

Technical Training

Safety Management – Human Factors



Human Factors and Error Management Safety Training Programme for 2,500 staff



Rolls-Royce Aero Repair and Overhaul (AR&O)

The project involved research, development and delivery of an effective Maintenance Error Management System (MEMS) and Human Factors initial and continuation training programme for 2,500 personnel.

“Our employees rate the Baines-Simmons programme as one of the most positive experiences of any training that they have ever undertaken.

“The quality, consistency and site to site customisation have been outstanding features of a highly effective programme.

“This one programme was a major factor in our entire four UK site’s achieving ‘Investor in People’ re-accreditation in June 2006, when we were measured by four external assessors against the new more challenging liP standard.”

John Anfield, Aero Repair and Overhaul, Rolls-Royce

Delegate feedback:

“The best course I have been on in 32 years!”

Client Profile

Rolls-Royce is a global business providing integrated power systems for use on land, at sea and in the air.

Rolls-Royce capitalises on its position as an Original Equipment Manufacturer (OEM) to deliver repair solutions which can significantly lower life cycle costs. In addition to the world-class component repair services offered by repair and overhaul service centres, they have a further global network of 25 Component Repair Centres of Excellence. Annually, they repair more than 500,000 components to the highest standard using state-of-the-art technology.

The Challenge

- ▶ Creating a MEMS system for Rolls-Royce AR&O.
- ▶ Devising a related training programme that would deliver relevant, engaging and facilitated training sessions for UK sites.
- ▶ Responding to the logistics and different cultures of Rolls-Royce AR&O facilities located at four diverse UK sites.

The Solution

Baines Simmons deployed a team of consultants to carry out intensive training needs analysis assessments.

- ▶ Each site was visited individually to sample the varying site issues and cultures in order to tailor the MEMS programme and the subsequent training programmes; this was done to ensure the effectiveness of the consultancy and training delivered.
- ▶ The training programmes provided better understandings of key subjects to facilitate cultural change.
- ▶ Managers' leadership in Human Factors and MEMS workshops were designed and facilitated.
- ▶ HF steering groups were developed to provide assistance and feedback to the Rolls-Royce AR&O management team.
- ▶ Error Management principles were introduced in a way that was understood and accepted at all levels of the business.

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The Outcome

Proactive Baines Simmons initiatives and support during the programme established important feedback loops between delegates and senior management.

A six-month post-HF programme survey showed that as a result of training:

- ▶ 88% of people had enhanced safety awareness.
- ▶ 77% confirmed they now openly reported safety issues (including near-miss reports)
- ▶ There was a reduction in the cost of non-quality.
- ▶ Business metrics showed improving trends that were attributable to all employee HF and Error Management skills.
- ▶ 83% of people agreed they read procedures more than prior to HF training.

The programme enabled attendees to reconsider their own behaviours and attitudes, and to challenge local norms that were being transferred in the workplace.

Summary of Baines Simmons services utilised

Training courses

Error Management

Human Factors