



## Successful risk management with the addition of a supplier management process.

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A leader in the telecommunication industry chose the Cognibox compliance management solution to improve the performance and effectiveness of its risk management program by integrating an effective supplier management process.

## THE CHALLENGE

For this company, the call to suppliers is commonplace, but the associated management process needed to be updated. Efforts to properly integrate outsourcing management into the risk management plan required that all services – procurement, health and safety, production, and maintenance – devote a great deal of energy to it. However, the complexity of day-to-day operations meant that the employees involved were

unable to devote the necessary time to processing suppliers' files. Compiled information was often unreliable, incomplete, or irrelevant.

Although the company's mission was sincere regarding the safety of its suppliers, a key element was missing before it could meet the challenge: an integrated suppliers' prequalification process.



## A COLLABORATIVE APPROACH

The company, with the help of Cognibox experts, outlined the steps in supplier management needed to properly address its risk management challenges. An indepth analysis of the situation identified the compliance management procedures that best meet the needs of this company.

The collaborative approach, in tandem with Cognibox's advice has allowed the company to customize a new process to its own industry-specific standards.

Cognibox guided the project team in setting the criteria for the prequalification of suppliers. They developed a training matrix specific to the suppliers' employees which presented the specific requirements of different sites and the risks associated with the work. Cognibox then implemented a communication plan so that all stakeholders would be trained and informed of the new procedure.

# THE SOLUTION

## **An automated process**

Cognibox provides a simple platform that fits perfectly into this company's day-to-day operations.

By adopting Cognibox, the company completely automated the process of managing the risks associated with contracting and access to its sites. Now, all supplier management activities – prequalification, competency validation, and document management – are well defined and done within a single online platform, minimizing manual activities, and facilitating information sharing across the company's various stakeholders.

Cognibox enables the company to have a solid process for each of its sites.

## **Supplier prequalification**

Cognibox collects information from suppliers such as insurance protection, prevention manuals, financial health, and sustainable development criteria. This information is essential when the company wants to choose a supplier for a task. Prequalification information is now grouped intuitively in Cognibox.

Cognibox's team of customer success specialists follow suppliers closely and ensure that all documentation is up to date. Cognibox takes over this administrative aspect, which was a big issue within the company.

## **Risk mapping and training requirements**

With the help of Cognibox experts, the company accurately identified the risks associated to specific tasks and provides requirements for training, personal protective equipment and work permits.

## **Managing employee records**

The Cognibox platform provides a detailed view of the training profile of supplier employees. The system can provide proactive notices ahead of the expiry of training or prequalification, thus minimizing the risk of noncompliance on the day of the work.

## **Online training**

The induction training courses for various sites and several eLearning courses in occupational health and safety are accessible from the Cognibox platform. A certificate of successful completion is automatically attached to an employee's profile, automating the management of suppliers' training records.

## **Automated control at the gate**

Cognibox technology allows for specific files of suppliers' employees to be linked to necessary training requirements according to assigned tasks. With a simple card scan when arriving at the gate access system, Cognibox limits access to qualified employees assigned to a task for the current day.

## PERFORMANCE AND RESULTS

Cognibox has enabled an effective process for supplier management to standardize the prequalification of external labour. That brought an additional, but necessary, layer to their initial risk management program.

The company can now assign work faster to an external company. More importantly, it can assess, track and report in near real time whether the supplier's employee is qualified to carry out a particular task safely.

The Cognibox solution has optimized many processes by standardizing communication with suppliers in a transparent and efficient manner. More than ever, the company is taking the necessary steps to properly manage risks and ensure the safety of its workforce and suppliers.

- A cloud solution that fits perfectly into the day-to-day operations of this company.
- A strategic approach that results in reduced risk and cost.
- An integrated management system that promotes the adoption of industry best practices.

## ABOUT COGNIBOX

Since 2005, Cognibox has provided comprehensive supplier management, worker compliance and learning solutions that support organizations in their drive towards a safer and more efficient work environment. It offers expert professional services to accompany corporations through their supply chain safety and risk control processes. Guided by its core values of transparency and excellence, Cognibox's flexible, client-centric approach is paramount to the customer experience, and serves over 200,000 members. To find out more, visit [www.cognibox.com](http://www.cognibox.com).



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