

DISCOVER

**How Cermaq increased
incident reporting by 300%
with Intelix EHS software**



We have a much stronger structure for reporting what is actually going on.

CERMAQ

Tore Vaange
Business Systems Consultant
Cermaq

FISHING FOR FOOD QUALITY

Cermaq is one of the largest fish farming companies in the world, employing 4,200 workers worldwide and producing nearly 158,000 tons of salmon and trout each year through its locations in Norway, Canada and Chile with an operating revenue of US\$1.16 billion. The company also undertakes significant research and development activities, maintaining a dedicated fish health team and research facilities in Norway and Chile. A strong focus on sustainability drives Cermaq's operations, with a commitment to the United Nations' Sustainability Goals of ensuring a lasting solution to the world's food needs.

MAKING A GLOBAL CONNECTION

Cermaq was looking for a Quality Management Software System to help ensure the quality of their products. The company felt it could improve the handling of customer claims more efficiently and effectively. Handling multiple currency rates was slowing down response times, and an inability to customize parameters when logging incidents was preventing staff from analyzing crucial details and root causes as robustly as they would have liked. It was important that whichever system the firm chose would work as seamlessly as possible across its global footprint. This approach aligned with a company vision of a smoothly operating global entity that drives efficiencies and savings.

Cermaq was also looking to improve on certain aspects of their Quality workflow that leaders realized were less than optimal. It included lessening the amount of manual work involved in getting data into their systems.

Because Intelix is our one true global system, we reach everybody.

MANAGING INCIDENTS – AND MORE

Cermaq implemented Intelix's Incident Management solution in 2015. Cermaq needed a global system that was translatable into the languages they used, and that it was a cloud-based – not an on-premise – solution. Capitalizing on the Intelix solution's versatility, Cermaq tailored it to their needs by splitting it into three different applications – Safety Management, Food Safety Quality and Environment Incident Management, and Customer Claims.

Encouraged by the results they were seeing from the Intelex solution, Cermaq expanded its investment, rolling out Document Control in its Norway location and now expanding it to Canada and Chile. This allows the company to quickly and easily distribute its ethical guidelines and other company-wide documentation. “Because Intelex is our one true global system, we know that whatever we distribute will reach everybody and get global alignment of our Quality work,” says Tore Vaange, Business Systems Consultant at Cermaq.

Other Intelex applications that Cermaq now relies on every day include Training Management, Sustainability Performance Indicator, Audits and Checklists, and Supplier Relations Management. Cermaq even built an Intelex application from scratch: a Canada-specific tool for salt water checklists that sets maintenance routines into a convenient workflow.

HAULING IN DETAILED DATA

Adopting Intelex has allowed Cermaq to eliminate the inefficient and ineffective manual systems they previously had in place, creating clarity and ease of use. The Intelex solution also helps everyone at Cermaq tap into more detailed data and work more efficiently. “We replaced manual spreadsheets and sticky notes,” Vaange says. “We have a much stronger structure for reporting what is actually going on here. We can pull statistics.”

Being able to set up specific sub-categories for employees logging incidents has created greater ease of use for them, leading to quicker and more accurate decision-making. Cermaq has created categories that are specific to their processing plants, as well as others for their fish farms. “The ability to differentiate between the different sets of categories gives us relevant statistics and makes the system less cluttered for the end user. They see what’s relevant.”

With Intelex, we’re learning from each other.

A crucial part of Cermaq’s business is dealing with customer claims quickly and effectively. Employees can now use Intelex to immediately obtain vital data specific to a new claim – no more searching through piles of paper or old e-mails that may or may not be there anymore.



“All we have to do is punch in the claim’s invoice number and we get production-specific information, such as the production site, the lot number, the boat that was used to transport the fish from our salt-water sites to our processing plants, as well as the category and various properties that we’ve assigned to the product – fresh or frozen, etc.” Vaange says. That translates into quicker response times to customers.

Having the proverbial “single source of truth” has also allowed Cermaq employees around the world to work together more effectively as a team – usually a huge challenge for a global company with operations scattered around the world. Cermaq set up a Global Workgroup in 2015, and since then they’ve held meetings on a quarterly basis. “We’re discussing best practices, upcoming projects. We’re learning from each other. We have the same KPI related to transparency, safe workplace and quality.”

Cermaq reports that engagement amongst all employees has skyrocketed since Intelex was adopted. From March 2015 to April 2018, the company has seen a 300-percent increase in incident reporting. “People are getting more comfortable using it as a tool,” Vaange adds. “It’s easy in the first place, but they see the benefits that reporting can make, such as investments stemming from CAPA investigations.”

FUTURE PLANS

Cermaq plans to keep expanding its Intelex footprint. The company is currently deploying the Supplier Relations Management application in Norway, with plans to use it in all locations in the future. Using the Intelex functionality on mobile devices is going to be big for Cermaq, too, and the prospect of capitalizing on the collaborative nature of the EHSQ Alliance is certain to be a big part of the firm’s drive for greater sustainability and quality.

“Being able to roll out bulletins based on location makes the EHSQ Alliance a really exciting development for us,” Vaange says.

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