

## LSB Industries reduces cost, improves efficiencies, and enhances reporting through OESuite



### SITUATION

LSB Industries (LSB) wanted to reduce costs, improve efficiencies, streamline action items, and enhance reporting across multiple facilities using various systems to address Learning Management, MOC, and Action Tracking. Some sites were using classroom style training, paper MOCs, and multiple spreadsheets for action tracking; others were using other, disparate softwares. LSB recognized the need for – and the return on investment possible – for standardizing methods across the company while still allowing some degree of flexibility at each site. After participating in a Process Safety webinar showcasing the Operational Sustainability® (OS) Process Safety KPIs possible via the OESuite® enterprise software platform, LSB began investigating OESuite as a possible solution.



### CHALLENGE

LSB needed to implement a user-friendly solution for Learning Management, Corrective and Preventive Actions (CAPA), Management of Change (MOC), and Incident Management that was versatile, effective for all users – down to the Operator/Mechanic level – and that included highly customizable reporting. “We wanted enough flexibility and customizability so that the software could be adapted to the way we work rather than force all of our sites to adapt their cultures to the software. An intra-site team viewed demos of the various modules offered by OESuite and determined that there was a high likelihood that the characteristics we were seeking were available from OS, including reporting flexible enough that each individual user could pull the data they needed data from the system,” Guy Colbert, Director of Technical Services for LSB, said.



### SOLUTION

After a thorough evaluation process, LSB found that OESuite delivered everything they needed in an integrated and customizable package at a reasonable cost. LSB moved forward with the OS team to implement the four chosen OESuite modules sequentially, beginning with Training Management / LMS at a single site. The implementation went smoothly, and an intra-site team began working on the CAPA implementation plan. “The sites came together to discuss and provide direction on how we wanted CAPA to function, and the OS team customized CAPA / Action Item Management on OESuite for our purposes. All of our sites have eliminated their multiple action tracking spreadsheets and are using the CAPA module,” Colbert said. After successfully implementing CAPA across the organization, the team moved on to MOC. LSB’s implementation of the MOC module moved them from multiple methods for MOC to one shared vision and process. “The result is a company system, and not the method of any one particular site. There remains some flexibility in the finished product that readily accommodates both our largest and our smallest sites,” Colbert said. LSB next implemented Incident / Event Management as a company-wide solution. For LSB, the new system is an integral part of their incident management practices, including investigation and causal factor analysis.



### BENEFIT

Colbert says LSB has seen benefits in the form of efficiency gains and unification of methods. “Our sites have embraced our new software and like it. We occasionally find tweaks that we want to make and the OS staff is good about helping us implement those tweaks,” Colbert said. LSB’s insurers have appreciated their investment in OESuite software and have included positive comments about CAPA, MOC, and Incident in their insurer reports. “Our employees have identified other OESuite modules that they’d like to see implemented and have taken the lead in setting up demos to determine what other modules may deliver immediate gain for us. One of the biggest benefits for us at LSB is that now we can observe the progress our sites are making from our remote corporate office. We use the system to efficiently provide metrics and information to our corporate leadership as well as to outside entities such as insurers,” Colbert said.

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