

Diagnostic Services

Evaluation for Effective Safety Performance



Our Diagnostic Services – powered by SMARRT®

SMARRT® diagnostic services are exclusive to Baines Simmons, helping us to respond to the challenges of improving safety performance in complex regulated organisations.

Our diagnostics provide independent, impartial, and rapid evaluation of your safety effectiveness, and are always tailored for your organisation, to ensure they are fit for your requirements and operation.

Why are organisations investing more in safety management performance?

The drive to performance-based safety regulation means that all approved organisations will need to demonstrate 'how well' they are managing safety, with the aim of achieving an 'effective' level of safety performance.

When effective performance is achieved, it provides you with the confidence needed to ensure management of safety in your organisation.

With full knowledge of how well your systems are protecting your organisation, risk-based decision-making becomes possible. This ultimately offers your leadership team far stronger capabilities to:

- ▶ Reduce uncertainty
- ▶ Manage resource
- ▶ Maximise operating capability
- ▶ Increase profitability
- ▶ Protect your reputation
- ▶ Improve safety



SMARRT MAP™ stands for Safety Management and Risk Reduction Tools – Measurement and Performance.

The SMARRT MAP™ model illustrates the nine essential components needed for the effective Management of Safety, and enables us to assess how effectively safety is being performed in your organisation.

When an organisation's management systems are optimised by the performance enablers, managers will know not just 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 SMARRT MAP™ model can be used as a catalyst for creating a Performance-Based Environment (PBE) that continuously improves aviation safety, airworthiness, risk mitigation and compliance.

Our Process



SCOPE

We work closely with you from the outset to agree the goals for the diagnostic and the areas of focus. Through determining the key motivators behind your need, we will then make recommendations for the best approach to take.



PROJECT MANAGEMENT

Depending on the nature of your requirement, a diagnostic may involve several stakeholders and multiple locations. Baines Simmons partners with you and is on hand to assist as much as you require, to ensure the success of the diagnostic's implementation and any subsequent follow-on actions.



ASSESSMENT

Through engagement with you and your staff, reviewing documentation and testing processes and systems, we can provide you with a detailed evaluation of your current situation.

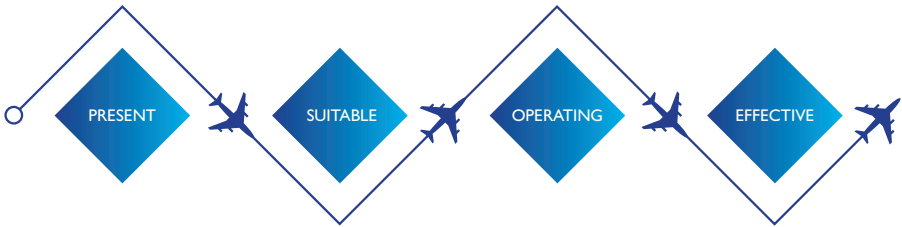


REPORT AND RECOMMENDATIONS

Following our assessment, we provide you with an action-oriented improvement plan, designed to underpin and complement your objectives, and to help you drive value-adding change.

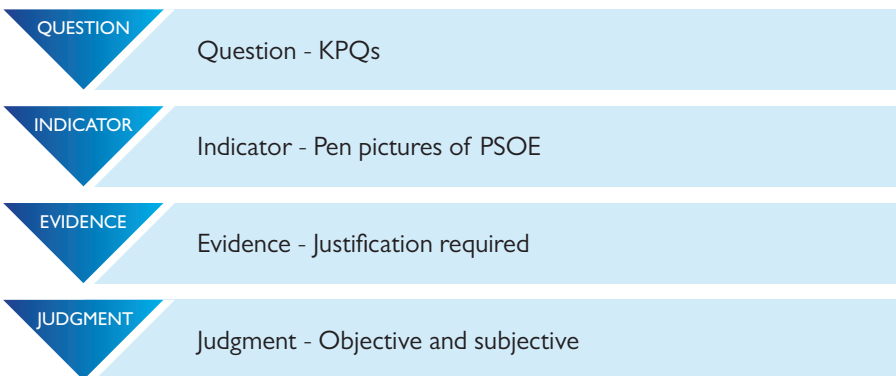
Our Methodology

Your organisation's safety performance levels will be measured in terms of maturity against SM ICG's (Safety Management International Collaboration Group) widely recognised PSOE evaluation scale.



