Connecting Quality Management & Safety Management Systems

Tools to Drive a Sustainable Safety Culture

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Discussion Outline

- **Reacting vs Learning – *Time for Change is NOW***

- **Safety Management Systems / Quality Management Systems?**

- **Informing *Operational Ownership* through Quality Systems**

- ***Trusted to Work Responsibly vs Trust BUT Verify***

- **QA/QC as a Safety Culture Enabling Tool**

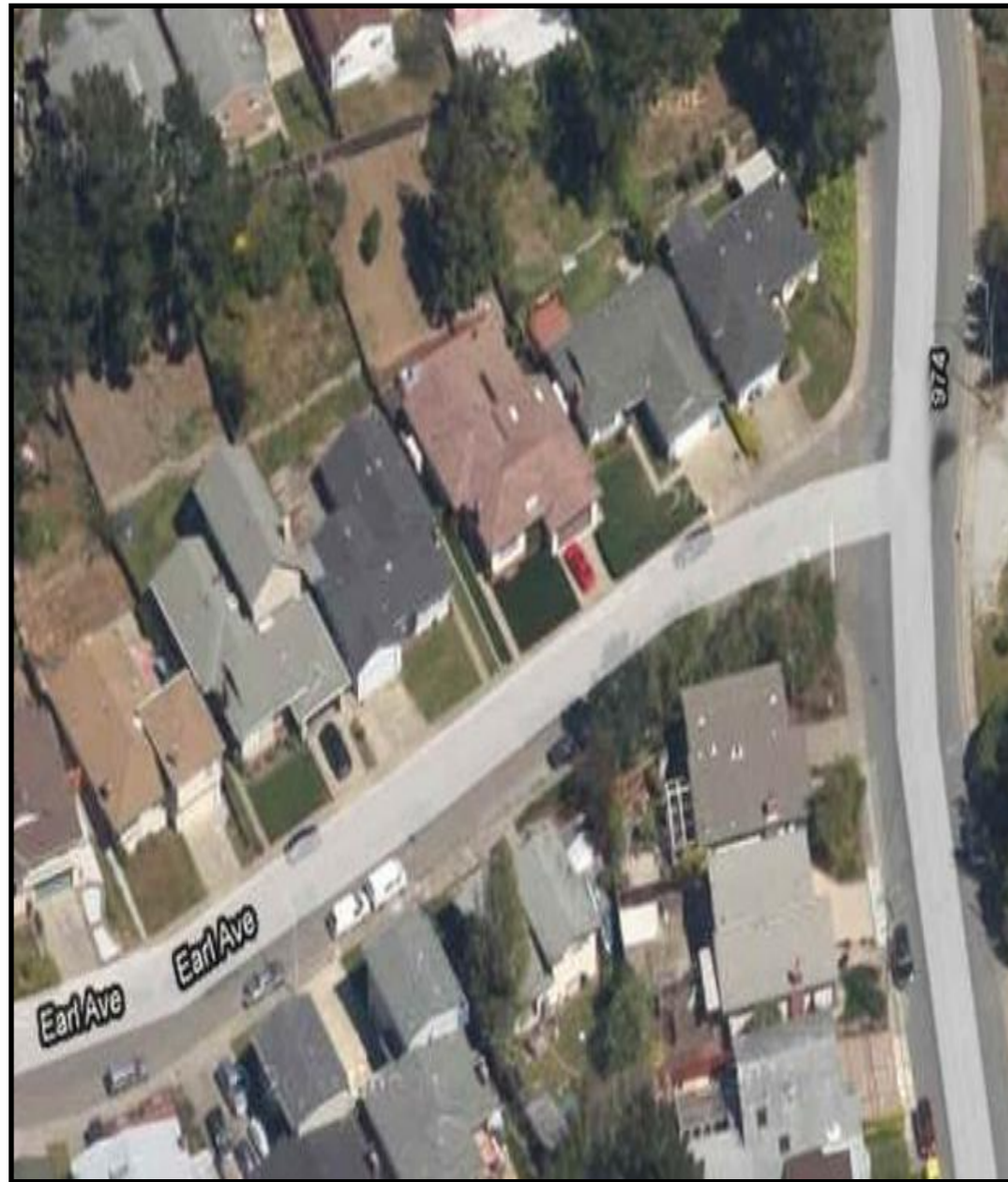- **Thinking Beyond the *Word* Compliance**

