

Case Study

Zircoa

Zircoa, Inc. brings the creation of compliant product safety documents (SDS) in-house.

“The ease with getting everyone up to speed on the system was impressive. It was a smooth transition. The software is very intuitive. What I appreciate most is the excellent support I receive from the GSM team. Any questions or concerns I have are addressed immediately with a simple phone call.”

Lenny Francis, EHS Specialist
Zircoa, Inc.

Executive Summary

Outsourcing the creation of critical and compliant safety data sheets was a process Zircoa wanted to change. The antiquated paper process their vendor used was becoming inefficient. Zircoa’s safety and compliance department wanted a digital system that allowed team members to make quick, “one-off” edits, such as a simple number change to the documents without having to re-author the entire SDS. After an extensive review of Global Safety Management’s TotalSDS™, they determined the SDS authoring software’s ease of use was the best solution.

About Zircoa, Inc.

Founded in 1952, Zircoa, Inc. engineers and manufactures specialty ceramic materials for a worldwide customer base. Their products are made from a combination of Zirconium Oxide and one of four stabilizers. Zircoa uses traditional ceramic processes to shape these formulas, including pressing or casting. Products they produce fall into the following categories: Technical Ceramics, Specialty Refractories and Granular Forms.

The Challenges

Zircoa has many products that have similar ingredients combined and processed in ways that change form or name with little or no change in SDS requirements. So, making fast and simple SDS edits is important to the flow of business. These updates were being outsourced to be manually completed. Relying on an outside source to complete these changes not only slowed the work process, but also incurred additional expenses.

It is also important for Zircoa employees to quickly and easily search a product by name, number or manufacturer. This kind of search in a paper system was simply taking too much time.

Keeping up-to-date with the regulatory and compliance changes requires a great deal of research which was proving to be a difficult process to manage. The Zircoa team needed a compliance partner to manage these complex updates.

The Solution

The ease of use with TotalSDS™ provides the team at Zircoa the control to quickly edit and update their product SDSs and keep productivity high – all without a long learning curve. The software’s ability to allow for a broad search that quickly produces the desired record has been a particularly important function for employees at Zircoa.

GSM’s veteran regulatory compliance specialists have taken the regulatory burden off of Zircoa. When there is a new regulation or chemical update for an SDS, they only need to select “accept change” when they receive the notification through the software and their record is automatically updated.

Results

Since implementing TotalSDS™, Zircoa has had a seamless transition bringing the SDS authoring, management and translation process in-house. Making the simple document edits takes minutes to produce a new SDS. They now feel confident that they are in compliance and up-to-date with ever-changing regulations. When compliance questions arise, they know the experienced support of GSM’s regulatory team is just a phone call away.

Zircoa’s EHS Specialist, Lenny Francis is pleased with the software support and positive communication he receives from GSM. “They willingly take extra time to explain, so that I understand where I made a mistake and how to correct it. They want me to be able to take full advantage of the software.” When he needed additional training time, he was pleasantly surprised when GSM allowed him to adjust his training allowance for the next term to use when he needed it. GSM knows that training is key to ensuring that customers use the software to its fullest capabilities.