Firstline CMO presentation

a Båtservice company

FIRSTLINE

maintenance & inspections

CMO COMPLIANCE™

Audit, Risk & Compliance Software

Drops Forum

Stavanger 03.06.2010

FIRSTLINE AS

- part of the Båtservice Group, 450 employees
- head office in Mandal
- new office at ipark Stavanger, April 2010

PDA - Electronic inspection system

- Customized for the offshore industry
- Integrated with maintenance system
- RFID

Inspection based on inventory list

- All equipment is registered
- Inspection guidance
- Individual inspection frequency

Visual inspection and maintenance manuals

- Pictures, arrows and text
- 45 offshore installations

Linked to maintenance systems; work orders and checklists

Operation manuals

- Wireline
- Coiled tubing
- Pumping operations

Certification

- Lifting gear
- Firefighting equipment

Graphic design

- Lay-out
- Printed matters

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Software partner

CMO Global Services

- World leader in Web and Mobile Risk, Audit and Compliance solutions
- Pioneer in the development of mobile/ web solution for Environmental, Quality, Health and Safety management
- Global Support Base, on-site training, focus on simple to use
- Brings global best practise of compliance management to each solution
- CMO partners with industry experts to deliver "configured" compliance solutions
- Firstline and CMO have partnered to provide EQH&S audit/ inspection solutions to offshore oil installations

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Global Experience in Compliance Management Solutions across Industries

Provision of hardware and software support for 1000 users for use in Australia by one of the worlds leading facility management companies.

Provision of PDA hardware and software support for maintenance and inspection routines on three oilrigs.

Provision of PDA hardware and software support to allow users to audit suppliers electronically globally against standards and procedures.

Provision of PDA hardware and software support for offshore inspections.

Provision of PDA hardware and software support for 500 users for use in the United Kingdom for the management of work orders and tasks.

Provision of hardware and associated hardware and software support for 200 PDAs for use on the development and maintenance University.

Provision of hardware and associated software support for 400 field users for use in Europe to manage facility maintenance.

The Problem

- Manual process (paper, Excel)
- Lack standardization, lack consistency
- Disparate emails/phonecalls/printouts
- No audit trail or single risk universe
- Difficult to track issues, monitor compliance, follow up corrective actions
- Difficult to track performance and use for operational improvement
- No visibility across an organisation/stakeholders

→ High costs

→ High risk

The Solution

Goal:

To improve operational performance by simply-fying compliance data collection, management and reporting

The Benefits

- Delivers Operational improvement:
  - Removes Administrative Burden
  - Streamlines Processes
  - Sharing of best practices
  - Continual Performance Monitoring & Optimisation
  - Automatic Workflow Notifications & Reminders
  - Reduction in duplication & manual processes
- Reduces Cost of Compliance by 30-40%
- Reduces risk, reduces claims/costly NCs

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CMO COMPLIANCE™
Cost Reduction System

DROPS case study: Dolphin Solution

- ✔ Web Management System
- ✔ Mobile PDA Inspection
- ✔ Satellite Data Sync
- ✔ RFID scanning
- ✔ Intrinsically Safe Hardware
- ✔ Integration with Existing Work Order database (Onix, Maximo, SAP)

Technical section leader

Executing personell

Plan work orders

Release work orders

Carry out physically inspection

Register result

Corrective work order

Control inspection

Finalise work orders

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safety assurance

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DEMONSTRATION

Dolphin DROPS inspection solution demonstration

- Vessel inspector syncs PDA through satellite connection
- Scans DROPS checkpoint which opens inspection form
- Signs their name/reviews documentation
- Responds to questions/Reviews images
- Selects Non Compliance and Action
- Attaches photos
- Completes inspection and sync data
- Report auto-generates including all NCs/Actions/Images and send all data to Work Orders database and managers.
- Data available onshore via web management system for trend analysis

Inspection reports

FIRSTLINE **Form (Detailed): Purple Area, Pipehandling**

Form (Detailed) Report **(Purple Area - Pipehandling 22May10)** on **Purple Area - Pipehandling - Bredford Dolphin**

Auditor:	Inspector Dolphin	**Status:**	Complete	**Actions:**	Total Overdue
Started:	22 mai 2010 8:20	**Score:**	95%		0 0
Completed:	22 mai 2010 9:07	**Non Compliances:**	1	**Next Form:**	Not Scheduled

Section Scores (Avg = 95%)

Section		Questions Answered	Total	Overdue
	Purple Area - Pipehandling 22May10	**22**	**40**	**0**
1	**PURPLE AREA**	22	40	0

Description (eg Objectives, Methodology, Scope, References)

Derrick inspection: Pipehandling

1. PURPLE AREA

1.1. PLEASE READ THE INSTRUCTIONS BEFORE STARTING INSPECTION. PLEASE CONFIRM WITH YOUR NAME AND SIGNATURE.
NB!! REMEMBER SAFETY PRECAUTIONS

INSPECTOR'S NAME : Kim Appenzeller
SIGNATURE

START INSPECTION

1.2. UPPER RACKING ARMS / HOSE GUIDE: ARE BOLTS IN UPPER FASTENING POINT TIGHT AND LOCKING SHEETS INTACT? LOOK FOR DAMAGE!

