RASED: Developing a field inspection system

General Organization for Social Insurance
Saudi Arabia
Summary

This good practice enables employers, contributors and the General Organization for Social Insurance (GOSI) to save effort and cost by completing inspection cycles electronically in a timely manner. In fact, we understand the important role of inspection in enlightening the employers on how to correctly apply in their entities the system and its regulations. A new system RASED was integrated with the GOSI main system to consolidate all inspection data. It assigns the field visits according to the best suitable available inspector. This practice enabled us to acquire information on the exact volume and duration of each inspection. By applying the new system, we have found that the inspection process takes an average of five working days. Our target is to reduce it to two working days. In reality, the target is achievable but we have to gather more information.

The issue or challenge

What was the issue or challenge addressed by your good practice? Please provide a short description.

Inspection has always been an effective tool to ensure compliance. In fact, GOSI is covering more than 9 million contributors across the Kingdom of Saudi Arabia. What GOSI is concerned with are the following information:

- Registration: this focuses on all the employment aspects of the employee, from the time employment starts until the time employment is terminated, and the reason for termination.
- Occupational hazard: this focuses on maintaining the international safety standards in the workplace, for example, radiation levels, biological waste, personal protective tools, etc.

In order to deliver these services, we have established in 2013 an inspection-supervising unit to follow up and monitor field inspection across GOSI’s branches. Moreover, GOSI took it upon itself to improve the services to its contributors. One of the improvements is to make sure that the employers are committed to share all information with GOSI. In reality, GOSI is obligated to ensure the rights of the contributors, but the connecting point between the contributor and GOSI is the employer. Therefore, the employer must provide the following information in order to ensure the rights of each contributor:

- joining date;
- wage;
- work-relationship;
- termination date;
- reason for termination;
- adding new contributors;
- workplace safety standards and specifications.

Organizing and developing the field inspection role is important also because we are expanding our coverage yearly. RASED as a field inspection system was a project that saw the light in the third quarter of 2017. In fact, RASED was developed to monitor, organize and schedule field inspections based on the inspector’s geographical location and expertise. At the time of writing this report, 24 inspectors have conducted 4,152 field visits all around Saudi Arabia since RASED.
was launched compared to 2,113 field visits in the first quarter of 2017 which were prepared manually.

**Addressing the challenge**

*What were the main objectives of the plan or strategy to resolve the issue or challenge? List and briefly describe the main elements of the plan or strategy, focusing especially on their innovative feature(s) and expected or intended effects.*

Inspection as a procedure is not enabled effectively in Saudi Arabia. Therefore, the challenge was not only to develop work procedures but also to develop a completely new system with all historical data that we have, both paper-based and electronic. We have conducted workshops and field visits with all ministries, organizations and governmental authorities around Saudi Arabia to analyse “as is” processes and build upon their expertise in field inspection. In addition, we have analysed the best practices worldwide, and worked along with experts to develop a new system.

**Targets to be achieved**

*What were the quantitative and/or qualitative targets or key performance indicators that were set for the plan or strategy? Please describe briefly.*

The main target of RASED is to be able to track, monitor and automate the whole inspection process starting from the initiation process to conducting the field inspection.

The targets to be achieved are the following:

- Reduce work injuries by ten per cent per year.
- Reduce the turn-around time to two working days.
- Reduce operational costs.

**Evaluating the results**

*Has there been an evaluation of the good practice? Please provide data on the impact and outcomes of the good practice by comparing targets vs actual performance, before-and-after indicators, and/or other types of statistics or measurements.*

Before RASED, we had manual studies on the inspection performance during the year. Yet, human errors occurred. With RASED’s implementation, a full business intelligence system has been added that uses real time field inspection data and is able to calculate information in seconds. Indeed, the results have been very positive including finding multiple coverage as well as coverage deficiencies. Nowadays, the work is more pre-arranged and organized. Our clients
have become more satisfied by enabling employers to provide feedback as part of the evaluation of the field visits. For example:

- Task completion rate: 91 per cent.
- Average inspection turnaround time: 5 days.
- Quality has been raised, with the need for revisits of the initial tasks reduced to two per cent.
- Lower costs because of minimizing the revisits.

**Lessons learned**

*Based on the organization’s experience, name up to three factors which you consider as indispensable to replicate this good practice. Name up to three risks that arose/could arise in implementing this good practice. Please explain these factors and/or risks briefly.*

It is difficult to state what the main risks are as this matter is dependent on the entity itself.

However, we can summarize the main indispensable factors below:

- Complete data in order to build information (addresses, working hours, etc.), since every aspect of this practice is related to the availability of information.
- Virtual management as the users will be monitored remotely. This practice requires centralization of management, and every entity must consider virtual management.
- A knowledgeable team in all the processes, work flows and business rules is important because gathering information is not an easy task. It needs a hardworking team with knowledge in the field.