

Safety Management And Risk Reduction Tool



Error Management Diagnostic

What is an Error Management Diagnostic?

Put simply...It is an expert, independent, objective and detached assessment of your organisations error management effectiveness.

At Baines Simmons we believe that an effective Error Management System has to be practically and demonstrably implemented within the organisation - not just understood.

Effective Error management is one to the most productive tools available to an organisation to learn how and why its systems fail and how to prevent reoccurrence.

An effective Error Management System will reduce the likelihood and impact of not only safety issues but losses suffered by your organisation, which in commercial terms can be financial or reputational as well as damage and injury.

Whether your business is Aircraft Operations, Continuing Airworthiness, MRO or Production, the SMARRT[®] EMD will assess your people, processes and systems together with corporate Human Factors awareness for their ability to mitigate loss due to human and system error.

The Error Management Diagnostic Methodology

The EMD is designed to evaluate your ability to manage error in the following areas:

1. Management commitment and support
2. Ownership of the programme
3. Reporting capabilities
4. Investigation capabilities
5. Organisational enablers
6. Procedures and Control Data
7. Staff education and feedback
8. Workforce commitment and support of the EMS

The questions contained within the EMD are grouped together to produce a 'success rating' system for each distinct error management section. Contained within the 8 sections are questions designed to explore and confirm the extent to which elements of civil regulation, MoD regulation, industry best practice and the most widely accepted and pragmatic error management theories and techniques are being adopted. These benchmark points have all selected as proven to work in the wide range of organisations partnered by Baines Simmons.

The EMD consists not only of seeking physical evidence of those elements of an Error Management System necessary for success, but additionally, face to face interviews with personnel at all levels of the organisation. These interviews enable your consultant, a subject matter specialist to judge whether an aspect of an Error Management System is in place, and how well the particular aspect under discussion is managed and contributing to the effective management of error.

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What will an EMD give you?

The EMD deliverable is a confidential management report which is written for senior managers. This will summarise the issues identified, list key recommendations based on industry best practice and propose a way forward to improve the organisations management of error.

In summary our EMD delivers the following:

- ▶ A detached, impartial and expert overview opinion and way forward.
- ▶ A detailed and professional synopsis of where your organisation is assessed to be positioned in terms of its ability to manage error.
- ▶ An independent/unbiased report and debrief service that will research and deliver a snapshot of current practices and risks. Our EMD commonly identifies areas of concern, which may be contentious and which may not have been previously highlighted to management.
- ▶ Suggestions to improve / manage your losses attributable to Human Factors.
- ▶ A bottom-up safety culture snapshot.
- ▶ A (repeatable) safety culture health benchmark for evaluating future improvement.
- ▶ A prioritised set of recommendations for a phased Error Management System implementation of enhancement.