SmartTagIt
BY FACTORLAB

CREATING A PLAN FOR YOUR SUCCESS.

To ensure our customers have robust incident prevention systems that meet their needs and capabilities, we use a five-phase process to guide the custom configuration and utilization of our suite of digital services. This process is designed to 1) accelerate effective action from everyone on your team, and 2) dramatically increase the probability you will achieve desired safety and production outcomes.

PHASE 1

Plan and Goal Setting

+ Executive and Safety Leadership Kick-off
+ **Define Goals and Measurable Objectives**
+ Develop Timeline and Set Milestones

Together, we chart the rollout of SmartTagIt's suite of digital services and define what you want to accomplish. Because commitment from the top is a strong predictor of success, before we begin, we host a kick-off with senior leadership to level-set expectations and define goals. These conversations accelerate progress and ultimately save everyone time and money.

PHASE 2

Approval and Mobilization

+ **Send Documents and Establish Form Requirements**
+ **Zone Configuration Design**
+ **Configuration Review and Approval**

We populate the system with your existing defense systems or processes, configure the interface to align with your matrix structure (i.e., the interrelation of locations, projects, business units, contractors, etc.). We also consider different roles within your organization, who can access information, how much flexibility each user will have, and your security requirements.

PHASE 3

Kick-off and Training

+ **Training 1: Safety Team and Onboarding First Five**
+ **Review Progress and Adjust Configuration**
+ **Training 2: Field Team**
+ **Leadership Best Practices Workshop**

Introducing the system follows a crawl > walk > run approach, with up to five users from the safety team piloting the tools. After one to two weeks, we meet to review progress, gather feedback, and make adjustments prior to engaging the field team. We have found that the more leadership demonstrates their own use, the smoother the rollout among frontline users and managers.

PHASE 4

Ongoing Monitoring and Removing Roadblocks

+ **10-Day Follow-up**
+ **One Month Coaching**
+ **Recognition and Planning**
+ **Quarterly Coaching; Progress and Data Analysis Review**

Established milestones are opportunities to review progress and fine-tune the system configuration. For at least the first six months, we hold regular calls to identify those users who are champions and those who are slower to adopt. We discuss how to recognize effort and give strategies to help overcome obstacles in personal use.

PHASE 5

Advanced Configuration and Analytics

+ **Safety Dashboards 2.0**
+ **Configure Automated Recognition and Reward**
+ **Design Safety Intelligence and Discovery Platform**
+ **Custom Hazard Lexicon**

SmartTagIt can automate recognition and rewards programs and help customize report templates and user dashboards. Other services include integrating external applications to create an organization-wide Safety Intelligence Platform with measures like the Safety Hero Index, or developing new models that build on our AI and language processing work.