

## K.LUND Offshore AS

### From Kjetil Haugen, QA & HSE Manager at K.LUND Offshore AS:

K.LUND Offshore AS is a locally owned company that manufactures compressors and dryers for the offshore market worldwide. We also have a large fleet of rental lifting equipment consisting of winches, hoists, and cranes. These are also products that we sell. We are located right next to Stavanger airport in Sola, Norway. Today we employ 60 persons in Norway and approximately 30 in our subsidiary in Brazil. And we deliver our products worldwide.

We have used ZIM (Zylin Incident Manager) since 2001, and today we use it both in Brazil and in Norway. We have 64 registered users in the system.

From 2001 until late 2006 we used ZIM as our deviation registration program. Each department manager was responsible of treating deviations registered to his department. We have since the beginning used a reward system to motivate our employees to write deviations. This gave us a lot of registrations and a good statistic base.

In late 2006 we started implementing LEAN/TPM (Total Productive Maintenance) thinking in our organization, and as a part of this we have created 8 improvement groups that meet weekly. All deviations are now being treated by these improvement groups, and they use all deviations as a basis to improve our processes. This has given us more than 4000 improvements since we started this in late 2006

In this process, ZIM has proven to be a valuable tool for us to both register and treat deviations, and also to take the deviations, and create improvements out of them.

We also take out a lot of statistics and reports from the program. This is actually a very good tool for us, as the report generator is very flexible and easy to use.

In the Brazil branch we have used an English translation of the program, and also in Brazil they use it both to register deviations, and to transform the deviations into improvements.

For K.LUND Offshore AS, ZIM is a valuable tool to monitor our deviations and to help us with our continuous improvement works.

Kjetil Haugen

QA & HSE Manager  
K.Lund Offshore AS

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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 Zylín. Zylín 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 Zylín to meet an individual customer's industry-specific and company-specific requirements.

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

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