



SMS Implementation Client Success Stories

September 2010

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Summary

A number of Baines Simmons clients are well on their way to sustained, effective Safety Management Systems that are delivering quantifiable reduction in business risk.

Following are three examples indicative of the journey.

Case Study #1

Client: UK EASA I45 AMO

SMS Live: Fall 2009

Proactive process success:

- ▶ 30 hazards reported
 - 83% risk-assessed and closed with mitigation strategy implemented
 - 17% risk-assessed and closed with existing controls
 - 100% currently being formally tracked by the orgs. internal Safety Performance Monitoring process for effectiveness and sustained risk reduction

Case Study #2

Client: US Part 145 AMO

SMS Live: Summer 2009

Reactive process success:

- ▶ 56 events/incidents reported
 - 100% investigated using human-centered approach
 - 100% assessed using organizations Just Culture tools/process
 - 68% resulted in no discipline for the employees involved
 - 39% revealed system-induced errors-addressed through the orgs. Safety Performance Monitoring process

Case Study #3

Client: US Part 25 OEM/I45 AMO

SMS Live: Fall 2009

Proactive/reactive process success:

- ▶ 37 hazard reports submitted (100% closed with mitigation and are being tracked for sustained risk reduction)
- ▶ 31 events/incidents reported
 - 100% investigated using human-centered approach
 - 28 assessed using organizations Just Culture tools/process
 - 18 were system-induced normal error
 - 10 resulted in employees coaching on procedural compliance
 - 3 resulted in manager coaching on procedural compliance
 - 1 resulted in employee discipline

The Baines Simmons SMS Advantage

- ▶ Enable both reactive and proactive SMS processes simultaneously
- ▶ Reduce implementation time (and costs) for SMS operations by up to 2.5 yrs.
- ▶ Embed “Just” or “Fair” culture before an organization ‘turns-on’ its SMS
- ▶ Increase employee incentive to participate in SMS activity