Reacting vs Learning
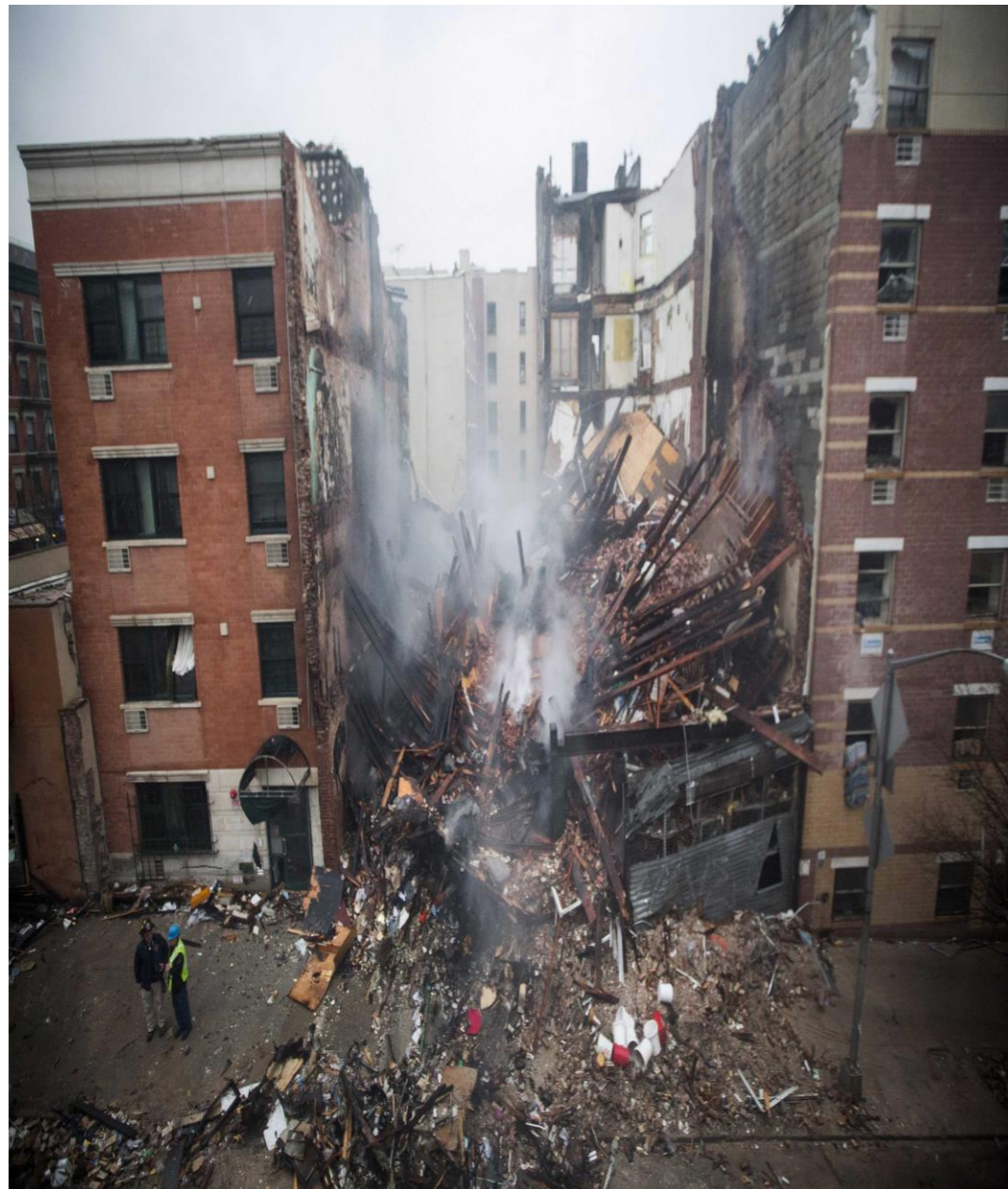

San Bruno 2010

Reacting vs Learning

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Reacting vs Learning

San Bruno 2010

Reacting vs Learning

Harlem 2014

East Village NYC 2015

Reacting vs Learning

Merrimack Valley 2018

Quality Management Systems

Quality Management System (QMS) - is defined as a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives. A QMS helps coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis.

Quality Systems…….

Quality Assurance relates to *how* a process is performed or *how* a product is made.

Quality Control is more the inspection aspect of quality management. An alternate definition is "the operational techniques and activities used to fulfill requirements for quality."

Quality Systems…….

The QMS has already established many of the processes that the SMS requires

- ✓ Management review,
- ✓ Analysis of data,
- ✓ Corrective action,
- ✓ Internal audit.

Pipeline Safety Management Systems.......

