

CASE STUDY

Altex Energy Ltd Closes Incident Rates 30% Faster with Best-in-Class QHSE Management Platform

ComplianceQuest Helps Canadian Crude Oil Company
Refine Quality, Health, Safety, and Environment Processes



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—Andre Perrault, Manager, Health Safety and Environment

Background

Founded in 2005, Altex Energy Ltd is a Canadian crude oil transloading company headquartered in Calgary, Alberta. Altex is a privately owned company that provides transportation solutions for oil products, including railroad tank cars. The company can manage all facets of shipping from the source to its destination and connects oil producers to Canada, the U.S., and other export markets.

Challenge

Altex is a rapidly growing company with four locations throughout Western Canada. As the leading provider of terminal services for moving heavy oil and bitumen by rail, maintaining health, safety, and environmental compliance is critical for operational efficiency.

When Andre Perrault, Manager, Health Safety and Environment, joined Altex in March of 2019, the company was using a paper-based process for its QHSE (quality, health, safety, and environment) program management.

“We had great QHSE procedures in place, but everything was manual,” said Perrault. “We were using a combination of tools which included paper, Microsoft SharePoint, Word, Excel, and a mobile field-data collection app.”

The patchwork of paper-based and stand-alone systems made it difficult to ensure a closed-loop between maintenance and quality processes. Without the ability to ensure 100% traceability of compliance initiatives, it was essential to find a solution that was watertight from an auditing standpoint as well as more efficient and scalable.

Solution/Results

By late 2019, the search began for a solution that could fulfill both QHSE and maintenance needs. After reviewing several vendors, they chose ComplianceQuest, an enterprise-level QHSE natively built and run on the Salesforce platform.

“We were looking for a solution that was scalable, automated and where we could see all of our information in one place with real-time dashboards. We liked that it was configurable to our specific requirements and could parallel our internal processes,” said Perrault.

30% Reduction in Incident Closure Time

Since implementing ComplianceQuest’s QHSE, Perrault has seen a significant reduction in incident closure time. Standardizing everything into one centralized platform means everyone can produce and find what they need faster, giving them more time to focus on other important tasks.

In fact, Perrault estimates that ComplianceQuest helps the company close incidents 30% faster. That means the QHSE team can now handle much more than they could before.

The standardization has also meant that Altex can be more agile and flexible if there are staffing changes. For instance, if anyone on their team is out on vacation, it’s now much easier for someone else to fill in because everyone uses the same system and process.

CHALLENGES

- Slow, manual processes
- Multiple stand-alone programs
- Low-level automation
- Inability to prove due diligence

VALUE CREATED

- Reduced workload
- Automated workflows and tasks
- Analytics and reporting capability
- Increased efficiency, mobile access

SOLUTIONS

- QHSE
- Maintenance

Improved Incident Visibility

Because everything is centralized in one platform, Perrault, the Altex staff, and the company's management have full visibility into the status of all incidents. Perrault can easily view dashboards that help him identify, analyze, and correct hazards and prevent future recurrence.

Since all of the company's locations have access to the system and continually log important information, even from out in the field, Perrault can get a thorough and accurate picture of each incident.

"For example, I can quickly see which incidents are open or closed, which ones need corrective action, investigation, and prioritization—there's no guess-work," he said. "From a quality and safety standpoint, having an easy way to track this sort of information is incredibly valuable."

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—Andre Perrault, Manager, Health Safety and Environment

Automation Streamlines Processes, Increases Efficiency

In the past, information regarding a hazard or incident would be submitted on a form, which would then send out a notification. Once the notification was received, a manual process was initiated, which

included emails, phone calls, and data entry. At the end of each month and quarter, KPIs and dashboards were created by hand.

"This sequence happened several times a day," said Perrault. "The drawbacks of this approach were lack of speed, multiple programs that didn't speak to one another, the possibility of duplication, and we couldn't achieve the level of automation that we wanted."

Perrault and his team tried to make improvements to a segment of the process by creating a semiautomated system using Excel VBA to generate work orders. Still, they found it was too cumbersome and difficult to manage.

But since using ComplianceQuest's QHSE and maintenance modules, Altex has cut multiple steps and lots of time from the process. "ComplianceQuest does a great job of taking what is normally an administrative function—meaning entering information into a form, multiple back and forth emails, phone calls, and manual sign-offs—and provides an easier, more efficient, smarter way to

get it done,” noted Perrault, who uses the software on an hourly basis. “Our staff can now focus their priorities on higher leverage projects.”

Software You Can Grow With

Operationally, ComplianceQuest has taken Altex to a new level of performance. Over 600 documents were migrated into the new system, and Perrault is excited about the next phase. As they continue to tune in to the platform’s capabilities, Perrault plans on building more dashboards, creating more sophisticated reports, and conducting risk assessments that help improve operational processes.

“Live data helps us make intelligent business decisions and confirm our gut feelings. We now have better insights into how our operations are doing and where we need to prioritize,” concluded Perrault. “One of the greatest benefits to our company is having software that we can grow with.”



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About ComplianceQuest

ComplianceQuest is the fastest growing, 100% modern cloud Enterprise Quality and Safety Management System (QHSE) natively built and run on the Salesforce platform. Our unified QHSE solutions help our customers of all sizes deliver quality products and services in the safest, most sustainable way by mitigating risk, problems, and inefficiencies while protecting customers, employees, suppliers, and brand.

For more information, or to request a demo with a ComplianceQuest expert, contact ComplianceQuest today.

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