

**BAINES SIMMONS**  
SAFETY SERVICES



# Maintenance Line Operations Safety Assessments (MLOSA)

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## Introduction

With the introduction of Safety Management Systems (SMS) into Maintenance and Production organisations, there is now a compelling need to demonstrate the active management of risk. An effective SMS should enable an organisation to identify hazards, assess risks and provide a mechanism to improve safety performance. All too often the risks associated with hazards only become apparent after a near miss, incident or accident. Organisations rely on the integrity and ability of their workforce to report the underlying conditions and threats which lead to hazardous or 'drift' inducing conditions hence the proactive identification and interpretation of hazards becomes one of the most challenging aspects of risk management.

A Maintenance Line Operations Safety Assessment (MLOSA) adopts a proactive strategy to address this. Effective MLOSA observations improve safety, operational efficiency and reliability, offering learning opportunities without the negative consequences and associated costs of an incident or accident. The objective safety data gathered can be analysed to identify threats present during normal aviation operations, offering the opportunity to introduce successful interventions and prevent unwanted events.

## Service overview

Building on our extensive experience, we apply project and working methodologies that help you build an Observation Programme from the ground up. Creating a system that goes beyond data provision to enhance engagement, identify and mitigate threats and hazards, and support workforce coaching—all while improving operational reliability and efficiency.

### 1 UNDERSTAND

Leadership engagement  
determine KPQ's  
ownership and  
deliverables

### 2 BUILD

Organisational  
customisation,  
Observer training

### 3 POWER UP

Workforce  
engagement,  
Observers coaching

### 4 PERFORM

Data analysis, Effective  
Interventions,  
Assurance

Our implementation recommendations will be based on industry best-practice and will support emerging regulatory requirements – powering up your safety management system, processes and competences.

We re-use or adapt pre-existing arrangements / systems / processes wherever possible and will always aim to build on pre-existing arrangements that are proven to work in your organisation.

The following modules outline the range of support services that we offer to supplement your internal capabilities and capacity. We can review the modules you think may be useful and discuss how we can adapt to meet your specific needs.



## Services Offered

### 1 Leadership Engagement

Through this session, we agree on the problem statement, establish ownership and direction and identify the desired end state. We will validate your ideas and plans and enable you to visualise the intended benefits.

### 2 Nominated Postholders, Departmental Managers Workshop

The workshop is a key part of the *Understand* phase of an Observation Programme and will establish the initial steps, key building blocks, implementation requirements, and key deliverables. We seek to deliver knowledge and expertise transfer, ensuring that challenges are identified and mitigated effectively.

### 3 Training Needs Analysis and Course Customisation

We will complete an assessment of the differences between your current state and your agreed end state and provide a training solution or tailored support to achieve these goals. We will customise the Observers course to cover any unique requirements and provide a report with key milestones, phased recommendations and a checklist for the project.

### 4 Observer Skills Training

We will assess the suitability of the organisation-selected observers and provide them with the knowledge and skills to conduct observations, identify threats and hazards, suggest interventions to mitigate any findings and capture the desired data.

### 5 Workforce Engagement

Trust in the intent of the programme and the management's desire to observe un-modified behaviours is key to the success of the Observation Programme. To facilitate this we can support the development of a communication strategy and subsequent development of promotion material, presentations and media.

### 6 Observers OJT and Coaching

We will support your Observers during their initial observations and analyse the data gathered ensuring that initial competence is achieved. We will also assess the workforce engagement and their understanding of the intent of the programme.

### 7 Data Analysis and Developing Effective Interventions

Once your programme is established and sufficient quantitative data is gathered we will complete an assessment of the effectiveness of your interventions and deliver a workshop to support the development of enduring SMART interventions.

### 8 Assurance and Management System Development

We will confirm that the programme is meeting its stated objectives and providing an assured process that enhances the threat picture and facilitates effective, sustainable change in support of the Management System.



## SMARTT MAP

The Baines Simmons SMARTT MAP includes both the management system, as required by the regulations, and organisational enablers. A MLOSA programme will engage with frontline staff and provide data and information which reflects all areas of the SMARTT MAP.



## Methodology

We will support you with the delivery of the services that you choose, working with you to grow the programme maturity and readiness of your organisation. Baines Simmons utilises the maturity model, shown below, being increasingly used by Regulatory Authorities to provide a clear picture of the ability of the organisation to perform.

### 1 PRESENT

There is evidence that the 'marker' is clearly visible and is documented within the organisation's MS Documentation

### 2 SUITABLE

The marker is suitable based on the size, nature, complexity and the inherent risk in the activity

### 3 OPERATING

There is evidence that the marker is in use and an output is being produced

### 4 EFFECTIVE

There is evidence that the element or component is effectively achieving the desired outcome

## Summary

With our proven methodology, we will help you build a performing Observation Programme with continuous improvement and learning embedded.

**Contact us to find out more about our services and discuss which modules are of interest to you.**