

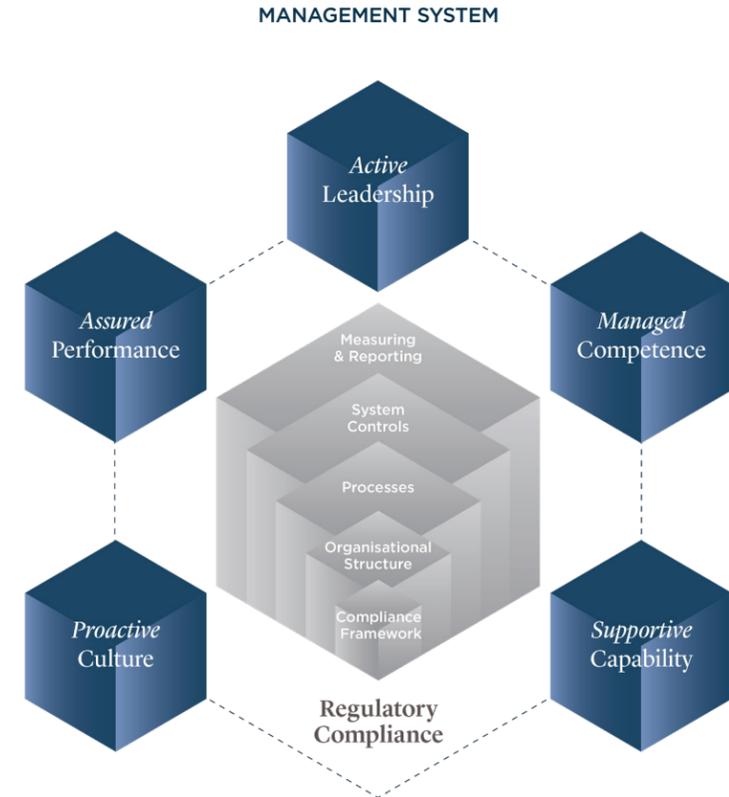
**SMART MAP**

## Managing Organisational Safety Performance

Our SMART MAP model illustrates the nine essential components needed for the effective 'Management of Safety' and represents our approach to achieving Organisational Safety Performance.

When an organisation's management systems are optimised by the performance enablers, managers will know not *if* they comply with the regulations, but *how well* they comply and *how well* risk is managed across the organisation.

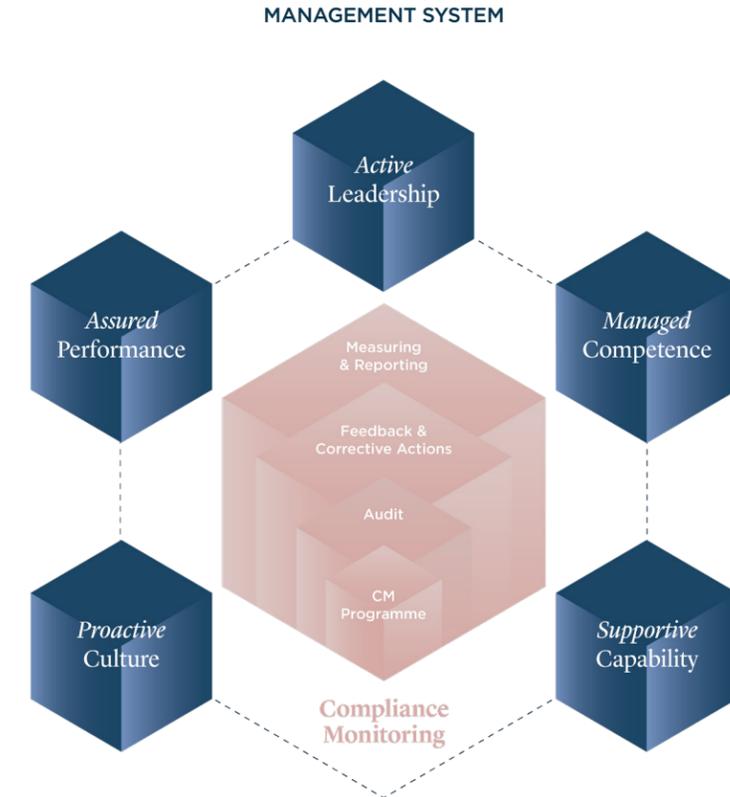
Suitable for all industry sectors, our SMART MAP model can be used as a catalyst for creating a Performance-Based Environment (PBE) that continuously improves aviation safety, airworthiness and compliance.



## Regulatory Compliance

A performing Regulatory Compliance Management System enables an organisation to know how effectively it is meeting its legal and regulatory obligations. It provides confidence that an organisation understands and can intelligently adopt the applicable regulations by showing not just *if* it is compliant, but *how well* it complies.

