

Expert interview with Hansjörg Zähler, Quality Manager and Safety Officer at Valida

Exchange on the implementation of flawa iQ Pro



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Valida. The social enterprise.

Valida ensures equal participation in society by offering integration services to people with an impairment in the areas of work, education, housing and leisure. Valida's services make it possible for people with disabilities to shape their lives independently. For the benefit of all.

Flawa AG has revolutionized first aid in companies with its digital emergency kit flawa iQ. The system has been successfully in use on the Swiss market for more than two years. We had the pleasure of talking to Hansjörg Zähler, Quality Manager and Safety Officer at Valida, who is a proven expert in the field of occupational safety, about the use of flawa iQ.

Mr. Zähler, we start with a look into the past. Please explain to us where the shoe pinched when you were using commercial first aid kits in your company.

We are a sprawling operation and have a total of five sites. The biggest challenge for me each time was to make sure that all the first aid kits were fully operational. Practically an impossibility. Because as soon as I checked the cases, they were sometimes already in use again (especially plasters and wound sprays were often missing) without me noticing. The expiry dates of the dressing material were also a tiresome topic, which we had to check regularly. If you want to meet the legal requirements, you are actually busy with time-consuming inspections at least once a month.

What made you consider the flawa iQ digital solution for your business?

In my opinion, flawa iQ is the most reliable of all solutions. The developers of Flawa have managed to optimize numerous aspects that are not satisfactory with commercially available emergency cases and cause effort. Both users and first responders in the event

of accidents, as well as those responsible, benefit thanks to a self-contained solution system. Another aspect was the integrated alarm function at the push of a button. This gives us the possibility to define responsible alarm contacts for each case location, which in my opinion is absolutely sensible.

Which feature of flawa iQ offers you personally the greatest added value?

For me personally, the permanent issue of completeness has been optimally solved! I no longer want to do without the security of knowing that our suitcases are complete again within 24 to 48 hours.

flawa iQ advertises that valuable time and costs are saved thanks to the new technology. Can you estimate for us how much time and costs you actually save thanks to flawa iQ?

I cannot give a tangible figure for the cost savings directly from the gut. But even with the very low replacement module prices, nota bene without any "small-quantity surcharge" and the order processing that no longer causes any effort for us, costs are quickly saved per month, as well as about one and a half hours. In fact, it used to take me about two hours to check all emergency cases at all five locations. Thanks to flawa iQ, this time is reduced by about 95 per cent per month to only a few minutes. Extrapolated over a year, this is a whole 42 hours that I save thanks to the clever solution.

Products are often described as revolutionary, but fail to live up to their promise in practice. Were your expectations of flawa iQ fulfilled?

100 percent. Replacement orders are always placed on time on the next working day, which guarantees me completeness and the iQ Portal provides me with a digital overview of all cases and any incidents in the company.

What challenges did you face when implementing flawa iQ?

Employees were used to encountering a case with a wide variety of dressing materials. The use of injury modules, as found in the flawa iQ case, is new and therefore requires explanation. However, if the handling and the purpose of the modules are explained, the concept is very well received. In particular, the fact that with one grip on an injury module you have exactly those materials in your hands which are needed for the treatment of the respective injury is very well received.

How do you assess the use of injury modules in general?

In my opinion, this is the main advantage of this system from the user's point of view. Staff members who have to help spontaneously in an emergency are often briefly overwhelmed and receive great support through the use of injury modules and integrated step-by-step instructions. In this way, even laypersons are able to provide optimal care to injured persons in an emergency.

What was the feedback from your staff on the new first aid system?

We always receive a lot of encouragement and praise at the staff training sessions. Especially newcomers who come into contact with the system for the first time are enthusiastic.

Finally, we would like to know which companies you would recommend implementing flawa iQ?

Basically, I would recommend flawa iQ to all responsible persons who want to sleep peacefully in the future. Because this is exactly what they can do thanks to flawa iQ. Of course, the system with an alarm function only makes sense from a certain company size. I think companies with more than 50 employees should consider a solution with flawa iQ.

Mr. Zähler, thank you very much for the informative exchange and we wish you continued success with flawa iQ.

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