

Analyse and Identify

Willis Blue

Organisations gather information on internal risk functions using a variety of tools, such as surveys, to better understand their risk profile and identify areas of weakness.

Surveys often provide little value because actions may not be clear and relevant, or recommendations are not implemented.

What is a Willis Blue?

Willis Blue is a proprietary web-based survey tool that helps organisations compare risk management performance on a consistent basis across multiple locations in a dynamic, real-time environment.

Results are presented in a user friendly coloured grid enabling 'good performers' and 'hot spots' to be easily identified. Output can be shared across an organisation, providing stakeholders a common view and the ability to add comments on suggested recommendations via tracking.

What are the benefits?

Willis Blue helps organisations create a risk aware culture to reduce incidents which will ultimately have a positive impact on the placement and renewal of insurance cover.

Specific benefits include:

- Reduction in accidents, lost time, fines and claims as risk management standards improve
- Ease of use – the colour coded table makes this a powerful, 'at a glance' management tool
- Identification and prioritisation of systemic, company-wide issues
- Highly specific solution to meet an organisation's unique business needs
- Flexibility as categories can change along with priorities
- Transparency over which sites are under-performing or excelling in risk mitigation activities, allowing a focus on areas for improvement and highlights best practice
- Promotes local accountability for risk management performance as ratings are easily compared with other similar sites
- Tracking recommendations and improvements

Analyse →

Identify ↘

↙ Control

Mitigate ←

Case study:

A manufacturing organisation was experiencing high frequency of employee injuries resulting in higher costs through increased premiums and claims expenditure.

Willis Towers Watson specialists addressed specific needs, like reducing costs and harmonising existing compliance with established standards, in order to tailor the Willis Blue solution to improve their overall position on risk.

By conducting a Willis Blue, the organisation achieved the following results:

- Greater control over the situation by senior management built on improved understanding
- Reduction in ultimate costs by 40% during first two years
- Global compliance and regulatory standards were achieved
- Loss costs were allocated fairly and transparently across operations
- Capital was re/deployed accurately and efficiently
- The process gave the incentive for cultural change via performance accountability, which has now become standard for continuous improvement
- Annual 8:1 return on initial investment

What does a Willis Blue deliver?

Before any survey commences, categories are agreed between the organisation and Willis Towers Watson specialists. These categories include a combination of regulatory and legislative standards, as well as items specific to the organisation's objectives. Weightings can also be applied to the categories/sub-categories to focus on prioritised areas.

The surveys use four ratings; red, yellow, green and blue – with blue as the optimum rating and red indicating a cause for concern. Where a category does not reach the blue rating, recommendations for improvement will be included in the report.

A matrix function provides an overview of the survey results to filter, group and sort data before creating an Executive Summary.

How does Willis Blue work?

Willis Blue encourages participation of staff and management to establish targets and action plans when surveying sites. These discussions are key to achieving success.

The first step is to define 'client-specific standards of performance', then create 'client-defined measurement units and weightings'. These are vital in tailoring a bespoke approach for an organisation and include global best practice for audit targets, guidelines and analysis criteria.

Other key features

Report mails:

Links to download the report can be distributed directly, which removes the need to attach them to emails and send separately to each site and/or manager. You can send one of the following:

- Recommendation report download link
 - Each recipient can download the report directly via a link in the email
- Recommendation response link
 - Allows each user to respond to recommendations which feeds directly into the tracking page

Recommendation tracking:

Recommendation tracking presents an overview of all recommendations for all surveyed sites with the option to see how proactive sites are progressing with implementation. On entry into the tracking page, Willis Blue confronts you with useful diagrams to highlight the status of recommendations made by the surveyor.

Access and security:

Access can be limited to various people within an organisation and recipients set to receive certain reports based on the information they require. It will also record the history of all links that have been sent out.

Additional security can be switched on which requires anyone who accesses the sites to enter a 'one-time' code to log-in. After a user inserts username and password, it will then send a six digit code to a selected destination.

Willis International	1.1 Risk Management & awareness	1.2 Emergency Preparedness & Organisation	1.3 Management of change	1.4 Business Continuity Plan	2.1 Housekeeping	2.2 Internal fire prevention inspections	2.3 Evacuation & Fire safety training	2.4 Permit to work & Hot work	2.5 Security & Access Control	2.6 Incident Reporting	2.7 Utilities and their maintenance	2.8 Machinery Maintenance	2.9 Smoking	2.10 Battery charging	2.11 Flammable liquids	2.12 Gases	3.1 Building layout and Construction	3.2 Fire Separations	3.3 Fire extinguishers & Hoses	3.4 Automatic Fire Detection	3.5 Automatic Sprinkler Protection	3.6 Hydrants & Water Supply	3.7 Special protection and Smoke Ventilation	3.8 Fire Brigade	3.9 Natural Hazards	Points	Percent	Survey Type		
Copenhagen/Denmark/Willis A/S/Willis International																										855 p	85%	W		
Gothenburg/Sweden/Willis AB/Willis International																											828 p	82%	W	
Karlstad/Sweden/Willis AB/Willis International																											935 p	93%	W	
Malmö/Sweden/Willis AB/Willis International																											869 p	86%	W	
Milano/Italy/Willis Italia S.p.A/Willis International																											870 p	87%	W	
Odense/Denmark/Willis A/S/Willis International																											858 p	85%	W	
Stockholm/Sweden/Willis AB/Willis International																											870 p	87%	W	
Willis North America																														
Chicago/United States/Willis of Illinois, Inc./Willis North America																											865 p	86%	O	

Areas: Management | Loss Prevention | Loss Control

Executive Summary - All sites included, grouped by Division, alphabetically sorted, score, percent and survey type included.

Transition to an inter/intranet based information system should then be considered as this is where all the data is collected and monitored in preparation for the Executive Summary report.

Training of internal staff and external consumers of Willis Blue results, such as banks and regulators, can then follow.

Risk Management for a Complex World

At Willis Towers Watson we deliver risk management solutions through a connected team across the globe. We align our industry expertise and competence to your risk requirements.

Willis Towers Watson takes a fresh, logical approach to risk management; connecting our industry insight and analytical capabilities through our risk advisors, engineering specialists, and risk transfer and placement brokers.

We look holistically at your business. Our solutions are designed to not only link functions but also connect between the asset, business, people, security and other risks to provide you with the control and mitigation support you need.

Other value added services include:

- RAPID – Risk Assessment Probability and Impact Diagnostic
- Business Continuity Management (BCM)
- Business Interruption (BI) Review
- Strategic Risk Management
- Risk Partner
- Training
- Health and Safety Risk Management
- Fleet Risk Management
- Claims Defensibility Review
- Risk Engineering Surveys

For further details, please contact your local Willis Towers Watson office or visit www.willistowerswatson.com/en.