

CASE STUDY

Turning Insight into Action: dormakaba's Global Shift to Visibility, Accountability, and Safer Outcomes

THE OPPORTUNITY

Operating across 130 countries, dormakaba needed a single, data-driven way to standardize incident management, strengthen accountability, and improve real-time visibility across sites. By implementing Pro-Sapien, teams moved from reactive reporting to proactive risk management - improving engagement, speeding follow-through on corrective actions, and delivering measurable safety gains, including a 35% reduction in total injuries from the peak year.

ABOUT DORMAKABA

dormakaba is a global leader in smart access and security solutions, operating in around 130 countries. Its portfolio spans access control, doors and door hardware, locking solutions, and entrance automation—helping customers strengthen security, compliance, and efficiency through a blend of physical and digital innovation.

As operations expanded, inconsistent site-level processes and scattered data made it harder to gain real-time insight, strengthen accountability, and prevent repeat incidents. dormakaba needed a complete HSEQ (Health, Safety, Environment & Quality) solution to provide a consistent view, drive engagement and continuous improvement worldwide.



BEFORE PRO-SAPIEN

Before implementing Pro-Sapien, dormakaba's incident management approach was fragmented across sites, limiting transparency and reducing overall effectiveness. Processes varied by location, while incident data was stored in multiple systems, formats, and languages—making it difficult to maintain consistency end to end.



Elizabeth Degraffenreid, Global HSE Specialist at dormakaba, explains:

“Before Pro-Sapien, our reporting timelines were not reliably met, root-cause analysis quality differed from site to site, and corrective actions were not consistently defined, tracked, or closed. In some cases, actions were recorded but didn’t translate into sustained change, creating accountability gaps and increasing the risk of repeat incidents. Limited local-language accessibility caused further constraints with site engagement, which affected both participation and reporting quality.”

Elizabeth Degraffenreid adds:

“From a performance perspective, TRIR was only calculated annually, using data that was not always consistent, leaving teams without real-time visibility and driving a largely reactive approach to safety management.”

These challenges created a clear need for change: dormakaba needed a single, global EHS platform that could standardize investigations, improve accountability for corrective actions, and provide consistent, real-time visibility across sites.

TRIGGER FOR CHANGE

Kristin Jarrett, Global Lead of HSE Compliance at dormakaba, explains:

“We started to look for a new EHS solution because our existing approach wasn’t keeping pace with the scale and complexity of our operations. As we grew, it became clear that we needed a global system that could provide consistent visibility into performance across all our sites and enable us to set realistic, data-driven KPIs. We also saw an opportunity to improve how we manage incidents—specifically by standardizing investigations, establishing cross-functional investigation teams, and fostering stronger collaboration to identify true root cause. Another key driver was the need for better accountability and follow-through.”

With the need for a more robust, globally consistent system clearly defined, the team began evaluating solutions against the capabilities required to deliver better visibility, stronger accountability, and scalable incident management.

This is where Pro-Sapien comes in.

WHY PRO-SAPIEN

Katie Henry, VP of QHSC at dormakaba, explains:

“There are four key reasons why we chose Pro-Sapien over other EHS solutions. Number one, we really loved the Power BI—my team is all about data; data is what drives change—so having the ability to set up reports customized for what mattered to us was very important. Number two, we really valued Pro-Sapien’s flexibility to tailor the solution around what mattered most to our organization. We applied that in several ways, such as mapping the system to our directive elements, ensuring our highest-priority risks drive the way we work, and refining what does (and doesn’t) trigger notifications across the business.”

Katie Henry adds:

“The third piece was the SSO integration—the fact that the system can automatically pull in team members, their supervisors, and the right people leaders who need to be notified was huge. And finally, the integration with SharePoint: so many people in our company already knew SharePoint and use it day in and day out, so being able to layer Pro-Sapien on top of that was a big advantage.”

Together, these capabilities did more than meet the brief—they became the foundation for a step-change in how dormakaba manages HSEQ, unlocking higher engagement, clearer visibility, and stronger outcomes across the business.

BENEFITS

Elizabeth Degraffenreid, Global HSE Specialist at dormakaba, highlights:

“Since implementing Pro-Sapien, the biggest shift has been moving from being reactive to truly data-driven. That then changed our outcomes and how we work day-to-day at the site level. Teams are now able to dig deeper into incidents, consistently identifying root causes and putting corrective actions in place that actually address underlying issues. And with clear ownership, those actions are being tracked and completed, which has strengthened accountability across the board.”

“Accessibility has also been a game changer. With local language capability and mobile access, engagement has increased and reporting is timelier and more accurate.”

“We’re now calculating TRIR (Total Recordable Incident Rate) monthly using a single, consistent data source, which gives us real-time visibility and allows us to respond much faster. And from my perspective, it’s made my work much more purposeful. Instead of spending time trying to piece together insights, I can focus on driving meaningful improvements.”

As these improvements took hold across sites, dormakaba began to see the impact show up in the numbers—turning greater consistency, visibility, and follow-through into measurable safety performance gains.

RESULTS

Kristin Jarrett, Global Lead of HSE Compliance at dormakaba, explains:

"We've seen clear and measurable results since implementing Pro-Sapien; most notably, we achieved a significant reduction in injuries from our peak year."

"We've seen a 35% decrease in total injuries, as well as a similar reduction in overall injury rates. That's a strong indicator that the system is helping us drive meaningful safety improvements beyond the lagging indicators. Our sites are now much more proactive."

"Teams are consistently using Pro-Sapien to capture unsafe observations, and that gives us an opportunity to address potential hazards before they escalate into actual incidents. That shift toward early identification and intervention has been critical."

Kristin Jarrett adds:

"The greatest benefit, however, has been the level of transparency we now have across the business. This has been requested by senior leadership for quite some time, and now they can clearly see where we have gaps and where we can focus our attention. Pro-Sapien shows us where risks exist, which allows us to communicate them effectively and ensure they are addressed through solid, well-tracked corrective actions. This visibility has strengthened accountability and enabled more informed, timely decision making across all levels of the organization."

With a strong foundation now in place - and clear improvements in performance and visibility - dormakaba is focused on building on this momentum, extending Pro-Sapien into additional processes and embedding it even deeper into day-to-day compliance assurance.

35%
reduction
in total
injuries



NEXT STEPS

Katie Henry highlights:

“We've thought a lot about how we can expand and evolve the use of Pro-Sapien in the future, and the team is really excited about how we can use this as part of our formal compliance assurance program.”

“We're excited to explore the inspections module so that, through the sites, as our teams are doing behavior-based audits or fire safety inspections, they can automatically create incidents and observations through that path.”

“And lastly, we're really looking forward to exploring how we can create automatic data feeds to other systems that we use—like SAP, for example—that's what we're thinking about now.”



Inspired by dormakaba's success story?
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journey toward outstanding results.

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