

Draka Norsk Kabel

From Steinar Stueflotten, QA & HSE Director at Draka Industry & Specialty | Offshore:

Draka Norsk Kabel is located in Drammen, Norway. From 2011 we are part of the Prysmian Group, the world's largest cable company. In Drammen, we manufacture sub-sea cables for offshore windmills and other submarine infrastructure and rubber cables for the oil and gas offshore industry. In addition we sell a broad spectrum of cables on the Norwegian market produced by the Prysmian Group. We are 240 employees.

We have used ZIM (Zylin Incident Manager) as our deviation handling tool since 2002. At present we have 59 recorded users of the system.

We use ZIM for recording and treatment of the following types of deviations: Breaches of working hours regulations, injuries, incidents (unwanted situations), customer claims, supplier deviations, audit findings, and other internal deviations in general. All product non-conformances in the production are recorded in our ERP system not ZIM. We also record deviation costs, primarily claim costs, and supplier deviation costs. We do not use the discussion forum facilities.

We use the reporting module to follow up statistics and trends. Here ZIM is an important tool in preparing data for our biannual management reviews. Recently I have started to take out a report on persons with overdue cases and publish this "black list" openly to all the persons in question and their managers. We have seen an increased discipline in closing deviations as a result of this.

Most user problems now are related to forgotten username and password by those who use the system seldom, and renewal of passwords. We have also had some questions about the need for an English version of the system in addition to the Norwegian one we use today. This would make it easier to communicate with e.g. suppliers abroad.

For Draka Norsk Kabel, ZIM has become an important tool in controlling our deviation handling and improvement work.

Steinar Stueflotten

QA&HSE Director
Draka Industry & Specialty | Offshore

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ZIM

ZIM is the best choice when a company plans to do all the adaptation work internally. ZIM is our basic multi-user incident management tool, and comes without adaptation or customization by ZylIn. ZylIn also offers adaptation and customization services, and extended support contracts.

ZIM PLUS

ZIM PLUS is a specialized version of multi-user ZIM that has been adapted by ZylIn to meet an individual customer's industry-specific and company-specific requirements.

ZylIn offers two standard adaptation packages, and individualized custom adaptation services.

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