



Implementing Digital-First Forms to Improve Safety and Drive Efficiencies

Wannon Water

About the Customer

Wannon Water is Australia's second largest regional urban water corporation. It provides water and sewerage services to 42,000 residential, commercial and industrial customers across the state. As part of a wider focus on organizational efficiency, Wannon Water sought to improve the way it collected and leveraged internal data by overhauling its paper-based forms and the associated manual workflow process. This also provided an opportunity for Wannon Water to re-define organizational best practice in terms of safety, compliance and efficiency.



Business Challenge

Wannon Water experienced several problems with their paper-based forms. These shortcomings were most evident during the Job Safety Analysis (JSA) - a form-based risk assessment designed to ensure a job is completed safely.

It is mandatory for all employees to complete a JSA before undertaking any high-risk job in the field, and approximately 300 JSA are submitted per month. However, the range of work undertaken by Wannon Water required completion of up to eleven separate forms to address the unique risks associated with each type of job.

This complex and arduous process often led to:

- Abandoned forms or incomplete data
- Forms forgotten or left in vehicles
- Discrepancies with version control
- Lack of access to "live" data
- Varying degrees of data quality
- The need to re-enter data and potential for error

The SmartIQ Solution

Wannon Water engaged SmartIQ and business analysts from FYB to:

- Replace paper-based forms with digital forms
- Implement an automated workflow
- Create data analytics to improve training

This automated digital solution was designed to facilitate easier data collection, optimize business efficiencies, improve analytics and better leverage internal data.

Scope of Work

End to end digitization and automation of all internal forms, from establishing processes to data capture to workflow to delivery.

Forms in scope included:

- Job Safety Analysis
- Request to attend personal development
- Vehicle checklist
- A number of internal process forms
- Corporate services ordering
- Onboarding attendance record



Overall, SmartIQ adaptive forms have helped to improve safety, compliance, quality and efficiency at Wannon Water.

Business Outcomes

The successful implementation of next-generation forms at Wannon Water delivered positive outcomes by:

- Removing the need for employees to handle paper. Digital forms are faster and easier to complete via smartphone or tablet; they also can't be lost or left in vehicles
- Incorporating simple language, a standardized drop-down "pick-list" and a clear interface to provide a user-friendly experience. As the forms are easier to understand, they are completed to a higher standard, improving quality across the business
- Prompting employees to fill out the sections they need to, according to the risks associated with the particular job. This intuitive process also reduced the JSA from eleven possible forms to just the one
- Eliminating the need for scanning, emailing and manual form collection. This has allowed Wannon Water to redeploy people to other tasks within the business thus improving cost structure
- Improving safety standards, reporting and compliance as live data can be accessed digitally at any time. This also eliminates issues with version control

Additional value creation

SmartIQ forms have also presented Wannon Water with opportunities to further leverage data analytics.

It is easier for Wannon Water to analyze data now that standardized words have been introduced via a "pick-list". They can use this data to identify common safety hazards and areas for improvement, and in turn this has informed the frequency and delivery of internal training programs.

Overall, SmartIQ automated, digital forms have helped to improve safety, compliance, quality and efficiency at Wannon Water.



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