



Challenges Associated with the Current Demand for UK Criticality Safety Assessors

Ben Webborn November 2014

Setting the Scene

Short Term
Demand



Cost
Effective



Experience/
Expertise



What Does a Customer Want?

Cost



Quality



Delivery



Company Challenges

Maintaining Morale

Other benefits such as interesting areas of work, attendance at conferences and reward and recognition schemes.

Developing Staff

Unique challenges and training courses.

Retaining Staff

Competitive benefits, job security, reward and recognition schemes.

Knowledge Management

Invest in staff where possible, use contractors as trainers/ mentors, use the same contractors.

Meeting Regulatory Expectations



Safety Case Owner Challenges

Scope of Work

Clearly defined and agreed with technical lead.

Consistency

Methodologies/ guidance.

Project Manager/ Contract Holder Challenges

Maintaining Quality

Appropriate technical lead and responsibility using experienced assessors (experience of the facility).

Judging Adequacy
of Assessors

Consult industry guidelines.

Controlling Costs

Look at long term costs rather than short term gain.

What Does a Customer Want?



How the customer explained it



How the project leader understood it



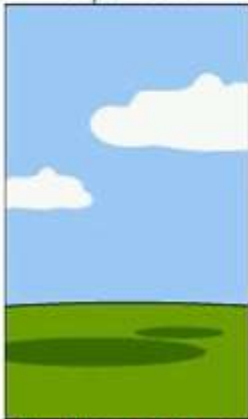
How the engineer designed it



How the programmer wrote it



How the sales executive described it



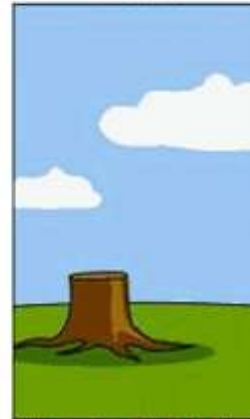
How the project was documented



What operations installed



How the customer was billed



How the helpdesk supported it



What the customer really needed

Intelligent Customer Challenges

Correct Level of
Involvement

Adequate time made available to
continually evaluate.

Guiding Interaction
between Disciplines

Collaborative working.

Balance of Information

Time Commitments

Treat intelligent customer as a full time
role.



Contract Organization Challenges

Flexibility

Travel

Work Load

Assessor Challenges

Forming Relationships

Building Experience



Understanding the challenges allows mitigation to be put in place or provides a focal point for improvement.



Any Questions?



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