hsi

VANGUARD COMPANIES
display and packaging solutions

Solution

Learning Management System and Safety Training

EHS Platform:
- Incident Management
- Document Management
- Vendor Management

Industry

Manufacturing, Pulp & Paper

Size

Over 200 employees

Location

Kansas City, Missouri
(headquartered in Subtropolis)

Packaging supplier streamlines EHS solution — one platform, many solutions.

Company Overview

Vanguard Companies is a leading provider of corrugated merchandising solutions. Their expertise in point-of-purchase displays, signage, retail-ready packaging, industrial packaging, and e-commerce packaging is demonstrated across every retail sector. These products are amplified by their creativity, high-end graphics, digital printing, fulfillment services, and program management capabilities. Vanguard is strategically positioned to provide customers with complete turnkey merchandising solution capabilities and services. They have offices in Kansas City and St. Louis, Missouri, Bentonville, Arkansas, and China, and offer seamless execution regardless of where or when customers need it.

Challenge

Like many companies, Vanguard faced the challenge of managing staff training, OSHA compliance, and overall workplace health and safety. The company was using live training and paper forms, and different departments were managing various aspects of regulatory compliance needs. This hodgepodge of processes and systems presented the organization with an opportunity to improve efficiency and reduce errors.

Vanguard's Quality Manager, Brad Kephart, realized that traditional in-person training methods were time-consuming and expensive. They required the creation of PowerPoints and quizzes, as well as the training itself. Additionally, they needed an internal subject matter expert (SME) to keep up with changing regulations.

Conducting training all day negatively impacted Brad's other job duties. He spent extra time tracking down workers to ensure they had completed all necessary training, since training often took more than one day. His family always knew when it was training day because he would come home completely exhausted.

Reporting and auditing were done manually, often involving printed forms that had to be completed by one staff member, sent to another for review, and so on. Their processes had too many steps and manual data entry points, making them time-consuming and exposing them to accidental errors in reporting.

Why It Matters

Monthly audits are automated, efficient, and no more paper forms to complete

Passed a recent three-year recertification audit for three different ISO standards using the HSI platform

Multiple HSI solutions meet the needs of multiple departments; each team setting up workflows and reporting needs.

Solutions

Brad faced a challenge and decided to implement an online training solution. He and his team evaluated multiple vendors and safety management tools. However, none of them could provide what HSI did, **a platform with multiple interconnected solutions to meet all their needs**. Vanguard decided to implement the Learning Management System (LMS) first and then add modules from the Environmental, Health, and Safety (EHS) platform.
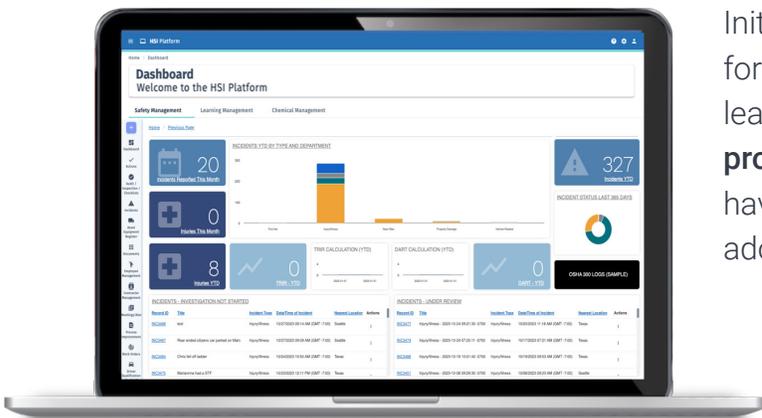
Initially, online learning was a big adjustment for many workers who were used to traditional learning methods. However, **online learning proved successful**, and every EHS module they have added has been easier to implement and adopt among the teams.

Vanguard is currently using three modules from the HSI EHS platform:

1. **Incident Management** was introduced companywide as their first module, and they enjoy the connectivity with the LMS to streamline assigning training as part of the corrective action plan.

2. **Document Management** was used by the quality team for a year, and after seeing the team's success, Vanguard implemented it companywide.

3. **Vendor Management** is used internally to manage their vendor list, conduct risk ratings, and evaluate vendors to ensure they meet all the requirements. Vanguard plans to push this out to vendors next and send them a link, which will make it easier and faster for everyone.

> "As soon as we get our last implementation in, I'm already looking at what else we can add to keep bolstering our system. There are **so many different modules within that platform**, and many that we could **utilize in different ways to help ourselves.**"
>
> — Brad Kephart, Quality Manager, Vanguard

Results

The HSI system is a **technology-based solution** that provides benefits to workers who are not familiar with safety and training management solutions. Brad, who is an admin, has used both systems and found it easy to switch between them, which **saved him a lot of time**. As more employees continue to use the features of the system, they find it more **user-friendly**.

One of the **advantages of the platform** is that it allows users to gradually **add new modules and roll them out to additional team members**. For example, the quality team used the document management module first, refined workflows, and ensured that they were comfortable with the functionality before making it available to the rest of the company.

The **HSI system captures workflows and functionality across multiple teams**, instead of just one solution for one department. Brad and the quality team oversee safety training and document control, while the procurement group is responsible for vendor management. Clear communication and careful coordination are required to ensure everyone is connected and on board with one solution that meets the needs of multiple departments across the company.

Involving various teams and personnel in the implementation of each module helped to introduce the modules to the company and achieve better acceptance and usage of the new system. Departments set up the workflows and steps to match how they have always done their processes. As they realized the platform's benefits, they made modifications.

For example, the implementation team realized there were redundant steps with the same data being captured in multiple places, so they streamlined and created efficiencies. In addition to team members' involvement "at the ground floor" of implementation and refinement of the modules, most of the team members were also involved in the sales process and the evaluation of different vendors and platform options.

Recently, Vanguard went through a recertification audit for three of their ISO standards. These occur every three years. The process took three auditors meeting with various team members over the course of five days, all logging into the HSI platform, often at the same time, to supply documentation for each audit. The HSI platform helps them provide needed information to external auditors and easily meet regulatory reporting requirements.
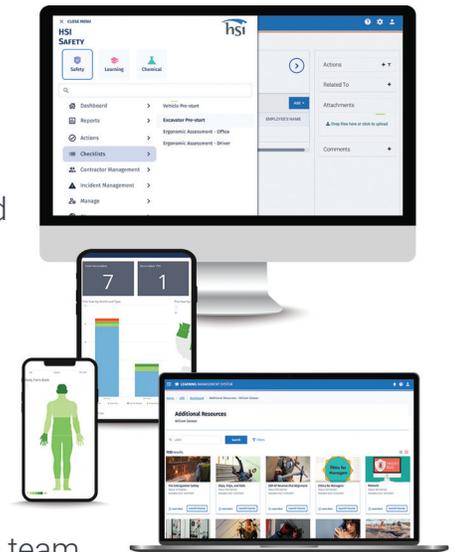
"One of the biggest things we've realized with the **HSI platform** is that **you can make it do almost anything you want.** At first, it's overwhelming because there are unlimited combinations of how to do something, but you quickly find **you can set up the system in a way that works for you.** In another platform, I couldn't replicate our documents or workflows. That is one of the things I've really come to appreciate with the HSI platform."

— Brad Kephart, Quality Manager, Vanguard