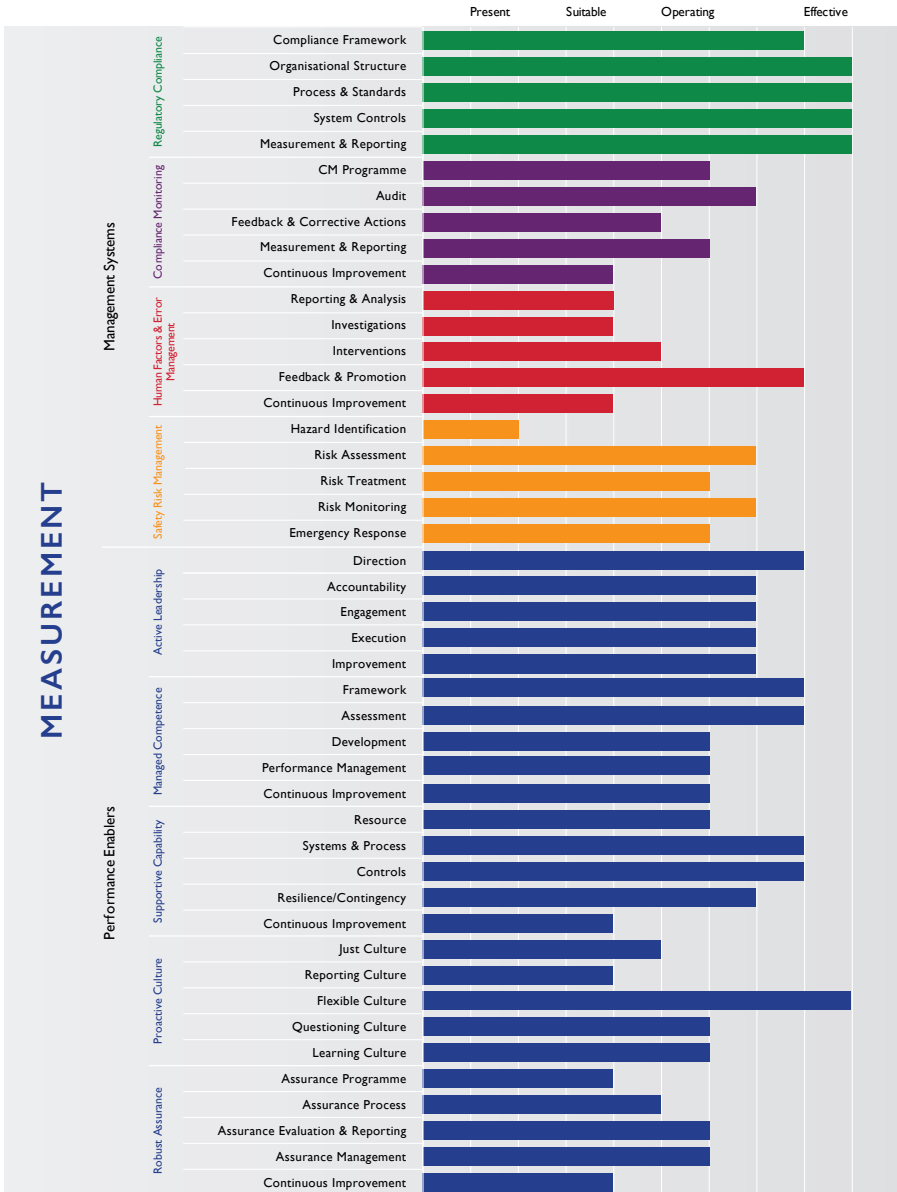
Present (P):	Evidence that the 'indicator' is clearly visible and is documented
Suitable (S):	Evidence that it is suitable based on the size, nature, complexity of the organisation
Operating (O):	Evidence that the indicator is in use and a clear output is being produced
Effective (E):	Evidence that the indicator is effective and achieving the desired outcome

Trained to use the QIEJ (Question, Indicators, Evidence, and Judgement) assessment methodology, our highly experienced consultants employ carefully developed and thoroughly tested sets of Key Performance Questions (KPQs) and Indicators. A diagnostic with Baines Simmons will potentially review an organisation's performance in up to 225 different areas. Areas of focus and the depth of the review are determined with you as part of the diagnostic's scoping stage.



Our Methodology

SMARTT MAP Management Systems results



Areas in Which We Can Help

REGULATORY COMPLIANCE

A performing Regulatory Compliance Management System enables an organisation to know how effectively it is meeting its legal and regulatory obligations. It shows not just if an organisation is compliant, but how well it complies. The Regulatory Compliance Management System can assess and continually improve your capability to go beyond compliance to performance.

QUALITY/COMPLIANCE MONITORING

A performing Compliance Monitoring Management System provides the confidence that an organisation's Regulatory Compliance Management System is continually meeting safety performance standards mandated by law, regulation, and the organisation itself. It complements the safety risk management system by assuring that it is operating suitably, and that any safety interventions and risk mitigations are effective.

