Tracking issues with TruQC

Resolve issues, analyze trends and mitigate risk in real time
Tracking issues with TruQC

Issue tracking enables TruQC clients in any industry to resolve issues consistently and efficiently across facilities, assets and jobs. As an integrated part of the TruQC iPad app and Web App, issue tracking makes it simple for an inspector to flag issues while reporting — and simple for admin users to track, monitor and resolve issues in real time.

Accessibility of data and trends

Issue tracking allows for consistent data collection across your organization — serving as a point of standardization across facilities, assets and jobs. Use combined data sets to establish trends and learn more about how your organization can prevent future issues.

Configurable to any organization in any industry

First, we configure the issue metrics you’re collecting to meet your organization’s needs. This ensures the data you collect is meaningful. Your issue tracking data gives you a standardized snapshot of how each facility is handling —and resolving— issues over time.

Security of data

TruQC was designed with enterprise data security in mind — ask us about our Technology Control Plan. Set up permission-based access to jobs, assets and projects to ensure your data is available to those with the authority to view it.

With issue tracking, it’s easy to flag issues in the field, review in the office and analyze trends after the close of a project. While we’ve seen organizations in many industries benefit from issue tracking, we’re going to narrow in on how one global oil and gas company implemented it to update strategy and mitigate risk throughout their organization’s operations.

At a glance

We can configure issue tracking —and every TruQC feature— to the needs of any organization in any industry.

Here’s a basic overview of how it works:

1. Flag issues while completing reports
2. Schedule corrective actions within TruQC
3. Submit reports and issue sub-reports for approval
4. Admin reviews reports, issues and scheduled maintenance
5. Monitor each issue until resolution
6. Analyze issue data, establish trends and prevent future problems
**From the field**

Reporting and flagging issues

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**STEP 1**

**Identify issues in the field**

Issue tracking allows an inspector to mark issues directly on an associated blueprint, isometric drawing or photo, including information such as where it is, its severity and any other notes or pictures — all while completing the report.

- Attach photos to show exactly how the problem appeared the day it was flagged.
- All information denoted within issue tracking automatically populates within the overall report.
- Standardized data collected for every issue, every facility, every time.

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**STEP 2**

**Schedule necessary NDTs and maintenance**

For each issue flagged, the inspector can schedule the necessary non-destructive testing (NDT) and maintenance required, which will be denoted within the inspection report. He can then break each test or maintenance item into its own report — so it can be sent to the right department and tracked separately.

- Schedule maintenance from the field.
- Configure list of NDT and maintenance options to your organization's needs.
- Easily track progress of maintenance and NDT items with distinct reports for each action item.
--- STEP 3 ---

Submit report —with corresponding issues—for approval

The inspector can submit the report—and associated issues—for review from the field. TruQC syncs all data automatically with a signal by submitting the report complete with time, date and GPS stamps.

- Issue status automatically defaults to ‘Open,’ allowing those with permission to track as it’s being resolved.
- Inspection data and issue information presented in an easy-to-understand format for review.
- After report has been completed on the iPad app, information is accessible from any internet-connected device on the Web App.

For a leading oil and gas company, TruQC cut inspection time in half and reporting time by 98% — all while generating more accurate, consistent data across the organization.
**STEP 4**

**Review report**

Immediately after a report has been submitted from the field, it is accessible on the TruQC Web App from any internet-connected device. The engineer examines the report and issue data in an easy-to-read PDF format, and can add review notes of his own. This allows him to evaluate and make changes to photos, severity, items, as well as any recommended maintenance and NDT.

- All reports and issues accessible in the File Cabinet by anyone with the permissions to do so.
- View photos of issue, and reference location in blueprint or isometric drawing.
- Filter to specific issues within report to show all associated information and recommended actions.

**STEP 5**

**Track issue to resolution**

With corrective actions broken off into their own reports, the engineer can monitor each maintenance or NDT item’s completion and approve each individual report. As actions are taken to resolve the problem, he can change the status of the issue from ‘Open’ to ‘In Review’ to ‘Reviewed.’

- Track the progress of corrective action items individually.
- Easily update the status of issues as they get closer to being resolved.
- Look at all issues as they’re being resolved, sorting by status, severity or any custom metric.
STEP 6

Analyze data and establish trends

Because all issue data is collected objectively and consistently, your organization can use the information to establish trends or analyze issues for all inspections, projects or facilities. The data being measured is customized to your workflows, including any custom metrics you require for your business.

- Use combined data sets to establish trends or run a pivot table.
- Input data into your organization’s database (i.e., SAP, Oracle, Microsoft Dynamics, etc.).
- Learn from trends — updating strategy and mitigating risk throughout your operations.

Through the TruQC Web App, engineers can receive real-time updates when issues are flagged and mark the corrective actions needed to resolve them.
Lifecycle of an issue
From report to resolution

1. **Issue identified in the field**
   If a saved filter is set up, engineer will receive a push notification if a severe issue is flagged.

2. **Required NDTs and maintenance are scheduled**
   Inspector creates unique reports for each action item which are sent to the right department for resolution.

3. **The report and corresponding issues are submitted for approval**
   If no signal is available, TruQC will automatically submit report when iPad reconnects to internet.

4. **Reports and issues are reviewed**
   Permission-based app access ensures only those with authority can view reports and issue data.

5. **All issues tracked until resolution**
   Engineer updates status of each issue—from ‘Open’ to ‘In Review’ to ‘Reviewed’—as corrective action is taken.

6. **Objective issue data is pulled for analysis**
   Standardized, raw issue data can be used to run pivot tables, establish trends or input into your organization’s database.
Expected ROI for organizations using issue tracking

Issue tracking—and the entire integrated TruQC app—is designed to work at organizations of any size, in any industry. We’ve configured our app to work for small contractors and large global enterprises alike, with all current clients achieving significant ROI—as high as 390% in time and cost savings, according to an independent ROI study.

For example, a major oil and gas company is in the process of rolling out TruQC across its global downstream facilities, initially for visual inspection of fixed assets. Proven early results led to a rapid rollout plan. TruQC is currently in production at over a dozen sites with 14 more in the pipeline for launch by early 2019. Each site’s solution is custom configured by TruQC and launched in four weeks or less. The customer is working with us to expand to upstream and midstream and add activities such as turnaround management and safety in the near term.

With data security and ease of use in mind, we designed TruQC to streamline reporting and drive efficiency, while being configurable to your organization’s workflows and data collection needs. With so many ROI driven features in one integrated app—issue tracking, real-time reporting, an up-to-the-minute Document Library and more—organizations of any size are able to keep of all their data, all their documents, all in one place.

Proven in global oil and gas

— 83% reduction in inspection preparation time.
— 50% reduction in inspection time.
— 33% reduction globally for overall inspection prep, execution, report creating and risk score assignment.
— $1.5M – $2.3M estimated hard dollar savings per downstream facility.
Let’s talk

Request a consultation, obligation-free. We’ll discuss your biggest data collection, document management and compliance headaches. Then we’ll determine the best way to streamline issue resolution, improve reporting processes and allow for objective data analysis.

To request a consultation, visit truqc.com/request-a-consultation
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