and contract clauses directly to ARCHIBUS preventive maintenance procedures, generates specific work requests that must be completed to comply.

Providing Execution Visibility:

- Quick access to all preventive maintenance and maintenance work requests performed under the contract

- The Compliance Work History Report giving quick access to all preventive maintenance and maintenance work performed to meet the requirements of a specific regulation

- The Contract Work History Report giving quick access to all preventive maintenance and maintenance work provided under a contract with an external vendor

- Quick access to communication logs between staff and between staff and vendors

- Scheduled reminders and notifications for contract-related activities, e.g. review and renewal dates

excitech
naturally balanced partnerships

What's New? Compliance Management

Verifying Outcomes - Compliance Surveys: Provides independent and objective means of measuring the outcomes of compliance programs against the strictures defined in regulations, contracts, and the organisation's policies.

Verifying Outcomes - Defining Surveys: The Define Compliance Questionnaires form allow compliance managers to express in questionnaire form simple satisfaction surveys and even complex requirements or contract terms, such as condition, frequency, and location conditions specified by even strict regulations and rules. Compliance managers can generate specific compliance inspection events (ARCHIBUS Action Items) and associate them with a specific assessment. Compliance managers assign these assessments to specific staff members to perform as part of an initiative. The application tracks these assessments to verify that they were all completed and tallies the outcome of each assessment for analysis and review.

Survey Preview: A preview feature lets compliance managers interactively review how the questionnaire will appear to the compliance staff performing assessments.

excitech
naturally balanced partnerships

What's New? Compliance Management

Extended Questionnaires: Can express many different types of conditions in the form interface, and collect data in tabular format that can be easily reported, analysed, and searched. The application enables questionnaire designers to define multiple layers of questions and follow-ups that branch according to respondents' answers, and specify automatic follow-up workflow to be triggered by designated responses.

Compliance Survey Mobile App: When the staff member is assigned the inspection, it can be opened in the Compliance Survey mobile app. They are then able to see their task lists and questionnaire forms for each task. Opening an assessment survey calls up the specific list of conditions to verify. The list tracks which tasks have and have not been completed.

excitech
naturally balanced partnerships
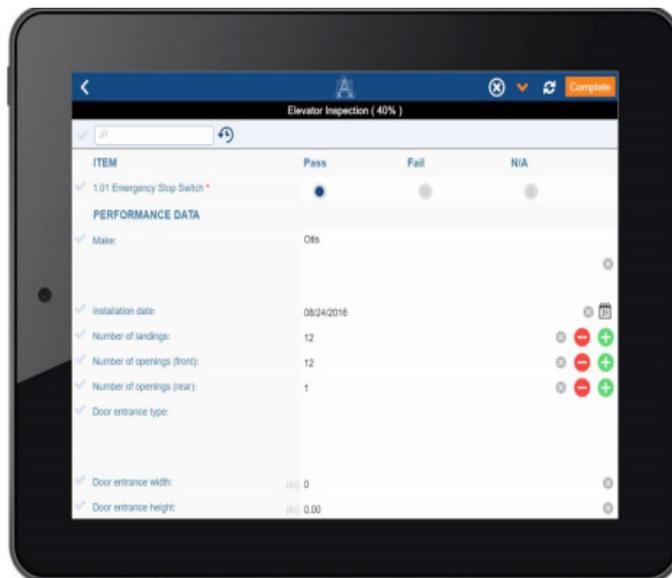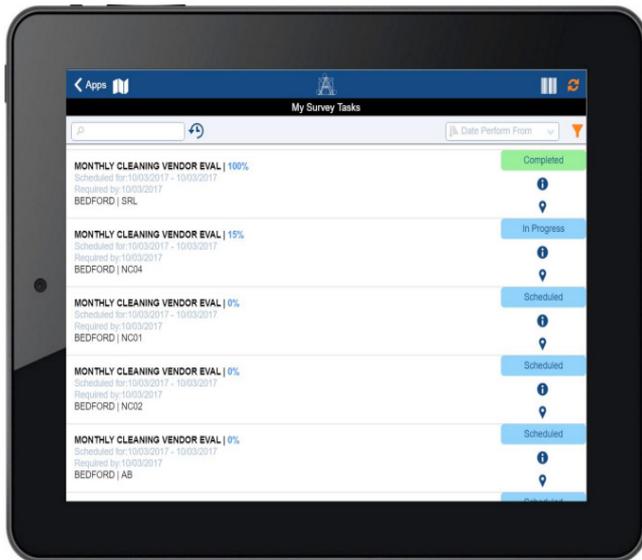
What's New? Compliance Management

Graphical Navigation: This allows compliance staff to quickly locate survey locations. For each task, the questionnaire links to the regulation steps. The questionnaires use mobile-friendly controls that can easily be completed with a quick thumb tap. The application updates all assessment survey completion information and questionnaire information in the central Web Central database when synced.

Analysing Survey Results: At any point, the compliance manager can review reports on Compliance Surveys to verify that assigned surveys are completed. They can review survey results on an item by item basis to pinpoint critical equipment or conditions that do not meet requirements. They can also analyse the results in aggregate to review the larger picture of compliance status.