



eBook

# Action Management: How To Get It Done

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# Let's Act On Your Actions

## The Value in Action Comes From Getting It Done

**Regardless of their position, employees in a workplace all have one thing in common: their health and safety is crucial.**

With the modern workplace posing new risks every day, there's always room to improve the effectiveness of your EHS system and managing and closing actions is one way to do it. Yet still, many organizations struggle to stay on top of their safety actions.

So what can we do to ensure things get done in good time so that people can stay safe and productive? In theory, it's simple – it's good action management.

When actions are closely managed, issues are quickly resolved and business operations become safer. Critical to improving safety management is to drive ownership and accountability into your actions. But how?



In this eBook, we'll explore the reasons why companies struggle to get actions done and provide tips on how to take charge of your actions.



## First, What Are Actions?

Actions are operational steps taken by managers and staff to maintain and improve the day-to-day operations of a business. Anyone working in health and safety can attest that their working day is filled with important yet never-ending actions.

Your organization must manage different actions to minimize risk in your workplace and protect your workforce:



### Preventative actions

Proactive steps that are undertaken to help mitigate hazards from occurring in the first place. This could mean carrying out timely maintenance and scheduling training.



### Corrective actions

Often reactive steps that are taken once an incident has taken place. These actions are vital for preventing reoccurrence.



### General actions

Steps that must be taken to comply with best practices, legal regulations and standards.

# Why Good Action Management Is Vital for Health and Safety

Action management plays a vital role in improving the effectiveness of an EHS system. By swiftly completing actions, your frontline managers can clearly demonstrate their commitment to reducing risks.

Identifying preventative actions as part of your EHS management system also provides each activity with the focus it needs. Expanding your attention beyond immediate incidents means you'll be more likely to mitigate more risks before accidents occur.



For example, if a construction worker suffers a head injury, an investigation will be carried out to discover what happened.

The investigation may conclude that the incident occurred because the worker didn't know how to use PPE correctly.

Doing so decreases the likelihood of the same incident occurring in the future, emphasizing the positive impact investigating incidents and implementing actions can have.

So, although it's important that an investigation be carried out in the wake of an incident, it can only truly be valuable if it's followed by an action that is implemented to prevent such an incident from occurring again.

## Challenges to Good Action Management

Even though completing actions is critical, lots of companies struggle to effectively identify, manage and close out actions.

**What makes this so challenging?**

### 01

#### Manual processes

In many cases, actions are managed across spreadsheets, Word documents and email chains. Information can easily be lost, and the status of actions difficult to track.

### 02

#### The (seemingly) never-ending list of actions

The number of actions to be logged and completed around health and safety, as well as the time and effort required for each action, can easily become difficult for workers, meaning many actions are not efficiently acted on, because organizations don't have the capacity to see them through to completion.

### 03

#### Puzzling priorities

With the burden of juggling multiple actions at any given time, all at varying levels of completion, the task of tracking actions and action resolutions becomes even more challenging. Management teams are often left without a clear idea of which actions should be prioritized over others.

04

### No distinct deadlines

Using manual processes also makes it difficult to set and communicate clear deadlines for the completion of actions – making it likely that some may fall to the wayside altogether.

05

### Ownership isn't obvious

Companies that lack a clear process to measure and track their actions also often struggle to define ownership and accountability for completing an action. If you can't find the right team member to hold accountable for an action, you may find it difficult to track whether it's being acknowledged, rectified and reviewed.

06

### Owners unaware of their action

Using manual processes may also make it difficult to effectively notify and remind the team member to take responsibility for that action.

With information getting lost between spreadsheets and email chains, many owners, through no fault of their own, remain unaware that they've been assigned an action – leading to team members underdelivering when it comes to closing out effective actions.

**While manual processes may seem familiar and easy to use, they slow down actions, decrease levels of employee engagement and make tracking trends nearly impossible.**



# Top Tips To Take Charge of Your Actions

Good action management includes the following:

## Raise ALL actions

Make sure that everything you want to get done is documented as an action. The more the better in this case.

## Provide context and detail

Photo, document or video support helps provide optimal visibility and insight into the issue.

## Give ownership

Assign each action to ensure it has an owner responsible for close out.

## Notify people responsible

Ensure the right people are aware of their actions and due dates through clear overviews and reminders.

## Track progress

Track actions as they are assigned, in progress, completed or escalated.

## Quality check

Ensure appropriate manager sign off to confirm that the action has been carried out as needed.

## Use an action management system

Keep tabs on your organization's action performance in relation to status, site and department – ensuring all valuable actions get closed.

## How Software Can Kickstart Effective EHS Action Management

Technology plays an integral role in making action management work as efficiently and effectively as possible, by helping companies take a proactive approach to health and safety. Technology should be embraced to keep the workplace healthy and safe and can be implemented alongside existing processes or as a replacement (Littlejohns, 2022).

With a digital solution, action management will be streamlined and easier to keep on top of than ever before. With a tool at your fingertips from the shop floor to upper management, actions can be tracked from start to finish in the easiest and most stress-free way possible.





# Let's Take Action on Your Actions

Managing the day-to-day safety of an organization is hard work, and the job is never over. Often a single incident will come with a long list of subsequent actions.

Technology can help with this, by organizing and streamlining your action management, but without further adding to the workload of your health and safety department.

Improving action management will greatly reinforce the success of your health and safety processes. Timely and accurately carried out actions will help resolve and prevent incidents and maintain proper compliance vital to your organization.

At Evotix, we are passionate about helping others get things done, as easily and stress-free as possible. We offer a solution that focuses on usability and ease. Rather than add more to the daily to-do list, our centralized software, Evotix Assure, provides a configurable solution to your action management needs.

## References

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# Let's chat

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Our Evotix team is passionate about applying market leading technology to create safer, smarter workplaces, partnering with organizations that value people's safety, communities and the planet.

As safety professionals and long-term leaders in the Verdantix EHS Green Quadrant, our deep and practical insight addresses your evolving needs, helping you achieve your health, safety and sustainability goals.

**Evotix: your all-around partner for the journey.**

