Challenges Associated with the Current Demand for UK Criticality Safety Assessors

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Setting the Scene

- **Short Term Demand**
- **Cost Effective**
- **Experience/Expertise**
What Does a Customer Want?

Cost

Quality

Delivery
Optimizing Cost, Quality and 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
Optimizing Cost, Quality and Delivery

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?

1. How the customer explained it
2. How the project leader understood it
3. How the engineer designed it
4. How the programmer wrote it
5. How the sales executive described it
6. How the project was documented
7. What operations installed
8. How the customer was billed
9. How the helpdesk supported it
10. What the customer really needed
Intelligent Customer Challenges

- Correct Level of Involvement
- Guiding Interaction between Disciplines
- Balance of Information
- Time Commitments

- Adequate time made available to continually evaluate.
- Collaborative working.
- Treat intelligent customer as a full time role.
Optimizing Cost, Quality and Delivery

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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