

# Dataline Visual Link – taking it to the world

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When DVL decided it wanted to take its business to the next level, it turned to CCI to help achieve its goals. CCI's Business Improvement Services (BIS) and Safety and Risk Services worked closely with the company to make it a globally competitive operation.

What has BIS engagement and benchmarking achieved for DVL?

Facilitated by John Clegg, PROBE best practice benchmarking was applied with a team of seven executives and staff in 2010. Using PROBE to identify hot topics for business performance improvement, the team achieved consensus in key areas including the need to formalise its occupational health and safety management system. Further PROBE Leadership and People benchmarking in July 2012 recognised significant business performance improvements and increased capacity of the company to compete on the world stage.

DVL has expanded to service projects such as Australian and New Zealand naval vessels, international clients and LNG plants. These clients demand the delivery of ever-increasing world class standards from their suppliers. In recognition of the need to excel and the benefits that regular quality benchmarking provide, DVL has implemented critical practice changes which have demonstrated tangible benefits in business performance and achievements.

How important is good risk management and due diligence to DVL?

The statement "Our most important asset is our people" may seem like a cliché for some organisations; however, to DVL it is central to its business ethic and due diligence commitment. Underpinning its business strategy is the knowledge and understanding that the management of workplace health and safety hazards and risk is as important as any other significant decision-making of the organisation. DVL recognised the need to formalise its occupational health and safety management system (OHSMS), and engaged CCI Safety and Risk Services to work with its management team to document, standardise and codify the OHSMS in order to provide a system that demonstrates international and Australian best practice standards. Culminating in acknowledgment of its robustness, DVL has received Commonwealth recognition of its OHSMS and does not intend to stop there. The safety of its people is DVL's number one priority. •