



Quantum Answers an EHS 911 Call

It was supposed to be a routine regulatory inspection. Our client didn't anticipate a problem. But there was. The inspector identified several non-compliance issues that could result in penalties and long-term consequences with their customers. There was no one on-staff with the necessary experience or ability to deal with the specific EHS issues identified by the inspector, but something had to be done, and fast. The client had to call someone. They called us.

This scenario is rather common in life. We go along thinking everything's ok. Then something goes wrong. Our car breaks down. A leg gets broken. The roof starts leaking. These events cause inconvenience and maybe a little pain, but in each case, it is absolutely essential to call the right expert to get the job done right. You don't call a mechanic for a broken leg or take your car to the doctor. This scenario is exactly what our clients face when it comes to non-compliance findings that result from a regulatory inspection.

The client in this case study needed expert assistance immediately. Quantum Management Group had that experience and the skill sets necessary to provide that support. We were able to solve the non-compliance issues, save the client money, plus improve the client's reputation and relationship with the regulatory agency all at the same time.

How we solved the problem:

The objective was to quickly address the non-compliance issues and bring the company back into regulatory compliance. After interacting with our client's management team and facility personnel, a plan of action was developed and we immediately began to interface with the regulatory agency on the client's behalf. This fast response created a positive working relationship. The agency personnel realized they were working with professionals experienced in dealing with this kind of non-compliance issue.

Quantum's experienced professionals outlined the necessary facility upgrades, managed the upgrades, compiled and submitted the necessary reports, provided routine status updates and assisted with the follow-up regulatory inspections. These were capabilities the client did not have in-house. During this process, we also took the opportunity to conduct an evaluation of the facility's overall EHS compliance programs.

This work for our client not only answered their call for regulatory assistance, but strengthened the company while saving them money. The company was brought back into compliance. No penalties were paid. No customers were lost. Regulatory agency relationships improved. And the company was able to proactively deal with our observations of compliance "yellow flags" so as to positively position themselves for the next regulatory inspection.