

CONSULTING SERVICE

CS08



Just Culture Development



Subject
Leader

Dr Sarah Flaherty

A specialist in organisational culture and human factors, Dr Sarah Flaherty is an expert in client consulting services and best practice product development within Baines Simmons. She is highly experienced in developing and implementing sustained cultural change in the support and promotion of effective Safety Management Systems initiatives.

SMARRT[®]
DIAGNOSTIC TOOLS

Just Culture Diagnostic



“We only had a subjective understanding of our Just Culture – not a consensual or objective view. Working with Baines Simmons has helped us understand how immature our Just Culture was and what needed to be done in order to show continuous improvement in this area.”

An open and honest reporting system is essential to understanding and managing risk in an organisation. It relies on trust in a Just Culture: trust that the leadership team is committed to the principles of a Just Culture and trust that the processes will be consistently applied.

Just Culture – the ‘heartbeat’ of your performing safety culture

A Just Culture is a key element of a mature and positive safety culture and fundamental to achieving organisational safety performance. It is characterised by visible management **commitment** to Just Culture principles, **clarity** with regards to acceptable and unacceptable behaviours and **consistency** in how it treats people when things go wrong.

- ▶ How fair and consistent is your organisation across its operations and departments in how it treats people involved in unwanted events?
- ▶ How well does the behaviour of your leadership, management and staff reflect and support your organisation’s Just Culture policy?
- ▶ Do you know where and how well the ‘line in the sand’ of unacceptable behaviour has been drawn for your organisation?
- ▶ Does your organisation have the right enabling tools, capabilities and competences to operate and support a Just Culture?

Understanding the maturity of your Just Culture (*Present, Suitable, Operating, Effective or Excelling*) is the first step to gaining business advantage through sustainable and superior aviation safety-risk decision making, improved safety reporting and reduced risk exposure.

How we can help:

Would your organisation benefit from having an objective performance measurement of its Just Culture to drive continuous improvement?

Our **SMARRT[®] Just Culture Performance Evaluation Tool** will give you an objective assessment of:

- ▶ The key enablers necessary for an effective Just Culture
- ▶ The levels of commitment to the principles of a Just Culture at all levels of the organisation
- ▶ How well implemented your Just Culture policy is across your organisation
- ▶ How effective your interventions are after an event – are you really learning and reducing the likelihood of recurrence?
- ▶ The level of Just Culture maturity across and between your departments

We partner clients with services to *understand, build, power-up, perform and excel* in making their Just Culture an operational and strategic difference in their organisations. Our expert Consultants work with you to understand, build and sustain a Just Culture and help unlock the sharing of safety event information.

We are able to help direct resources and attention towards those elements that can really make a difference to your culture and embed measurement through tailored metrics, assuring that your initiatives are delivering the change and benefits of a mature Just Culture.

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SMARRT[™] DIAGNOSTIC TOOLS

SMARRT[®] is an innovative market leading management Diagnostic Tool developed exclusively by Baines Simmons to respond to the challenges of improving performance in complex regulated organisations.

FAIR[®] SYSTEM

Focused on accountability, not culpability, the FAIR[®] System has been designed to complement your investigation process, to ensure effective interventions by understanding WHY events occur through behavioural classifications.

Contact us

To find out more about how Baines Simmons can help you with assessing your Just Culture, please call us on +44 (0)1276 855 412 to speak to one of our Consultants. Alternatively, email us on consultancy@bainessimmons.com or visit: www.bainessimmons.com

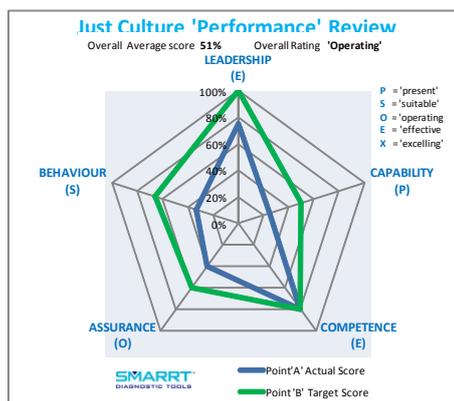


Just Culture Development

How our SMARRT[™] Just Culture Performance Evaluation Tool works

Our innovative, Just Culture Performance Evaluation Tool is part of our SMARRT[®] Diagnostic Toolkit. It combines industry and academic research with our own extensive experience and comprises an initial bespoke Just Culture review that aims to measure reality versus perception.

The 5 Key Elements:



Leadership: Has your senior leadership team set the strategic direction for your safety culture and are they guiding the company forward to engagement through visible commitment?

Capability: Do you have the equipment, systems, manning and resources to support the required culture?

Competence: Are your people equipped with the necessary knowledge and skills to demonstrate the behaviours you require?

Assurance: Are you able to demonstrate improvement through metrics or a balanced scorecard?

Behaviour: Does your organisation's behaviour uphold the values and principles of your safety culture?

It offers an invaluable insight into the impact of leadership and behaviour on the day-to-day operation of your organisation. Complementing the data set, our observations, interviews and focus groups allow us to explore themes in more depth with staff and provide tangible evidence of the maturity of your Just Culture. Our service will lead to an action-oriented business improvement plan designed to underpin your safety strategy and help you lead culture change from the top.

Complementary Products and Services

- CS01 Safety Strategy Development
- CM07 Safety Leadership Diagnostic
- CS11 Safety Competence Development
- CS14 Safety Culture and Behaviours Coaching
- CS03 Effective Investigation Consulting Services for the Operator

About Baines Simmons

We are world leaders in aviation safety training, consulting and outsourced services and renowned for our professional expertise, practical skills and industry experience in Aviation Regulations, Compliance and Safety Management.

Our vision is to make a real and lasting impact on aviation safety. Acting as trusted advisor to more than 500 aviation organisations and 40 Aviation Authorities around the world, we have led a comprehensive range of safety enhancement programmes and trained more than 100,000 aviation professionals in the last 10 years.

Consulting Service Advice

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