Building a Global Workflow Process to Improve Safety Data Sheet (SDS) Cycle Time

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SCOPE: DuPont reorganized to centralize select PS&R work as a Corporate, leveraged service in Collaborative Centers (CCs) while maintaining some PS&R work within the Business Units (BUs). Prior to the re-organization, some BUs utilized Lotus Notes Work Request Databases (LN WRDB) to request and track progress of PS&R work. This approach worked well when all PS&R resources were embedded in the individual BUs. In the new structure, some resources are leveraged across multiple BUs, and the solution of stand-alone business specific work request databases and other fragmented approaches to requesting work made it difficult to understand and effectively manage the demand in the CCs. Managers in both the BUs and CCs had the need to see and pull metrics to efficiently and effectively plan and manage demand fulfillment. In addition, it was desired to move away from LN WRDBs.

GOAL: To develop in Microsoft SharePoint a global, standardized PS&R Work Request process which enables efficient completion of requested work, transparency on status of requested work, and data to track key productivity metrics.

RISK: Our challenges in developing a new process centered on security concerns for proprietary information, Microsoft SharePoint constraints, challenges of current practices, integration with other processes, and development and implementation of global training within the new system.
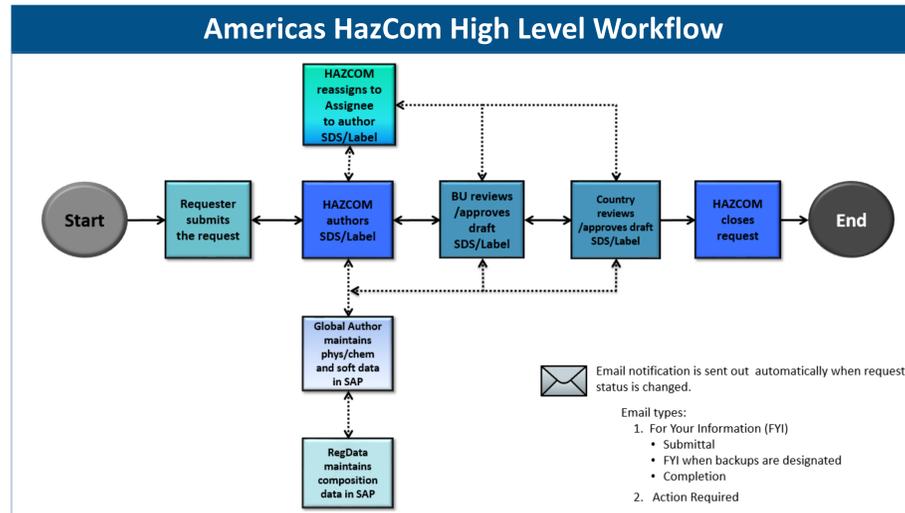
SOLUTION: A Microsoft SharePoint Work Request process which can be accessed globally that meets BU requirements by providing improved visibility of supply/demand for resourcing with a robust, efficient Hazard Communication (HazCom) process leading to increased productivity, reduced cycle time, and improved customer satisfaction. (HazCom Work Request Database)

What is Global HazCom Work Request Database?

A Global HazCom Work Request Database is separated into three modules for three regions:

- Americas (North America & Latin America)
- EMEA (EU, Middle East & Africa)
- AP (Asia Pacific)

and allows users to submit and track **all requests** through the whole workflow status in one platform.
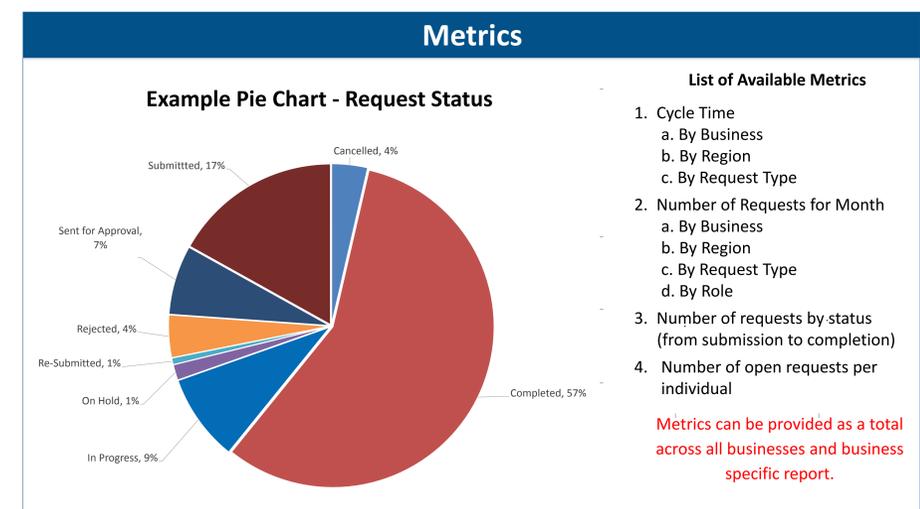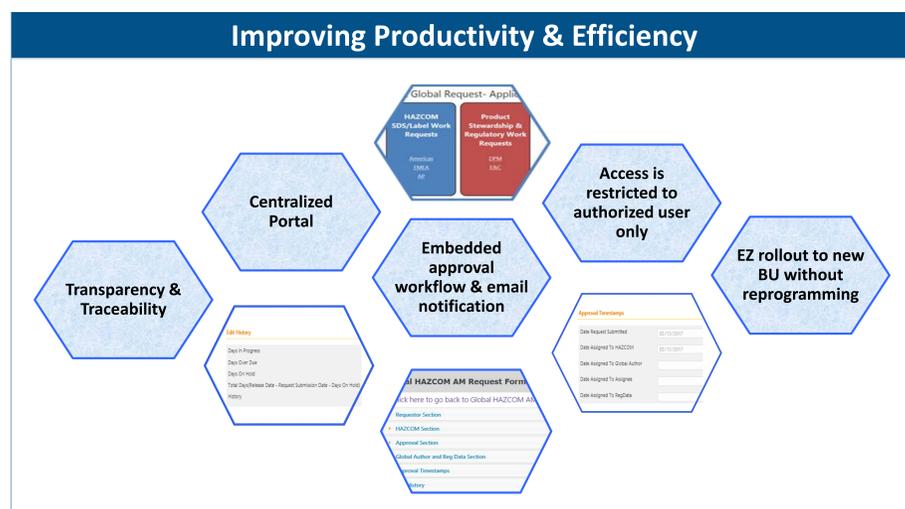
Request Submission

