

Aggregate Industries

Aggregate Industry



Aggregate Industries have integrated the Entropy System into their daily business. Initially implementing the System for ISO 14001 certification, they now access data across UK and US operations. The Entropy System provides auditing, reporting, compliance, incidents and trends data, giving Aggregate Industries valuable business information at their fingertips.

Aggregate Industries UK began the process of achieving ISO 14001 in 1998, with the aim to have all 150 sites certified by 2001. To achieve this they convened an environmental working group responsible for thinking through the issues and the data that they would require. Very quickly it was realised that a software solution would be the best way forward and Entropy International were approached.

Immediately it was seen that the conclusions that Aggregate Industries had reached on how to manage the ISO certification process matched with how the Entropy System had been designed. Using the Entropy System, Aggregate Industries met their goal of all sites being certified by October 2001 several months earlier than expected. An ISO implementation plan is now taking place across the US operations, with the first 20 sites already certified. The Entropy System is central to achieving the goal of all sites being certified by 2005.

After collaborating with Entropy International to integrate the Entropy System to manage health and safety alongside environmental data, the Quality and Monitoring modules were also purchased for UK operations in 2001. In the USA, the Health and

Safety module was purchased at the beginning of 2003, followed by the Environment and Monitoring modules in mid-2003 and early 2004, respectively. Today, Aggregate Industries have the complete Entropy System across all operations.

To manage the Entropy System effectively, Aggregate Industries have a suite of servers that provide a fully functioning training version and another version that tests new updates before transfer to the live version. In total, they have five versions of the Entropy System in use, with testing and live versions for both UK and US operations and a single version for training. In order to manage the five versions without fear of confusion, each one is clearly colour-coded when viewed on screen.

The focus of using the Entropy System is not on the data inputting requirements, but on the benefits that the System brings in terms of efficiency, time savings and raising awareness of non-compliances or illegalities that need to be dealt with as quickly as possible. The Entropy System has proved to be an effective tool that turns company information into relevant knowledge, allowing Aggregate Industries to make informed business decisions.

About the Customer

Aggregate Industries have leading market positions in both the UK and the USA. In the UK, it is the fourth largest aggregates producer, the second largest asphalt producer, the fifth largest ready-mixed concrete producer and a leading manufacturer of pre-cast concrete products. Turnover in 2002 was £717 million.

Business Challenge

- An electronic system that would assist ISO 14001 certification
- Integration of environment, health and safety, and quality information
- A system that was efficient to use and would save time

Entropy Solution

- A real-time system across multiple sites for UK and US operations
- A self-administering solution that can be used by all individuals and site levels
- Facilitation of informed business decisions by accessing comprehensive company information

"The Entropy System is as powerful as you will get in the market today. Its strength lies in the knowledge that it provides and allows everyone to spend time doing their job rather than hunting for information."
Dr Miles Watkins, Group Environment Manager, Aggregate Industries UK

Aggregate Industries have a vast amount of data within the Entropy System accumulated since 1999. The System contains details of 25,000 non-conformances alone. With this capacity, comprehensive site reviews, trends reports, incidents, audit details and non-conformance issues can be prepared in just 2 hours by one person. The crucial element of the Entropy System for Aggregate Industries is the power it provides through capturing data from many people to give one complete and overall picture. Monthly CEO reports are compiled by Miles Watkins directly from the Entropy System regardless of his location and without the need for any additional staff involvement.

"The Entropy System allows us to maximise efficiencies and therefore minimise costs. We look forward to the next phase of the development."

Dr Miles Watkins, Group Environment Manager,
Aggregate Industries UK

Training on the Entropy System at Aggregate Industries is an ongoing programme that can meet the needs of new staff, employees who may have been promoted or those who simply require retraining on specific aspects. A questionnaire identifies training needs and suggests one of seven modules that take 1–2 hours to complete. A suite of training laptops can be taken to any location and provide access to the training server which allows employees to work on a fully functioning version with real company data.

Managers that have multi-site responsibility retrieve reports from the Entropy System. At a minimum, monthly reports are requested from managers on non-compliance issues. This encourages regular use of the system and

supports a culture of individuals retrieving their own data instead of relying on administrative staff support. By using mobile phone Internet connections, senior managers are able to extract real-time information whilst out in the field, instead of having to carry multiple reports or other paper information. The result is a self-administering system.

Everyone at Aggregate Industries uses the Entropy System. At site level, audits are made every 6 months to check the data on environment and quality, so it is easy to identify if data entries are overdue. Aggregate Industries have monitored the use of the System and discovered that initially the

total amount of time that the System was being used was equivalent to four full-time staff. However, as users become better trained and more efficient at using the Entropy System, that amount of time is decreasing and the System is becoming increasingly operationally efficient.

From the outset, it was apparent that Entropy International staff have a vision beyond selling a product. Their services and attention to detail have been very valuable to Aggregate Industries. The ability to retain a level of personal service and company ethics as Entropy International has grown is seen by Aggregate Industries as being quite an accomplishment.



Entropy Services

Entropy provide you with the professional services to implement and roll out the Entropy System, from installation to training, consulting services and technical support.

Alongside our own expertise, we have built partnerships to maximise the services we offer, these range from innovative tools to specialist EQS, CSR and risk management knowledge.

About Entropy International

Entropy International provide software solutions that enable organisations worldwide to improve environmental, social and economic performance, thereby contributing to global sustainability.

We enable companies to improve risk management, internal control, external communications and overall corporate performance.

Our solution includes an enterprise risk and performance management system and services to address corporate governance and corporate social responsibility issues.

Entropy International's customer base includes companies such as BT, Cable & Wireless, Carillion, Diageo, GlaxoSmithKline, Philips, Toyota (GB), Vivendi Universal, Vodafone and the UK Government.

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