



NZS 7901:2008 PSMS Audits – One year on



TELARC
Business Sustainability



ASSESSING PERFORMANCE // IMPROVING QUALITY // CREATING CONFIDENCE

Bob Greenough, Telarc Ltd

Telarc SAI Ltd



NZS7901:2008

Where we were

NZS 7901:2008

- Those companies that held other formal certifications were better prepared with respect to the management elements of a system, eg:
 - Document control
 - Records management
 - Management review

NZS 7901:2008

- Internal audits
- Safety Inspections
- Those companies that took advantage of the Gap Analysis offered had better prepared systems when it came to the Stage 1 Assessments.

NZS 7901:2008

- During the Stage 1 Assessments, some common findings were:
- No trained auditors
- No document control procedures
- No records management procedures
- No defined objectives or KPI's
- No internal audits carried out
- No management reviews carried out

NZS7901:2008

Stage 2 audits found that requirements generally well addressed included:

- Commitment of the senior management
- Public communication
- Demarcation point identification

NZS7901:2008

Requirements that could have been better addressed and company's comments included:

- An understanding of the risk management process, eg the approach to levels of risk and how the different levels could be managed

NZS7901:2008

- Focus on public safety vs workplace safety
- Access to zone substations and switchyards using adjacent fences as ladders
- Level of commitment of senior staff not being communicated to field staff
- Safety audit questions, eg “Are they safe?” versus “Are they secure?”

NZS7901:2008

- Safety inspection regimes
- “Why didn’t we see that?”
- Security of assets, eg pillars/pedestals, switchyards, steam fields
- Faded red on warning signs

Telarc SAI Ltd



NZS7901:2008

One year on –
where are we now?

Telarc SAI Ltd



NZS7901:2008

Results from the 34 Review Visits have taken place this year show varying levels of improvement (or not!)

NZS7901:2008

Some improvements we've seen:

- Establishment and monitoring of KPI's
- Signage around assets
- **Some** internal audits and asset inspections
- Management of corrective actions
- Better quality results when reviews were undertaken by consultants

NZS7901:2008

However, on the other hand..... a lack of improvement has been noted in:

- **Some** internal audits and asset assessment regimes
- The quality and depth of some audits
- Ineffective on-going hazard reviews
- Auditors not being independent of the asset

NZS7901:2008

- Asset supervisors not taking advantage of the available SMS guidance
- Public safety improvements to remote assets
- Analysis of collected and collated data
- Initiation of continual improvement projects based on that analysis

NSZ7901:2008

- Overall measurement of the performance of the PSMS
- Internal changes interrupted system continuity, eg change in Responsible Person
- Contractor management was poor in those companies without formal quality systems

NZS7901:2008

Better levels of attainment noted in those companies that:

- Were already involved in certification (ISO9001; ACC WSMP / PP, etc)
- Had trained their internal auditors
- Had actively involved management and staff in cross functional improvement teams
- Used consultants for reviews

NZS7901:2008

From one assessors experience out of 15 audits:

- 1 company did significantly worse
- 1 was slightly worse
- 3 showed little change
- 3 showed slight improvement
- 5 showed moderate improvement
- 2 showed significant improvement

Telarc SAI Ltd



NZS7901:2008

In summary –

On the whole, more companies showed better levels of improvement than those that didn't.

But can we improve?

NZS 7901:2008

Some suggested opportunities are:

- Train your internal auditors
- Take professional advice on how to undertake effective system and hazard reviews
- Develop better “LEAD” KPI’s
- Develop plans to achieve them

NZS7901:2008

- Analyse your incident data
- Use the results of analysis to initiate continual improvement projects managed by cross functional teams

Telarc SAI Ltd



Any questions?

Telarc SAI Ltd



Thank you!

Bob Greenough

QA, ACC/H&S/PSMS Programme Specialist

Telarc SAI Ltd.

DDI 09 580 6728 Cell 0274 388 945