

# Services

## Zurich Hazard Analysis

Based on the premise that you know your systems and operations better than anyone else, the ZHA tends to produce the best results when used with a team of professionals who are directly involved and/or have expert knowledge of the system, product, process or component being analyzed.



With this in mind, either one of our experienced team leaders can facilitate a selected group of your professionals through the ZHA process, or you might consider to have selected individuals of your company trained in facilitating a ZHA. When it comes to the use of the ZHA WORKS 4.1 Software, we can offer you a comprehensive Software Support Package or on-site Software Training provided by Zurich Risk Engineers.

### ZHA Facilitation by a Zurich Risk Engineer

We can lead your selected team of individuals, who have detailed knowledge of your system, product, process, or component under analysis, through the Zurich Hazard Analysis. This may be a viable approach for businesses that require only one or two hazard analyses per year.

The Zurich Risk Engineer will – in close collaboration with the analysis sponsor of your company – prepare in detail the scope, the duration and the depth of the analysis, and support you in selecting the right team members. Finally, the Risk Engineer will facilitate the actual process of identifying, assessing and addressing hazards together with your staff. To request a Zurich Risk Engineer for ZHA facilitation please visit the 'Services Catalog' in the 'Services' section on [www.zurich.com/riskengineering](http://www.zurich.com/riskengineering).

### Teamleader Training

For most companies, the real benefit of the ZHA is in being able to apply it themselves. All you need is a ZHA Teamleader. We can train selected individuals of your company to become a ZHA Teamleader. The following two training options are available:

### **On-Site Teamleader Training**

A Zurich Risk Engineer will come to your site and train the ZHA methodology to your group. This is a customized, four-day session in which the ZHA is practiced on one of your processes. Holding the training in-house reduces or eliminates traveling and lodging costs and can save time.

### **Standard Teamleader Training**

These seminars are scheduled at various times and locations worldwide. The session covers the same ground as the on-site program, but course location and dates are fixed in advance and the practical part is based on a field trip to a third party facility.

#### **Each Teamleader seminar covers:**

- Guidance on how to initiate and complete a ZHA.
- Exercises based on in-house processes; or field trip to a third party facility.
- Training in team management/ facilitation skills.
- How to use the transparency of the ZHA to convince decision makers that recommendations for improvement should be implemented.
- Skills to facilitate a team analysis and apply the ZHA methodology to a wide range of systems, products, processes and components.

### **ZHA Software Support Package**

The ZHA WORKS 4.1 Software basic support comes complete with a Help section, and comprehensive software documentation. If the ZHA WORKS 4.1 Software does not function properly, e.g. supporting you to complete your work as efficient as possible, we offer an e-mail address for your inquiries: [risk.engineering@zurich.com](mailto:risk.engineering@zurich.com)

For any support that goes beyond the basic support, we offer a Software Support Package, which includes:

1. Updates, customized languages, etc.
2. Direct e-mail access to our responsive ZHA-Helpdesk.
3. Access to resources of the Center of Expertise Risk Analysis, which is the the knowledge platform covering all aspects of the Zurich Hazard Analysis Methodology and Software.

## ZHA WORKS 4.1 Standard Software Training

We offer a half day Standard version training with the following objectives:

- To install the software.
- To know and understand the key concepts and the main functions.
- To properly use and apply the software on the basis of sample analyses.
- To record sample data of a ZHA, evaluate the results and to print complete reports.
- To customize the software.

## ZHA WORKS 4.1 PRO Software Training

We offer a full day PRO version training, provided with the following objectives:

- To install the software.
- To know and understand the key concepts and the main functions of the PRO version.
- To know and understand the key concepts of Consolidation.
- To properly use and apply the software on the basis of sample analyses.
- To record sample data of a ZHA, evaluate the results and to print complete reports.
- To evaluate and report the results of multiple ZHA analyses (Consolidation).
- To customize the software.

**For further  
information on  
any of our services and  
training sessions, contact  
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