HAZCOM Process

Business & Country Review

Request Completion

Americas HazCom High Level Workflow

Start → Requester submits the request → HAZCOM authors SDS/Label → BU reviews /approves draft SDS/Label → Country reviews /approves draft SDS/Label → HAZCOM closes request → End

HAZCOM reassigns to Assignee to author SDS/Label

Global Author maintains phys/chem and soft data in SAP

RegData maintains composition data in SAP

Email notification is sent out automatically when request status is changed.

Email types:
1. For Your Information (FYI)
   - Submittal
   - FYI when backups are designated
   - Completion
2. Action Required

Key Roles & Descriptions

Key Role	Task	Read	Edit	Read/Edit: PS&R restricted Section (CBI)
		Authorization Level		
Requestor	Initiate new request.	All Sections[1]	Y[1] – Requester section Requestor section and only at Draft/Rejected status.	Edit
HAZCOM	Process owner of the request for the support business	All Sections[2]	Y[2] – HAZCOM section	Edit
HAZCOM Assignee	Respond to requests assigned by HAZCOM	All Sections[2]	Y[2] – HAZCOM section	Not Visible
Business Approver	Review and approve draft SDS	All Sections[2]	Y[2] – Approval section	Not Visible
Country Approver	Review and approve draft SDS	All Sections[2]	Y[2] – Approval section	Not Visible
Global Author	Respond to requests for EHS data input	All Sections[2]	Y[2] – Global Author section	Edit
Reg Data	Respond to requests for Compositional information inputs	All Sections[2]	Y[2] – Reg Data section	Edit
Business PS&R Contact	Notify only	All Sections[2]	N	Read Only
Additional Addressee	Notify only	All Sections[2]	N	Not Visible
Administrator	Maintain site, access control. Liaison between IT developer.	All Sections[3]	Y[3] All sections when completed.	Edit

1 Only for own request
2 Only for assigned request
3 All requests in the region

Key Features

Form designed to fit HAZCOM workflow
One form for each region

Track request from initiation to completion
Visibility to the status of the work as it is in progress

Auto assignment
Automation in routing WR to appropriate person based on type of WR / Jurisdiction / Business

Dropdowns
Request type, Country, etc.

One country per request
Enables effective tracking and cycle time

Ability to copy request
Submit multiple requests with ease

Improving Productivity & Efficiency

Global Request- Application

HAZCOM SDS/Label Work Requests

Product Stewardship & Regulatory Work Requests

Centralized Portal

Access is restricted to authorized user only

Embedded approval workflow & email notification

EZ rollout to new BU without reprogramming

Transparency & Traceability

Metrics

Example Pie Chart - Request Status

- Cancelled, 4%
- Submittted, 17%
- Sent for Approval, 7%
- Rejected, 4%
- Re-Submitted, 1%
- On Hold, 1%
- In Progress, 9%
- Completed, 57%

List of Available Metrics

1. Cycle Time
   a. By Business
   b. By Region
   c. By Request Type
2. Number of Requests for Month
   a. By Business
   b. By Region
   c. By Request Type
   d. By Role
3. Number of requests by status (from submission to completion)
4. Number of open requests per individual

Metrics can be provided as a total across all businesses and business specific report.

BENEFITS: Improved visibility of supply / demand for PS&R resourcing, enabling better planning for demand fulfillment. More robust and efficient HAZCOM work request process, leading to increased productivity and improved response time, compliance, and customer satisfaction.