HUMAN FACTORS AND ERROR MANAGEMENT

A performing Management System for Human Factors and Error Management proactively responds to identified human and system risks, and seeks to understand, mitigate and act upon them, by reducing human error and optimising performance in the workplace.

SAFETY RISK MANAGEMENT

A performing Safety Risk Management System provides an organisation with a proactive and predictive, risk-based, decision-making capability to manage safety risk, with acceptable and appropriate levels of safety protection. It should be systematic, structured and timely, flexible and based on the best available information. It should also be dynamic, iterative, responsive to change, and facilitate continual improvement.

Areas in Which We Can Help

LEADERSHIP

Active leadership is fundamental to delivering safety performance. It is the spark that ignites people, processes and procedures, to deliver results.

Active Leadership influences people to want to be fully committed to practising agreed safe behaviours and values, to meet an organisation's safety objectives.

CULTURE

Safety Culture is the way in which safety is perceived, valued and prioritised, and reflects the real commitment to safety by people at all levels of an organisation. A proactive Safety Culture has the potential to significantly influence peoples' behaviour and attitude, as it is founded upon a Just Culture, where individuals are actively encouraged to freely and openly share safety-related information, in an atmosphere of trust, born from a sense of justice.

MANAGEMENT SYSTEM APPROACH

Safety performance is fundamentally dependent on the performance of an organisation's aviation safety management system. It is necessary to have a management system approach that proactively manages safety performance, in order to make more informed decisions. This approach needs to encompass the objective of integration of the core elements of Safety Risk Management, Human Factors and Error Management, Quality/Compliance Monitoring, and Regulatory Compliance, powered by the key enablers.

Areas in Which We Can Help

FATIGUE RISK MANAGEMENT

Our FRM Diagnostic services assess both the extent to which your organisation is exposed to fatigue risk, and the maturity and effectiveness of the FRM processes you have in place. By undertaking an extensive assessment of your organisation's performance, using industry appropriate KPQs, we scale and measure maturity and ensure continuous improvement with repeated diagnostics. We utilise surveys, focus groups, and a bio-mathematical fatigue model to undertake a global assessment of the causes and consequences of fatigue in your operation, from both schedule and non-schedule-related sources. Our FRM Diagnostic service provides an implementation or improvement plan outlining the pathway to effective management of fatigue risks, and how you can demonstrate this to regulators.

Provided by Clockwork Research Ltd, an Air Partner company.

For further information contact info@clockworkresearch.com or visit <http://www.clockworkresearch.com/what-we-do/frm-diagnostic/>

SECURITY COMPLIANCE MONITORING AND MENTORING

Our security expertise includes monitoring security compliance for high value and high-risk buildings or facilities, major events and public or crowded places. We provide compliance monitoring for the observation, and analysis of security tasks, routines and procedures, using digital data systems to identify trends, creating corrective action plans and providing a digitally live security management system to reduce risk and provide effective mitigations. Compliance monitoring is available as either a short-term program or as embedded permanent programs for Airports, Airlines, In-Flight Supplies (Regulated Suppliers) and Cargo (Regulated Agents).

Provided by Redline Assured Security, an Air Partner company.

For further information call 01302 288362 or visit <https://www.trustedline.co.uk/compliance-management/compliance-monitoring-mentoring/>

About Baines Simmons

We are world leaders in aviation safety consulting, training 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 750 aviation organisations and 50 Aviation Authorities around the world, we have led a comprehensive range of safety enhancement programmes and trained more than 120,000 aviation professionals.

Clockwork Research is a leading fatigue risk management consultancy which delivers innovative and effective fatigue risk management solutions for clients across various sectors of the aviation industry, as well as other safety-critical operating environments such as the Oil & Gas sectors. The company's approach is founded upon a scientific understanding of the impact of human fatigue on safety-critical operations, combined with extensive industry experience and an appreciation of commercial realities. The team comprises a core group of experienced professionals (psychologists, physiologists and safety professionals) supported by experts in the USA, Europe, Middle East and Australia.

Redline Assured Security provides government-standard security solutions and training for aviation related companies, event security, corporate organisations and Critical National Infrastructure (CNI) properties. They also conduct auditing and security health monitoring in support of both public and private sector organisations. Redline's mission is to enhance the delivery of assured security in regulated, high value and high threat environments and their vision is to be the international benchmark for consultancy, training solutions, quality assurance and associated security management systems within the regulatory, high value and high threat sectors.

Get in touch

Find out more about how we can help you with evaluating your organisation's safety performance:

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Visit: www.bainessimmons.com