

Quality, Safety and Risk Management



Safety is a key property in any aviation undertaking and must have the highest priority with management. Safety is closely linked to Quality and Risk Management.

From even before ICAO developed its first Safety Management Manual, Integra Consult has been involved in aviation safety and participated in the development of the methodology now being widely used, covering aspects like procedural safety, safety culture, etc.

Integra Consult has used this experience to help our customers implement management systems to address safety, quality and risks related to their operations and implement changes whenever new regulatory requirements are introduced. For more than 30 years Integra Consult has practised the methodologies through performing safety assessments and human factor studies as well as developing safety cases and assisting customers in achieving regulatory approvals.

In parallel, Integra Consult has developed, implemented and practised risk management at cooperative, programme and project level. Through practical experience, the risk management approach has been developed and now constitutes a very effective management system. We have the necessary capabilities and experience to support our customers in matters of Quality, Safety and Risk Management.

OUR CUSTOMERS' CHALLENGES

Aviation stakeholders must comply with a growing number of obligations to ensure activities are run with the appropriate levels of safety and efficiency, while meeting customer and regulatory requirements. Typical challenges are:

- How to understand the regulatory requirements and their associated means of compliance and what is actually required by the organisation.
- How to implement management systems which, apart from being compliant, must also be efficient, not too complex and align to other management systems in the organisation.
- How to perform required activities with staff not working with the methodology on a day-to-day basis.
- How to address identified issues in an effective and pragmatic manner.

WE OFFER THE FOLLOWING SOLUTIONS

Integra Consult has long-standing practical experience establishing safety, quality and risk management systems and using the methodologies in practice to address complex situations. We assist our customers in:

- Designing and implementing Safety Management Systems (SMS), Quality Management Systems (QMS) and Risk Assessment Systems, including training staff in the methodologies and projects to develop a safety culture/awareness.
- Assisting customers in the performance of e.g. safety assessment, safety case development or risk management in specific programmes and projects by providing specialist staff with hands-on experience.
- Internal or external auditing or assessment to determine compliance with stated regulatory or contractual requirements.

HOW WE HELP OUR CUSTOMERS

Integra Consult is committed to long-term relationships with our customers. The close relationship ensures that our company has complete understanding of the issues facing the customer, thus enabling Integra to provide services that adapt to the local environment.

- We assign a dedicated team of experts, supported by a wider pool of experts
- We apply a result-orientated methodology and we are process-orientated
- We adapt to unexpected changes during all stages of the project
- We work closely with the customer from kick-off meeting to delivery
- All our contracts are based on fixed time and price

REFERENCES

European Commission

- Responsible for safety in the Performance Review (PRB) Body Support Team

International Organisations

- Independent Programme Evaluation and Assessment, AirC2 (NATO): Identification, assessment and proposed mitigation for programme risks
- Developing methodologies and practices (EUROCONTROL Safety Assessment Methodologies)
- Safety Assessments and Safety Case development (Network Manager)

Civil Aviation Administrations/NSA

- Establishing Management Systems and procedures related to Safety Oversight
- Assessing and auditing compliance with regulations (EU1035, EU373, EU139, etc.)

Airports (multiple)

- Implementation of Airport Safety Management Systems (EU1035/EU373/EU139)
- Safety Assessment of changes to airport infrastructure (RWY, TWY, Apron), approach and departure procedures, changes to ATM/CNS systems, etc.
- Safety Assessment of non-conformities to receive regulatory approvals (flexibility approach)

ANSPs (multiple)

- Implementation of Safety Management Systems for Service Providers (EU1035/EU373/EU139)
- Safety Assessment of changes to ATM Functional Systems (ATM Systems, Operational Procedures, Airspace changes, etc.)
- Safety Assessment of non-conformities to receive regulatory approvals (flexibility approach)

Suppliers (multiple)

- Assisting suppliers of ATM systems to manage safety around ATM System projects

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