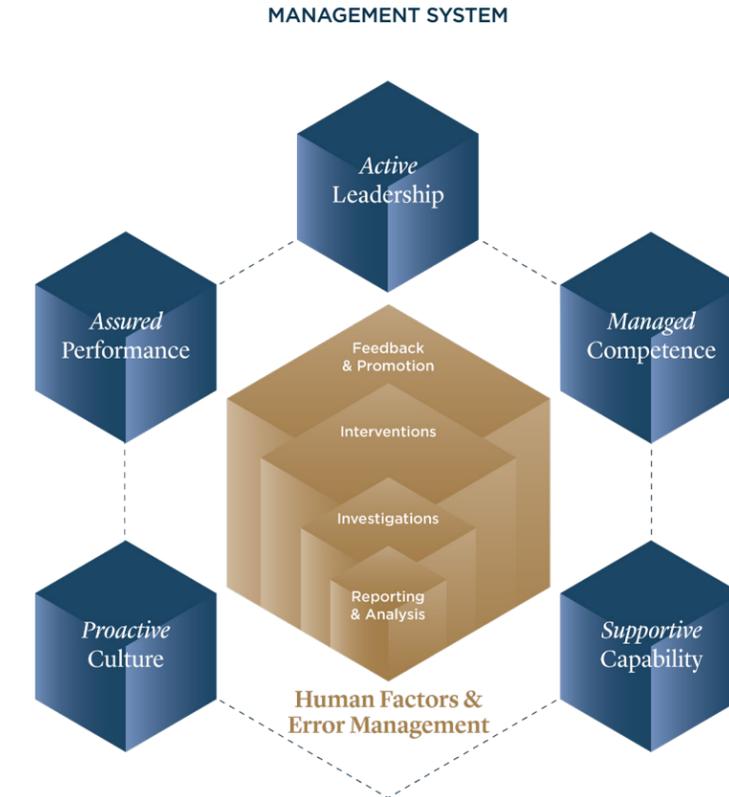
The Regulatory Compliance Management System can assess, and continually improve organisational capability to go beyond compliance to performance. In addition, it ensures a baseline level of safety and protection from harm which is the bedrock of organisational safety performance.



## Compliance Monitoring

A performing Compliance Monitoring Management System provides the independent confidence to an organisation's stakeholders that the Regulatory Compliance Management System is continually meeting safety performance standards mandated by law, regulation and the organisation itself.

In so doing, it complements the organisation's safety risk management system by assuring it is operating suitably and that safety interventions and risk mitigations generated are proven to be effective.



## Human Factors & Error Management

A performing HF&EM Management System proactively responds to identified human and system hazards and risks and actively seeks to understand, mitigate and act upon them by reducing error and optimising human performance in the workplace.

It manages an organisation's ability to identify error-promoting conditions and performance-influencing factors in order to proactively manage human error to enhance organisational safety performance.

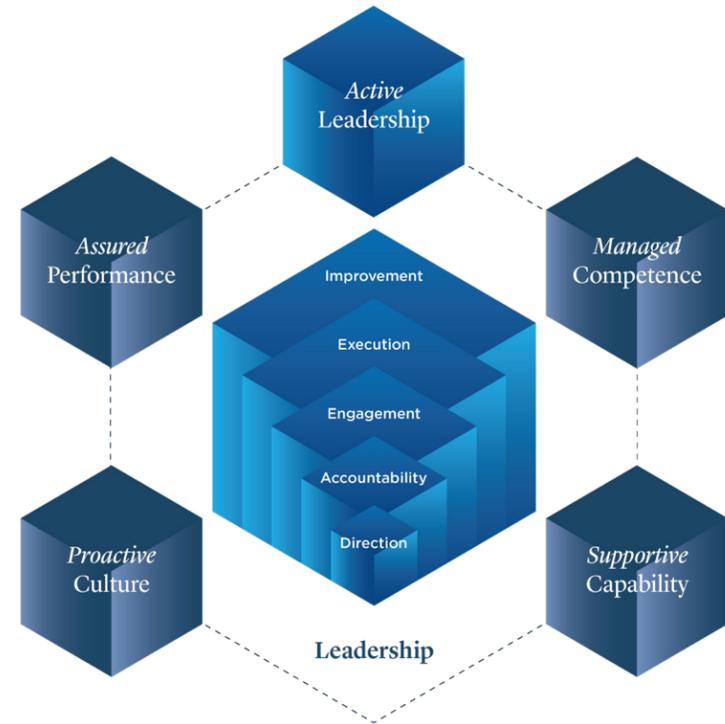


## Safety Risk Management

A Safety Risk Management System enables an organisation to manage safety risk and deliver the necessary level of safety protection through hazard identification, risk assessment, reduction of risk through barriers and control measures and the monitoring of risk reduction performance. The safety risk management system absorbs and accounts for the risk reducing effects delivered by a functioning compliance management and error management system.

A performing Safety Risk Management System gives an organisation a proactive capability to manage safety risk in an effective and efficient manner: balancing the needs of operational "production" and safety "protection."

