BSI's Entropy helping GSK improve management and performance

"Entropy has provided us with a truly integrated risk and compliance management solution. The ability to integrate our health, safety and environmental data into one system saves us both time and money and has enabled us to improve our management processes significantly"

Steve Lewis, Director of EHS Impact Assessment

GSK needs

- A comprehensive environmental and health and safety (EHS) information management system

- A single automated management tool for corporate-wide EHS communication and collaboration

- Improved EHS resource efficiency

- Consistency in data management across multiple sites and locations

- Resources efficient way to collect, manage and share EHS data across the organisation

- Move away from inadequate paper and excel based systems

GSK benefits

- Easily accessible central repository for information on EHS policies, procedures and documentation

- Automated and efficient data collection and measurement solution

- Flexible and scalable software solution allowing better management of disparate systems and scattered documentation and data

- Robust reporting system for measuring energy usage to support the UK Climate Change Levy programme and participate in the EU Emissions Trading Scheme

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Background

GlaxoSmithKline (GSK) is a leader in the pharmaceutical and consumer healthcare industry, with total turnover of around £28.4 billion. The organisation has more than 99,000 employees worldwide in 120 countries. GSK leads the way in the production of medicines that treat major disease areas such as asthma, virus control, infections, diabetes and digestive conditions. In addition, GSK has a core interest in the development and production of vaccines and is pioneering new treatments for cancer.

Needs

Following the merger of Glaxo Wellcome and SmithKline Beecham in 2001, the newly formed business entity was in need of a consistent and resource-efficient solution to collect, manage and share EHS data across the organisation. Traditionally GSK had performed this function by using a number of software and paper systems, relying upon Microsoft Excel to provide the required information.

GSK collects a vast amount of EHS information from hundreds of data points across the organisation. Nearly 200 of these relate to health and safety data on injury, illness and accidents, along with EHS roles and responsibilities and product-related information. The largest quantity of data collected, however, is environmental data under topics such as energy, solvent use, water use and hazardous/non-hazardous waste, which comprise more than 300 data points, report on performance against commitments and has helped to further define key performance indicators. It has enabled them to increase the sophistication of their reporting and internal benchmarking and over the coming years, further enhancements are anticipated as the data available continues to improve.

Implementation of Entropy

GSK decided to implement Entropy Software™ as the solution to improve the effectiveness of its internal control systems and mitigate operational risk. GSK saw that Entropy would be able to provide them with the ability to instantly locate, interrogate, evaluate and integrate information across different areas of the business. Another driver for the web-based software solution was the need to have a consistent approach across the company that would benefit not only sites that already had certified management systems in place, but also those in the process of developing them. Full access to visibility was rapidly gained through the quick implementation across a number of sites.

Results

Since implementing Entropy Software™ GSK has seen a significant improvement in the accuracy of data collection. As a robust system providing real-time access to verified information, Entropy now gives GSK confidence and trust in both its internal and external reporting. Instant visibility of all risks, opportunities and compliance issues means that decision-making has improved and resources can be deployed more effectively. With all the information now held in one place, GSK uses the resources area of Entropy as a useful holding location for information on policies, standards, relevant websites, tools and a glossary of terms, whilst the monitoring area is used for data collection.

The system now contains well over a half a million data points. Health and safety data is reported on a quarterly basis at GSK, whereas environmental data is collated annually. Since the Entropy solution can be continually updated, information reporting is now available on demand saving significant time and resources.

Another benefit of Entropy Software™ has been the ability to collate data into consistent units for comparison. For example, diesel can be measured at GSK in cubic metres, litres, UK gallons or cubic feet – depending on which part of the world the data comes from. Whichever unit is used, Entropy Software™ automatically makes the conversion calculations. Over the years, GSK personnel have become expert Entropy Software™ users, and several have successfully undergone certification examinations in the use, training and configuration of the application. This competence enables them to utilise the system to maximum benefit to the business.

The Entropy solution has been part of GSK's risk management and compliance strategy for almost ten years and continues to evolve with the organisation. Since Entropy is scalable for enterprise-wide implementation, it is an ideal solution for an organisation such as GSK. GSK continues to work with BSI to ensure that the product develops in a way that is consistent with the broad range of industry requirements.

"By implementing Entropy Software™, GSK now has a fully functional and integrated EHS information management system. Not only has this improved the accuracy and confidence in our EHS reporting, but it has helped address the governance, risk and compliance needs of our business."

James Hagan, VP Corporate Environment, Health and Safety

Contact us to find out how BSI's Entropy Software™ can help your business make excellence a habit.

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