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PIAG PRACTICAL ASSURANCE SERIES

Digital QHSE Readiness and Implementation Brief

A management guide for preparing workflows, data, users and governance before digitization.

2026 EDITION

Perspective Industrial Assurance Group Ltd.
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Practical reference only. Verify applicable legal, client and site-specific requirements.

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01 / WHY DIGITAL QHSE PROGRAMMES FAIL

Why Digital QHSE Programmes Fail

Technology creates value only when workflows, ownership, data definitions and management use are clear. Digitizing weak processes usually makes confusion faster, not performance better.

- Software is treated as an IT purchase instead of an operating-model change.
- Paper forms are copied into screens without simplifying decisions or approvals.
- Users are trained on buttons but not on reporting expectations.
- Dashboards are built before indicators and data definitions are governed.
- Leadership does not use the system during review and escalation.

READINESS PRINCIPLE

Define the decisions, workflows, owners, data and adoption model before selecting or configuring technology.

02 / READINESS MATURITY ASSESSMENT

Readiness Maturity Assessment

Score each dimension from 1 to 5. Use evidence and stakeholder discussion rather than optimism.

Level	Description
1 - Initial	Processes are informal, inconsistent or person-dependent.
2 - Developing	Basic processes exist but definitions and ownership vary.
3 - Defined	Workflows, roles and data requirements are documented and generally used.
4 - Managed	Performance is monitored; exceptions and changes are controlled.
5 - Optimized	Data supports prediction, learning and continual workflow improvement.

Dimension	Evidence considered	Score 1-5	Priority action
Leadership and sponsorship			
Process maturity			
Data and taxonomy			
Users and competence			
Technology and connectivity			
Governance and support			

03 / WORKFLOW AND DATA DESIGN

Workflow and Data Design

For each priority workflow, define the trigger, required data, ownership, approvals, escalation and output before configuration.

Workflow	Questions to resolve
Incidents	Who can report? What severity drives notification? Who investigates and approves closure?
Actions	How are owners assigned? What triggers escalation? Who verifies evidence and effectiveness?
Audits / inspections	Who controls checklists? How are findings classified and linked to action?
Risk	Which scales and categories are authoritative? Who accepts residual risk?
Training / competence	What records prove competence? Who monitors expiry and role requirements?
Compliance	Who maintains obligations, evidence, status and review dates?

Priority workflow	
Current pain point	
Required decision / output	
Process owner	
Minimum viable data	

04 / SENTINEL ADOPTION ROADMAP

Sentinel Adoption Roadmap

Use a phased implementation to prove value, stabilize data and build confidence before expanding modules.

Phase	Focus	Exit evidence
1. Discover	Scope, users, sites, processes, indicators and risks	Approved implementation charter and workflow maps
2. Configure	Roles, permissions, taxonomy, forms, approvals and alerts	Configured test environment and data dictionary
3. Pilot	Representative users and priority modules	Resolved pilot findings and approved go-live decision
4. Launch	Training, support, communication and monitoring	Active users, quality records and support process
5. Expand	Additional sites, modules and analytics	Benefits review and controlled expansion plan

05 / GOVERNANCE AND BENEFITS REALIZATION

Governance and Benefits Realization

Track adoption and operational value together. High login counts do not prove stronger risk control.

Ref	Requirement / verification question	Evidence / comment	Status
01	Executive sponsor uses QHSE dashboards in formal reviews.		[ ] Y [ ] N [ ] N/A
02	Process owners approve configuration and data definitions.		[ ] Y [ ] N [ ] N/A
03	User access follows role and least-privilege principles.		[ ] Y [ ] N [ ] N/A
04	Support, change control, backup and continuity arrangements are defined.		[ ] Y [ ] N [ ] N/A
05	Data-quality exceptions are monitored and corrected.		[ ] Y [ ] N [ ] N/A
06	Benefits are measured against the original business case.		[ ] Y [ ] N [ ] N/A

Measure type	Examples
Adoption	Active users, reporting timeliness, workflow completion, training completion
Data quality	Missing fields, duplicate categories, classification errors, late approvals
Operational value	Faster notification, fewer overdue actions, improved audit visibility, reduced repeat events
Management use	Review frequency, escalations resolved, decisions linked to dashboard evidence

EXPLORE SENTINEL

Sentinel is PIAG's flagship digital QHSE platform for incidents, investigations, actions, audits, inspections, risk, training, permits, compliance and management visibility. Visit sentinel.piagsystems.com.