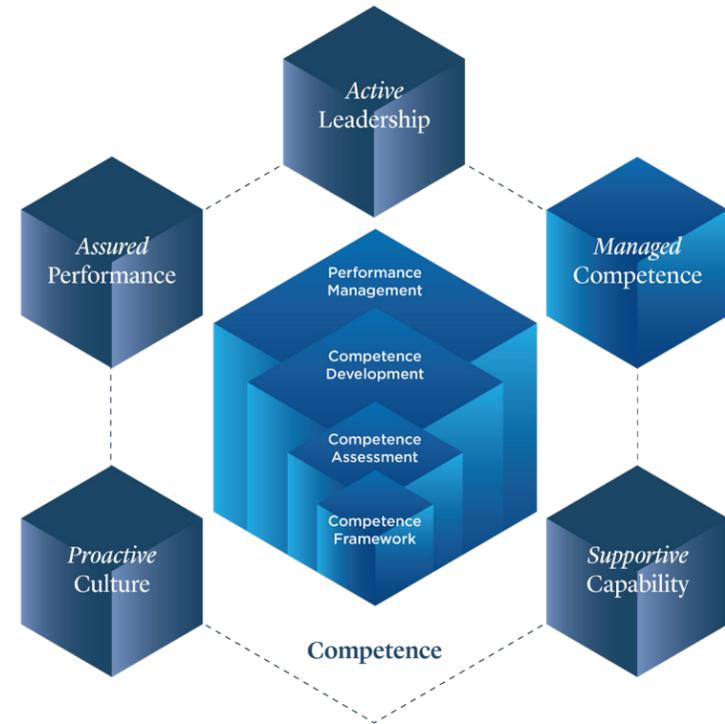
PERFORMANCE ENABLER



### Active Leadership

Active Leadership is the spark which ignites safety management people, processes, procedures and tools to deliver results. It influences people to be fully and willingly committed to a series of safe behaviours and values to meet an organisation's commonly agreed safety vision and objectives.

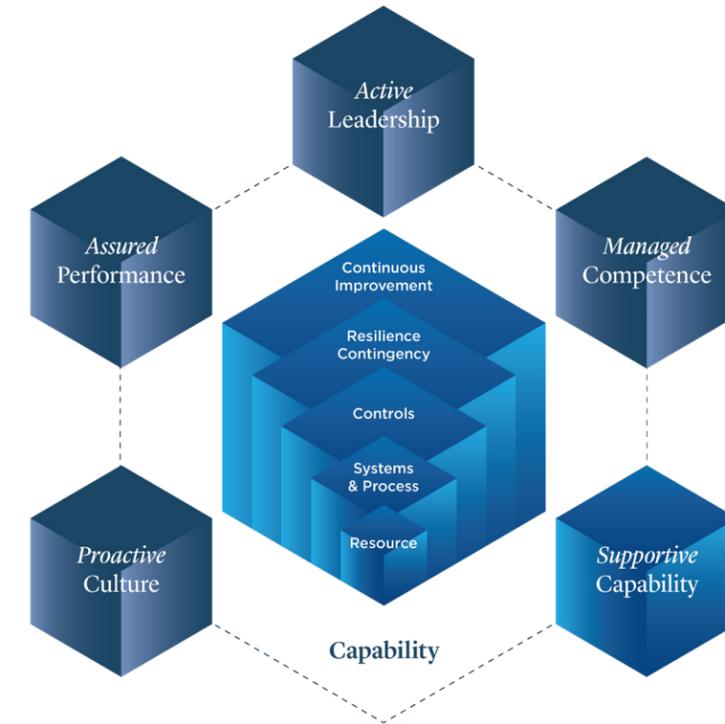
PERFORMANCE ENABLER



### Managed Competence

Managed Competence is an organisation's ability to develop, manage and improve their people with the appropriate skills, knowledge and attitude to effectively perform their safety-related role in line with the overall business and safety strategy.

PERFORMANCE ENABLER



### Supportive Capability

Supportive Capability underpins safety performance by ensuring your people always have the appropriate level of resources and support to carry out their roles effectively. Organisations which have a Supportive Capability have the necessary facilities, infrastructure, functions, processes and support services to enable them to achieve their desired level of safety performance in line with strategic business objectives.

PERFORMANCE ENABLER



### Proactive Culture

Culture is the product of individual and group values, attitudes, perceptions, competencies, and patterns of behaviour of a particular group of people at a particular time.

PERFORMANCE ENABLER



### Assured Performance

Assured Performance provides confidence that the Management System is delivering against the safety policy and objectives, that safety action implementation is verified, and the planned effectiveness validated.

Assured Performance differs from compliance monitoring in that it is an objective assessment of performance rather than compliance. Performance is defined as: 'The accomplishment of a given task measured against pre-set known standards of accuracy, completeness, cost and speed'.