

AKI Bricolaje – Home Improvement Retailer

Safety Role: Home Improvement Retailer & Distributor
Location: Europe/Spain

Challenge:

- Provide all stores with the tools to easily conduct daily safety checks
- Provide all stores with self-auditing and maintenance tools.
- Monitor, measure and manage all the required data, locally, by store and corporate-wide.

Solution:

- PLINIUS EHSM (Inspections)
- Manage checklists for all 36 stores.
- Summarized scheduled inspections performed by the store.
- Checklist definition with different question types and answer validation

Results: (after 9 months)

- Daily automated inspection deliveries to all stores
- 100,000+ inspections
- 400,000+ questions
- 3,000+ supporting photos
- Automated daily, weekly and monthly email communication with the summarized inspection results sent to the stores
- 24/7 inspection readiness
- Vastly improved audit and safety management
- Improved safety focus for reduced incidents and accidents.

“In nine months we scheduled and conducted more than 100,000 inspections with over 400,000 questions. These inspection requests were automatically delivered to each store each day, and then the inspections were conducted with the results automatically returned. To manage such a large amount of data without Plinius would have been absolutely impossible.”

Jorge López, Safety Manager, AKI Bricolaje Spain

AKI Bricolaje is a national home improvement retailer focused on the DIY sale, distribution, gardening and decorating market. A subsidiary of Groupe (group) Adeo a major player in the DIY market ranking 1st in Europe and 3rd in the world in 2012, AKI started in Spain in 1988 when the first store was opened at Baricentro Mall (Barcelona). With 36 stores and more than 1,200 employees in Spain, AKI has become the leader in mid-size retailers (10,000 to 45,000 ft²) both in number of stores and in sales in Spain.

In order to ensure job safety and accident prevention, a daily verification checklist form was established that would be completed by the store prior to opening. The paper-based form varied every other day which did not easily allow for day-to-day changes. The static, paper-based forms were contained in a monthly reporting book used by the stores. Forms could only be altered on a monthly, post-review basis. This made it virtually impossible to timely manage completed forms and the responses which were paper-based with data manually entered into Excel spreadsheets. Summarized and store-to-store comparisons were difficult and not timely.

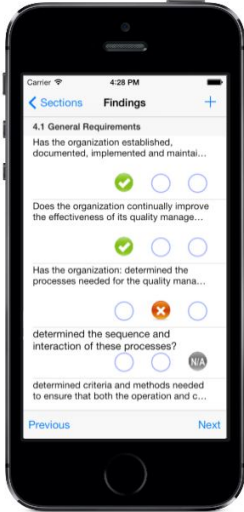
The Challenge

The AKI philosophy is based on a set of values that include responsibility, commitment, and honesty to achieving the highest satisfaction for all customers, employees and partners contributing to the company development. Its policy of sharing the knowledge is the foundation for AKI to implement daily actions and resources to promote the general welfare. This translates to excellent quality services, improved customer experiences and high-value business decisions.

As a result, AKI Bricolaje was selected in 2013 as one of the top Spanish companies with top quality workplace standards, as listed by BestWorkplaces Spain, for the third year in a row.

A major challenge for AKI was to implement a flexible and dynamic system for continual safety improvement and compliance. Managing the large quantity of diverse data received for proposing and implementing corrective actions was a demanding challenge to prevent additional risk exposure or potential accident situations.

During the implementation the importance arose to integrate periodic questions for self-audit from the Internal Audit department; as well as those regarding reoccurring store maintenance. Additionally, because AKI's policy requires everything to be performed in the stores, questions and processes must be as easy and as simple as



possible. Quick, simple-to-use, effective and timely results were requirements so as to keep providing quality solutions to AKI customers: the business core value.

The Solution

After conducting a successful pilot in five (5) selected stores, AKI deployed **Plinius Safety Inspector** in all its 36 stores. Local store managers were quick to adopt the easy-to-use interface which led to a fast learning curve of the **Plinius Safety Inspector**.

The usage of mobile data collection devices in all the stores allowed for efficient, timely and accurate inspections.

Plinius enabled two-way data synchronization, assigning, signing and submitting of inspections according to the employees' security credentials.

Checklist unification and summarization has allowed for the merging of questions located in different lists into a single question when the questions were received by the devices. This streamlines the answers and avoids answering repetitive questions.

From Safety to Internal Audit

By defining powerful checklists, including audit questions, the Internal Audit department was able to obtain audit results which are received daily from the stores throughout the year. Store-by-store results are compared. The results provide an evaluation, by store, for timely and accurate review of safety and other issues with management. This also allows for grading Spanish stores with stores from other countries as the internal audit is standardized for all the businesses of Groupe Adeo.

The Results

Effective and Reliable Safety Tool

With **Plinius Inspections** and **Plinius Safety Inspector**, AKI has a powerful tool to audit, monitor and manage risk and safety, facility maintenance and internal audit issues in the workplace for all its stores in Spain. The deployed Plinius system has proven to be an extremely efficient and reliable way to improve the safety of workers, meet the national safety requirements as well as to meet corporate ones.

Predefined checklist templates has drastically reduced the amount of paper and labor-intensive areas allowing for quick recognition of issues and trends. Daily, weekly and ad-hoc inspections can be created, automatically scheduled, deployed and received afterwards without employee involvement.

The simplicity of Plinius engages everyone to improve safety! Efficiencies improve, risks are reduced, timely and accurate results and analysis are provided to management!

An Effective Internal Audit Tool

"From an audit point of view, Plinius provides greater audit and internal controls for AKI. It allows us to move from a once-a-year audit to continuously self-audit throughout the year conducted by each store. This leads us to "live" much more in the store with real-time, accurate results. Continuous adjustments and improvements create a much safer work environment and customer experience! Additionally, Plinius allows us to manage the large amount of data from all the stores; to recognize issues before they occur and recognize trends, which then enables improved audit management."

Toni Valero, Internal Audit Manager, AKI Bricolaje Spain



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