

Technical Consulting

Safety Management –Error Management Implementation



Implementation support for a major Maintenance Error Management Programme

BAE SYSTEMS

Our approach to delivering a bespoke Error Management Programme for BAE SYSTEMS Military Air & Information across 10 sites. The aim of the programme was to provide the BAE SYSTEMS MAI management team with a practical understanding of Error Management Systems in production and maintenance environments, and the subsequent design of customised training solutions to suit the structure of the organisation.

“As a result of its partnership with Baines Simmons, BAE SYSTEMS has added a new dimension to flight safety within the company and greatly influenced the cultural behaviours of its people and processes to improve business performance.”

Steve Hagan, Head of Quality Control, BAE Systems (Operations) Limited

Delegate comments:

“I have received much more than expected.”

“The course opened my eyes to the simple problems which can turn into a complex problem with serious outcomes.”

“I’ll now be conscious of the ‘Error Zone’.”

“I’ll be more willing to report things or instances that I believe are relevant.”

“I found the course was very informative with good resources and handouts. The instructor was also very knowledgeable.”

Client Profile

BAE Systems is the second largest global defence company with approximately 100,000 employees worldwide. BAE Systems MAI delivers advanced military air capability through major aircraft programmes in the UK and many overseas customers. They have proven capabilities in prime contracting, systems integration, rapid engineering, manufacturing, maintenance, repair and upgrade, and military training.

The Challenge

- ▶ The client needed to evaluate and identify critical areas of business risk and appraise the current cultural behaviours within the organisation at all levels.
- ▶ To develop and deliver a growing suite of training packages, aimed at fully engaging management, staff and nominated Maintenance Error Investigators; accommodating specialist military requirements such as MAOS.
- ▶ The programme needed to be highly credible and relevant to delegates, developing error management awareness, behaviour and attitude within a flexible on-going partnership structure.

The Solution

- ▶ Adopting a strong partnering approach and a structured consultation process, both parties were able to successfully design a bespoke package which was delivered on time and to standard.
- ▶ On-site surveys and targeted analysis accurately reflected the cultural needs of each site and resulted in a fit-for-purpose and functioning error reporting and analysis system.
- ▶ Bespoke training programmes were delivered into the organisation with a focus on quality and return on investment for the client. The Baines Simmons Training Needs Analysis process ensured a focussed approach that accurately mirrored organisational and cultural needs.
- ▶ Baines Simmons reviewed and reported upon current company policies and designed and developed a suite of procedures that accurately reflected sound operational requirements and practical solutions for a challenging and fluid civil/defence arena.
- ▶ A suite of training packages was customised and delivered by a team of expert training consultants with intimate knowledge of BAE Systems.

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The Outcome

As a result of the programme, BAE SYSTEMS MAI has a functioning Error Management System, providing valuable safety data to direct safety and business improvements.

Error and hazard reporting and subsequent investigation findings provide a solid basis for continuous system improvement in both the production and maintenance areas.

Summary of Baines Simmons services utilised

Consulting support

Executive Board level SMS advisory service

Training courses

Bespoke courses in Error Management and Effective Event Investigation