



Institution of Occupational Safety and Health

Client

IOSH

Our client is an international national organisation whose members are safety and health professionals. They act as a champion, adviser, advocate and trainer for health and safety professionals working in organisations of all shapes and sizes, in around 130 countries.

Industry

Health & Safety

Client Need

Service Offering

- Agile Project Management
- Data Quality & Remediation
- Process Automation
- Dashboard Creation

The client had a manual KPI reporting process that was outdated time-consuming. They had difficulty in tracking that the correct procedure data entry procedure was being followed due to multiple teams having access to the content. In addition, the manual system was not interactive. The existing KPI report format used a manual process to gather multiple data from spreadsheets and this could take some amount of time to generate the relevant statistical information; with a further time intensive process to complete the full KPI report. At the time, one person was managing the reports which was a single point of failure.

Technology

PowerBI

The client discovered that the Manual KPI reporting was failing to give a measurable value of how well A&P was at achieving its business priorities/objectives. In addition, the Data/report was not readily available to the audience and it lacked the ability to allow comparisons checks from month to month or year to year.

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Why Eyecademy?

The client had been talking to Eyecademy about doing some work together for a while and had built a great working relationship with the Eyecademy team. When the KPI reporting project appeared they felt that Eyecademy were the natural choice.

One aspect of Eyecademy's approach that the client liked very much was how the team provided by Eyecademy acted like "an extension" to IOSH's resources. In feedback, the client said that all communications, whether it was emails, face to face conversations or video calls, didn't feel like they were talking to a supplier/vendor, instead they were made to feel that Eyecademy were part of one large team, tackling a specific workstream together.

They were also impressed by Eyecademy's honesty and integrity. We were able to work within agreed (tight) timeframes, but at the same time, ensured that the quality of work was not lost.

Solution

The client's IS dept facilitated regular meetings with Eyecademy who, they felt, patiently listened to their expectations of dashboard style reports. Eyecademy offered ideas and suggestions that were well received and were quick to send draft spreadsheets/dashboard reports to the client to view and incorporate all the suggestions that had been agreed upon. As with any data project, inconsistencies can sometimes creep into the visualisations, but these were dealt with very swiftly. In consultation with our report developer, the client was able to fine-tune the metrics on the data source and iron out any other anomalies. The client commented on how the Eyecademy consultant had gone out of his way to support them by mocking up data for Group stats in order to create initial reports for design purposes. These were used to give the client a better understanding of types of report available and this, in turn, allowed them to fine tune the reports to meet their goals.

Results

The results were:

A definite time saving and increased efficiency on reporting facts and figures. Eyecademy created an intuitive dashboard and simplified the visualisation options to display information in one chart.

A new process exists which the client is rolling out to the rest of the team. In the meantime, a partial report has been shared with the Head of A&P. The visualisation option of the report will allow the Business Manager to make better use of A&P team's information.

The project has also influenced future reporting by raising the concept of automated KPI reporting in real-time and showing that it would be possible to create customised reports for all kinds of stakeholders.

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