



# Automating Management of Change for a leading industry in Oman



# Introduction

A missing document, a communication blunder, or even a delay in performing an action; all petty mistakes together affect the organization's ROI and customer satisfaction. Of all the things you can do to increase productivity and efficiency within the company, process automation is by far the most effective to begin with. With low-code solutions in place, technology has become even more approachable, enabling even the non-technical users to participate more actively in the digital transformation.

One such process automation that we have helped our customer to empower is the 'Management of change'.

As a leading Ammonia and Urea producer in the Sultanate of Oman, our client is a joint collaboration between the Governments of Oman and India; two progressive countries with a strong agricultural backbone. Producing highest quality Agri-Nutrient to support the local farming communities and those around the world, they play a key role in addressing the global food security.

## Background

The management of change (MOC) is a methodical approach to managing organisational changes with the objective of maintaining quality, workplace safety, and the environment as outlined in the international standards ISO 9001 for quality management, ISO 14001 for environment management, and ISO 45001 for occupational health and safety management. This systematic process ensures that the change is managed pro-actively.

It can be used in any workplace where procedures change regularly, even though it is required for industrial facilities and activities. By putting this MOC system in place, organisations can more easily implement new processes in a supervised and controlled manner with assured compliance in QHSE certification audits.

As it involved various compliances and huge procedural changes, our customer spent more than a year to implement a change while handling it through manual paper-based processes. In a desperate need to decrease the TAT by 90%, they opted for OspynDocs low-code platform to build an automated solution for Management of Change (MOC).

## Solution Highlights



**Configurable Workflows:** The solution automates all MOCs including process change, equipment changes, operating procedure change, software change, manpower change and other contractual requirements. It offers fully digitized workflows right from MOC initiation to closure and parallel sub-workflows for change specific scenarios with dynamic assignment & multiuser selection.



**MOC File Creation:** Supports digital attachment creation capability like Pre-Engineering Study, Risk Assessment, Cost Estimates, Pre-Start Safety Review, etc. With integration to the existing DMS, the system enables document attachment in different formats from various sources. It eases the file-flow processes and eliminates mundane tasks by offering an automated file transfer on pre-set parameters.



**e-forms & Automated Checklists:** Customized e-forms and checklists for hazards review, risk assessment, risk evaluation, pre-startup safety reviews, pre-engineering study form, etc. to fetch data and assist in evaluation process. Offers digital checklists for recording changes in scope and documentation with end-to-end audit trails.



**Customizable Reports:** Enables report generation of MOC's key parameters like number, implementation year, completion percentage, etc in desired formats without manual intervention.



**Visibility & Tracking:** Offers real-time visibility into the complete status of MOCs like initiation, review, acceptance, risk assessment, technical evaluation, approvals, task allocations, etc. based on user permissions.



**Alerts & Notifications:** Informs MOC progression through automated and on-demand emails and system notifications. Reminders to notify change, track sign-offs, overdue escalations, etc can be pre-defined. Escalations, etc can be pre-defined intervention.



**Storage & Retrieval:** Centralized storage and instant retrieval of data from the system. Ability to view and organize archived MOC records with provision to resubmit disapproved MOCs after rectification.



**Dashboard:** Widget based dashboards for users to customize as per their needs. Pendency details, task analytics, reminders, notifications and other shortcuts can be placed in the dashboard as required.

# Key Benefits



## Improves Productivity and Lead Time

Enhanced business processes based on best practices. Eliminates time-consuming paper works & manual approval cycles with dedicated workflow engine & custom checklists.



## Decreased TAT

Reduced TAT by 90% where the MOC implementation time has been reduced from year to a month. Eliminated bottlenecks around approvals, workflows and other MOC processes with composable solution architecture. bottlenecks around approvals, workflows and other MOC processes with



## Audit log

Maintains audit logs for easy tracking and end to end security of all MOC processes



## Records Keeping

Compliance based records keeping with instant access to all MOC documents, approvals and files stored in the dedicated repository.



## Visibility and Compliance

End to end transparent processes offering better overview of MOC processes with real time compliance to all regulatory standards



### Boosted Collaboration

Connects all stakeholders with advanced collaboration tools for quicker and informed decision-making. Integration eliminated data entry and manual fetching of data from other applications.

With automated processes in place, our customer's MOC processes happen at ease with lower cost, fewer errors, a higher return on investment and many other things. With the implementation of OspynDocs; the staff members, executives, clients, suppliers and all other stakeholders are delighted and reassured.



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