

## I. Service Overview

**“Our SMARTT Management System Diagnostic programs are aimed at giving independent assessment and confidence in your key management systems.”**

Are your management systems ensuring the highest levels of safety and efficiency? How do you measure up to your competitors? Could you benefit from an independent health check by impartial industry leading professionals?

Our suite of diagnostic tools critically examine your management processes and organizational arrangements, giving you a fresh perspective and the information you need to stay safe, reliable and one step ahead of the competition.

Our skilled and experienced consultants will critically assess your systems, infrastructure and people to evaluate your management systems operational effectiveness. This will give you an expert, independent and confidential assessment of your operating environments and benchmark you against best practices.

**WE..... Assess > Understand > Report > Recommend > Improve**

We offer a UNIQUE range of Baines Simmons diagnostics tools EXCLUSIVE to only us:

### **Error Management Diagnostic - EMD**

- ▶ Are you effectively mitigating the risks and of maintenance error?
- ▶ Is your MEMS giving you maximum return on investment?
- ▶ What could you do better?
- ▶ Are your people set up to get it right?

### **Airworthiness Management Diagnostic - AMD**

- ▶ Are your aircraft getting safer and more reliable all the time?
- ▶ Do you hear what your aircraft are telling you?
- ▶ Are you seeing the whole picture?
- ▶ Is your Maintenance Program safely optimised for your operation?

### **Quality Management Diagnostic - QMD**

- ▶ Is your quality system adding value and boosting the bottom line?
- ▶ Are you continuously improving what you do?
- ▶ Is quality integrated into your products and services?
- ▶ Do your people see the value of high quality standards?

### **Maintenance Management Diagnostic - MMD**

- ▶ Is your maintenance operation efficient?
- ▶ What prevents you performing at the top of your game?
- ▶ Are your customers getting what they want, on time?
- ▶ Are you minimising waste and rework?
- ▶ Are you in control of your operations and is your team pulling together?

### **Safety Management Diagnostic - SMD**

- ▶ Are you seeing your risks?
- ▶ Do you actively assess and mitigate safety threats?
- ▶ Does your safety system operate smoothly and quickly?
- ▶ Are you protecting your customers?

## 2. What will our service do for you?

**“We aim to give you the ability to operate with more confidence”**

Baines Simmons will complete a wide-ranging assessment of your organization, examining every contributor to successful management systems. You will gain a clear understanding of the obstacles to business and safety improvement.

- ▶ We provide an understanding of the success probability of your systems.
- ▶ We benchmark your performance against your peers
- ▶ We identify areas for focused improvement
- ▶ We identify your biggest risks and company best-practice

Each of our programs adopt the in-house Baines Simmons approved consulting methodology that ensures you receive an industry leading professional quality service.

## 3. How will you benefit?

**“We supply powerful ammunition to improve your organizational performance and support you to gain confidence that you are at the top of your game.”**

### **Safety - Reliability - Efficiency**

We build on your in-house management capabilities by providing you with an independent health check, free from internal opinion and bias. We act as a catalyst to review, performance and change. We will give you clarity of the issues that are holding your organization back, enabling you to refocus effort and investment where it is needed and where it maximises return on investment.

## 4. Our approach

**“We work comfortably at all levels in an organization ”**

Our team of highly experienced consultants use structured diagnostic tools to assess every aspect of your organization’s management systems to evaluate and gain a thorough understanding of the issues affecting your organizational performance.

We work at every level in the organization to give you confidence in your systems and resources, identifying any obstacles to success and under-performing processes needing attention. Our advanced scoring and data analysis systems will provide you with a clear understanding of your level of probability to achieve success.

We operate a cost effective top down approach – identifying the highest risk areas first, before moving through the whole organization. Substantiated findings and logged. Examples help you gain confidence in our report, which invariably contain valuable recommendations, external benchmarks and initial priorities.

## 5. Why choose us?

**“We offer you access to professionals with experience and unique diagnostic tools that have been proven to make a difference to client’s organizations”**

We are uniquely placed within the aviation industry and are equally comfortable in the board room delivering executive summaries as well as the shop floor debating hands-on issues.

**CALL US NOW for an informal discussion about the issues facing your organization.**

## SMARTT

## Safety Management And Risk Reduction Tool