NO (0 / 1)

skruer mangler sying. Ref bilde.

Attachments:

Associated by Inspector Dolphin on 23 mai 2010 9:56

1.3. UPPER RACKING ARMS / HOSE GUIDE: ARE BOLTS IN LOWER FASTENINGPOINTS TIGHT AND LOCKING WIRES INTACT? LOOK FOR DAMAGE!

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YES (1 / 1)

1.9. UPPER RACKING ARMS / RACKING HEAD: ARE BOLTS TIGHT AND INTACT ON BOTH SIDES? CHECK THE L
YES (1 / 1)

1.10. UPPER RACKING ARMS / RACKING HEAD: ARE BOLTS TIGHT AND LOCKING WIRES INTACT? CHECK THA
YES (1 / 1)

1.11. UPPER RACKING ARMS / TELESCOPE: ARE BOLTS TIGHT AND LOCKING WIRES INTACT? CHECK FOR DA
YES (1 / 1)

1.12. UPPER RACKING ARMS / SHEARE PINS: ARE SHEARE PINS ON BOTH SIDES, WITH SPLIT PINS AND SAFE
YES (1 / 1)

1.13. UPPER RACKING ARMS / SPRINGS: DO SHACKLES HAVE 2 BARRIERS? CHECK CONDITION OF SHACKLES AND BARRIERS. CHECK THAT BOLTS ARE TIGHT.
YES (1 / 1)

1.14. UPPER RACKING ARMS / BUMPERS: ARE BOLTS TIGHT AND LOCKING WIRE INTACT? CHECK THAT BUMPERS ARE INTACT.
YES (1 / 1)

1.15. UPPER RACKING ARMS / SLEWING RING: ARE BOLTS TIGHT AND LOCKING WIRE INTACT?
YES (1 / 1)

1.16. UPPER RACKING ARMS / SUPPORT: ARE BOLTS TIGHT AND LOCKING WIRE INTACT? CHECK CONDITION OF SENSOR.
YES (1 / 1)

1.17. UPPER RACKING ARMS / TROLLEY: ARE BOLTS TIGHT? CHECK CONDITION OF SUPPORTS. CHECK FOR DAMAGE AND LEAKAGES.
YES (1 / 1)

1.18. UPPER RACKING ARMS / GEAR WHEEL: ARE BOLTS TIGHT AND LOCKING WIRE INTACT? CHECK FOR DAMAGE.
YES (1 / 1)

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Improvement Dashboard

Analyse and improve

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NCR Heatmap - Deliver Improvement

Section	West Factory	South Plant	Admin Centre	Eastern Building	JX Site	Headquarters	Bradford Wing	2nd floor E Buliding	Treehill Estate
1 Quality Management System	60%	86%	58%	83%	35%	72%	38%	87%	58%
1.1 General Requirements	75%	33%	83%	84%	74%	75%	74%	33%	93%
1.2 Documentation requirements	88%	74%	27%	97%	95%	47%	95%	84%	73%
1.2.1 General	50%	85%	85%	84%	76%	95%	74%	47%	98%
1.2.2 Quality Manual	88%	34%	96%	36%	64%	85%	89%	84%	36%
1.2.3 Control of documents	70%	73%	98%	85%	58%	74%	76%	25%	98%
1.2.4 Control of records	85%	25%	86%	75%	99%	83%	88%	85%	74%
2 Management Responsibility	83%	75%	84%	48%	75%	57%	97%	52%	88%
2.1 Management commitment	34%	26%	73%	96%	85%	97%	93%	85%	72%
2.2 Customer focus	43%	78%	94%	72%	88%	84%	73%	27%	96%

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TOP 10 NC Report

Continual Monitoring and Optimisation

Top 10 NCR Report

NCR Report on All Sites for Certco ISP for All Client Structures

Related Action Status: All Status
Risk:
Form: All Forms
NC in Range: 7
Responsible: All
NC Category: All

Categories of Hazard/NC

Areas of Concern	14.3%	
No category	42.9%	
Non Conformity	28.6%	
Opportunity for Improve	14.3%	
Total:	100.0%	

Breakdown of Hazards/NCs by Site by Risk

Total NC Count: 7

	Site	Auditor	Non Compliance/Hazard	Risk	Category	Date Recorded	Person/Company to Action
1	High Harrington Farm	Louise Coe	Require movement certificate	High		09 Oct 2008	No Person To Action
2	Tower Hill Farm	Colin Campbell	Policies not displayed	High	Non Conformity	22 Feb 2009	No Person To Action
3	Tower Hill Farm	Colin Campbell	No action taken on previous audit issues	Moderate	Areas of Concern	22 Feb 2009	No Person To Action

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Summary

- Reduces Risk
- Removes Administrative Burden
- Reduces Cost of Compliance
- Streamlines Processes
- Sharing of best practices
- Continual Performance Monitoring & Optimisation
- Automatic Workflow Notifications & Reminders
- Reduction in duplication & manual processes
- **Creates value from compliance by delivering operational performance improvement**