







Investing in employee safety: **Tackling risk management with Zoho Creator**





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The company

Risk management is an essential process that helps organisations identify potential risks, assess their impact, and develop strategies to minimize or prevent them from occurring. However, the effectiveness of risk management relies heavily on the ability to predict and prevent these risks before they manifest into serious issues. This is where Learning Teams Inc. strives to make a difference.

Learning Teams Inc. is a consulting firm that provides training and development solutions to organisations across various industries. Founded by Brent Sutton, the company has been in operation for over a decade and has built a reputation for delivering high-quality, innovative training solutions.

Sutton is a seasoned professional with over 20 years of experience in training and development in the health and safety industry. In October 2021, he authored the paper “Learning From Everyday Work: A New View Discussion Paper”¹. It asked a basic question: “When is the best time to learn? Before or after an event?”



The challenge

Learning Teams Inc. faced several challenges in managing its training programs and data. The company had to oversee multiple training programs simultaneously, which required extensive coordination and governance. In addition, they had to manage large amounts of data, including student information, program information, attendance, and feedback.

One of the biggest challenges faced by Learning Teams Inc. was the manual processes that they relied on to manage their training programs. These processes were time-consuming and prone to errors, leading to inefficiencies and inaccuracies in their data.

Besides this, the company also faced challenges in identifying system failures that led to risk incidents in their training programs. Traditional methods of incident investigation focused on blaming and punishing workers for errors, rather than identifying and addressing system failures that contributed to the incidents. This approach did not provide a comprehensive solution to prevent similar incidents from happening in the future.

According to Sutton, during his 20-year career in health and safety, he had noticed a concerning trend of blaming and punishing workers when something went wrong. He explained that the typical approach was to analyze the decision-making of frontline workers in hindsight and then implement corrective actions to fix the workers, instead of examining how the system failed to prevent the event from occurring.

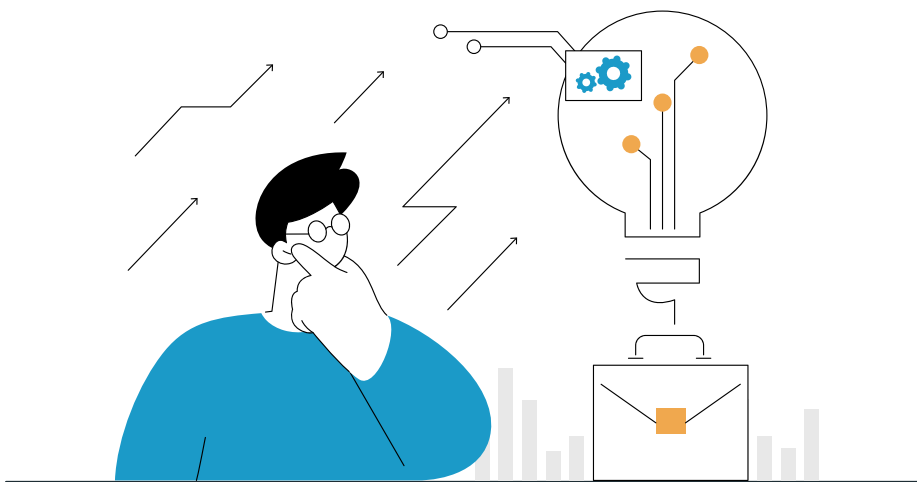


The solution

Through Sutton, Learning Teams Inc. came across Zoho Creator, a low-code platform that allowed them to develop customized applications to manage their training programs. The platform's drag-and-drop interface made it easy for the team to develop custom applications without requiring extensive coding knowledge.

Sutton's relationship with Zoho dated back to 2010, when he began using Zoho Creator as a replacement for Microsoft Access. In subsequent years, he started using Zoho for all their operational needs as a niche risk management consulting organisation specializing in occupational health and safety.

With Zoho Creator, Learning Teams Inc. was able to create an application that allowed them to manage program information, student information, attendance, feedback, and certification. The application also provided detailed reports on program performance, student performance, and overall program effectiveness.



Benefits and ROI

The use of Zoho Creator has had a significant impact on Learning Teams Inc.'s operations. The platform has allowed them to:



Increase efficiency:

The automated training management system has reduced the time and effort required to manage training programs. This has allowed the team to focus on other critical aspects of their operations.



Streamline reporting:

The detailed reports provided by their custom app have allowed Learning Teams Inc. to identify areas for improvement and track program performance. This has enabled the company to continuously improve its training programs.



Improve data accuracy:

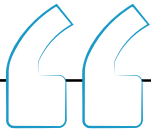
The application has eliminated errors that were previously common in their manual processes. This has ensured that data is accurate and up to date.



Identify system failures:

Their app has also enabled Learning Teams Inc. to identify system failures that contribute to incidents in their training programs. By addressing these failures, the company has been able to prevent similar incidents from occurring in the future.





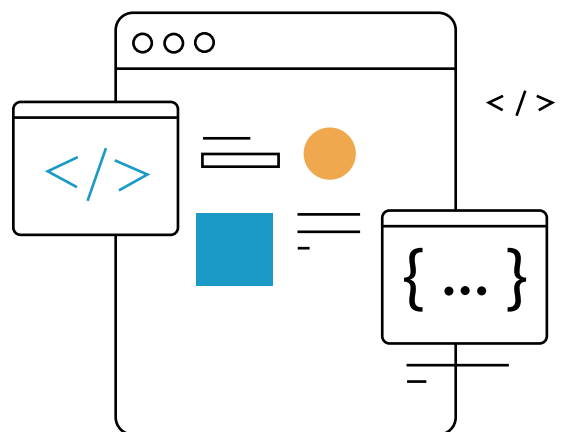
his rapid development was delivered in hours/days, not weeks or months. This has become a game changer for not only the frontline being heard and listened to but the organisations understanding the value of learning and improving versus blaming and punishing.

- **Brent Sutton**



Moving forward

Zoho Creator has been a game changer for Learning Teams Inc. The low-code platform has allowed the company to develop a customized application that has streamlined their training management process, improved efficiency, provided accurate data and detailed reporting, and enabled them to identify and address system failures. With Zoho Creator, Learning Teams Inc. can continue to provide innovative training solutions to organisations across various industries.





About Us

At Zoho Creator, we've always worked towards a single purpose—empowering users to build functional apps with minimal coding expertise. We've helped **14,000+** brands create bespoke solutions and improve their end-to-end operations across a variety of industries. With over **16 years of experience** in catering to **B2B and B2C organizations**, we have the best tools in the trade to help you improve your business.

You can get started with Creator by visiting our [signup page](#). You can also check out our [prebuilt apps](#) to get started right away.





Creator

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We'd love to talk! Reach out to us

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