



Operations Manager

Client Profile

Story

The operations manager is a decision making role often reporting to the CEO of a business. They manager of all facilities. Their role is to ensure that facility managers have systems required to maintain compliance and operations. Systems need to support staff on mandatory activities and enable them to focus on business goals (in the case of aged care, looking after the elderly). Accreditation occurs in care facilities every three years and instead of the mad scramble to get everything in order for this event (and the unannounced visits) the operations manager needs to automate as much as possible. Any system or action required needs to be cost effective and efficient, saving operational costs.

Solution

- We can help you get your time back – PlanSafe training is done within 30 minutes, can be completed any time anywhere, saving you operational expense.
- We can help you streamline your processes with PlanStudio, PlanSafe and ESP working together to replace face to face, lost data on building plans (PlanStudio licence can give you access to all digital up to date plans) and ensure that your information is up to date and shared with first responders.
- We can provide an easy to access and deliver compliance dashboard for fire training records where you will see the completion rate (including pass rate) of those completing training.
- We can automate reminders for training which you can include in staff KPI's so that responsibility is put back on employer.
- We can help you efficiently reach compliance and assist you in focusing on your core business. Taking the pain out of training.

Technical Maturity

Highly dependent on technology for reporting and record keeping, day to day operations.

Solution

- PlanSafe can provide site specific and position specific training that covers first response and warden training. Can also cover work health safety site specific training tailored to your industry working with your own content. We can tie in visual asset management to site based training. We can integrate with most LMS programs.
- Can share single source of truth on floor plans with you, fire servicing contractor, first responders and any other contractor using PlanStudio (Certifiers and the like).

Business Situation

Solution

- Accreditation requirements include fire safety training. If records are not kept, it can result in a “not met” that can amount to sanctioning of business, withdrawal of funding and even closing down of facility.
- If business is caring for vulnerable people, health care standards also need to be kept compliant as well as base level compliance levels.
- Vulnerable people need to be kept safe, staff need to understand how to best attend to an emergency situation at the first stage of evacuation, before emergency crews turn up and take over.
- Buildings often being renovated to keep environment suitable to occupants care needs. Need to be able to access and amend plans when necessary.
- With changing plans, fire exits and measures sometimes change, need to amend and update plans quickly and freely.
- Ensure that staff of all levels and backgrounds are empowered and enabled with the right knowledge to complete their jobs.

- Automated reminders from PlanSafe ensure that records are kept up to date and training is delivered to the right people at the right time.
- Additional standards and procedures (including fire engineering solutions) can be included in the training and staff aware of what needs to be done in the case of an emergency.
- ESP ensures that all information regarding warden structure and site specific needs are communicated and kept up to date with emergency services.
- Have access to as built so you can plan and amend renovation/changes to buildings.
- With PlanStudio you don't need to wait for fire services contractor to make changes (often outsourcing to overseas contractors) do it yourself, quickly and cheaply.
- Online training available anytime anywhere, enabling any staff in need of assistance with translating to organise support. Training easy to comprehend and relevant to each individual – only including content that is required.

Resource Capability

Computers available to staff to complete at the office or workplace, if not staff have mobile devices they can use to access the training.

We need to ensure that training is deliverable on mobile. Project Redback

Content Medium

Solution

- Usual Platforms
- Industry conferences
- Facebook, insta, LinkedIn, Youtube, Google

- Like and follow our LinkedIn page to see the latest trends and technology that can assist your business and industry.
- Invite them to be a part of our partner newsletter, we can send a link for them to request to subscribe.

ESP Message

Solution

Yes

ESP benefits, public safety, we save lives together.

Goals

- Ensure that staff, volunteers and contractors complete their training modules.
- Make sure that training is engaging and informative.
- Messaging delivered through training must “sink in” so that all stakeholders know how to complete their jobs and deliver our customers the best possible outcomes, together we all must comply in the background, seamlessly so that we are able to achieve our company’s strategic goals, outcomes and plan.
- Have plans in digital format up to date and available.
- Be able to amend plans when necessary
- Own plans – not have to pay consultants for amendments to copies, as a licenced user you can make your own amendments and version control enables changes to be kept.
- Keep residents safe and well cared for
- Keep costs down, make sure that any training is delivered in a timely and efficient manner.
- Have reporting available monthly to feed into status reports for Executive and Board.

Solution

- Easily keep data collection current.
- Business model ensures currency is maintained so any changes are reflected in training instantly.
- Training is engaging because it is site specific, students only learn what they need to, specific to their role and location. No unnecessary content.
- Being online, it is accessible anytime anywhere and complete within the hour. Student is assessed on the content and assessor receives records on pass rate.
- Combine quality training that can be easily kept relevant and up to date as building plans change over time.
- Connect data to emergency services to strengthen safety measures
- Have control of your own plans
- Training modules delivered in timely fashion (online within 30 minutes) so that staff can focus their time on delivering to the company’s core business and strategic outcome.
- Training available anytime anywhere
- Dashboard reporting available to provide current status of usage and training results.

Challenges

- Pulling staff together to attend training
- Ensuring that staff are paying attention to training and acknowledging and understanding required processes specific to their location.
- Dealing with training agency staff or new staff quickly, high turnover of staff, regular changes.
- Many staff from non-english speaking backgrounds.
- Contractor management, ensuring that all contractors receive induction training prior to coming to site including understanding where any hazardous materials are located on site.
- Keep plans up to date, on the wall and digital.
- Asset and furniture lay out within facilities, assets moving or going missing all the time.
- Fire Engineered solutions – communicating the processes and rules behind this can be difficult.
- Supporting facilities manager and often standing in to role when it becomes vacant.

Solution

- No need to pull staff “together” training can be conducted any time anywhere and within 1 hour.
- Content is specific to the location, staff will only be trained on content specific to their workplace and position.
- Online training can be deployed quickly via a link and completed prior to attending site.
- If a non English speaking person is completing the training, they can organise to do it at a time that they have a translator handy to help them through it.
- Contractors can complete the online training prior to coming to site, the interactive floor plans can include asset management and associated training, ensuring that contractors understand specific details of location of materials such as asbestos, including photographs to ensure that visual and literal instruction is provided.
- As a PlanStudio user, you can own and be in charge of your own plans, keeping them up to date and publishing when you need to.
- You can use virtual reality feature to be able to plan renovations, creating the space, putting the goggles on to see how the space works.
- Use the Visual Asset Management feature to have a plan of where assets are kept and should stay, attach any training content to the asset and make it into a learning outcome to those staff that need it (eg maintenance, laundry or kitchen staff)
- Fire engineered solutions can be included in PlanStudio and communicated to occupants through PlanSafe training.
- We can provide a system that records data of all facilities and supplies monthly reporting on compliance.