

CUSTOMER USE STORY

# Petroleum and Energy

**Sometimes the best feedback doesn't come from people.** One of the larger petroleum and energy companies in the USA used Alchemer to collect feedback from systems at refineries across Louisiana and Texas and reduced their Total Recordable Incident Rate (TRIR) from 0.55 (a high score) to 0.00.

At the same time this enterprise reduced their turnaround for violations from weeks to hours. When issues or violations are reported it automatically triggers a workflow notification to the contractor responsible for the violation and provides real-time analysis of overall safety.

Real-time safety is critical for petroleum and energy companies in particular and for any manufacturing operation wanting to protect workers, increase productivity, and reduce downtime.

## ABOUT ALCHEMER

Founded in 2006, Alchemer puts feedback in the hands of the people who can take action, through the systems they use every day. We help customers make feedback core to their business. With more than 15,000 customers, including some of the most trusted brands, Alchemer collects more than a million survey responses every day. **To learn more, call Alchemer at 1.800.609.6480 or visit [www.alchemer.com](http://www.alchemer.com)**

Every employee is part of the safety and compliance process at this major energy company. Employee concern feedback triggers immediate resolution actions to keep people safe.

Company Description	Use Base/Business Challenge
<p>Petroleum and Energy company with multiple refineries</p> <ul style="list-style-type: none"><li>• Locations in Louisiana and Texas</li><li>• Safety and Compliance Manager responsible to maintain plant and equipment safety Private Feature-Based On-Site Training</li></ul>	<ul style="list-style-type: none"><li>• To develop a real-time solution to manage safety and compliance</li><li>• Replace a paper-based system that drove 2-week turnaround for violations</li></ul>
The Alchemer Solution	The Results
<ul style="list-style-type: none"><li>• Workers log violations with phone or tablet</li><li>• Automatic workflow triggers contractor responsible for the violation, who is notified immediately</li><li>• Real-time analysis of incoming data scores contractors and plant on overall safety</li><li>• Now issues are resolved within hours</li></ul>	<ul style="list-style-type: none"><li>• TRIR (injury rate) went from 0.55 (high) to 0.00</li><li>• Completed plant turnaround (shutdown, maintain and clean, restart) 25% faster with significant savings</li><li>• No employees needed to manage the data – the end-to-end process is automated</li></ul>

**Call your account manager or 800.609.6480 to learn more.**

**Alchemer**  
Formerly SurveyGizmo

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