API RP 1173, *Pipeline Safety Management Systems (PSMS),* is a recommended practice released by the American Petroleum Institute establishing a systems framework for organizations that operate hazardous liquids and gas pipelines jurisdictional to the US Department of Transportation.

This RP provides pipeline operators with safety management system requirements that, when properly applied, ***provide a framework to reveal and manage risk, promote a learning environment, and continuously improve pipeline safety and integrity.***

Sound Familiar ....
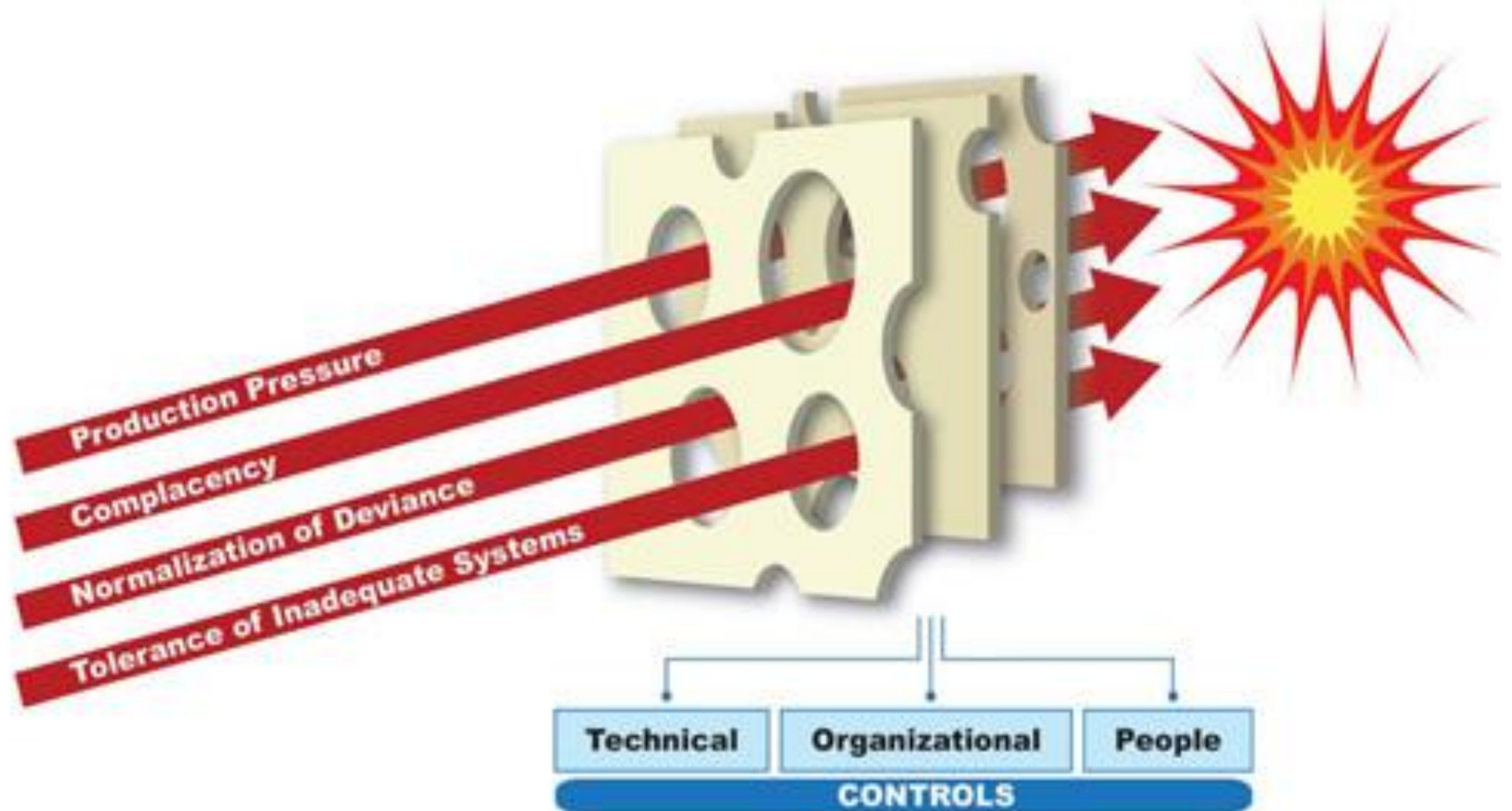
Pipeline Safety Management Systems
API RP 1173

- At the foundation of a PSMS is the operator's *existing pipeline safety systems, programs & practices*, including the *operator's pipeline safety processes and procedures.*

- These safety management system requirements identify what is to be done; however, ***it leaves the details of implementation and maintenance of the requirements to the individual pipeline operators.***
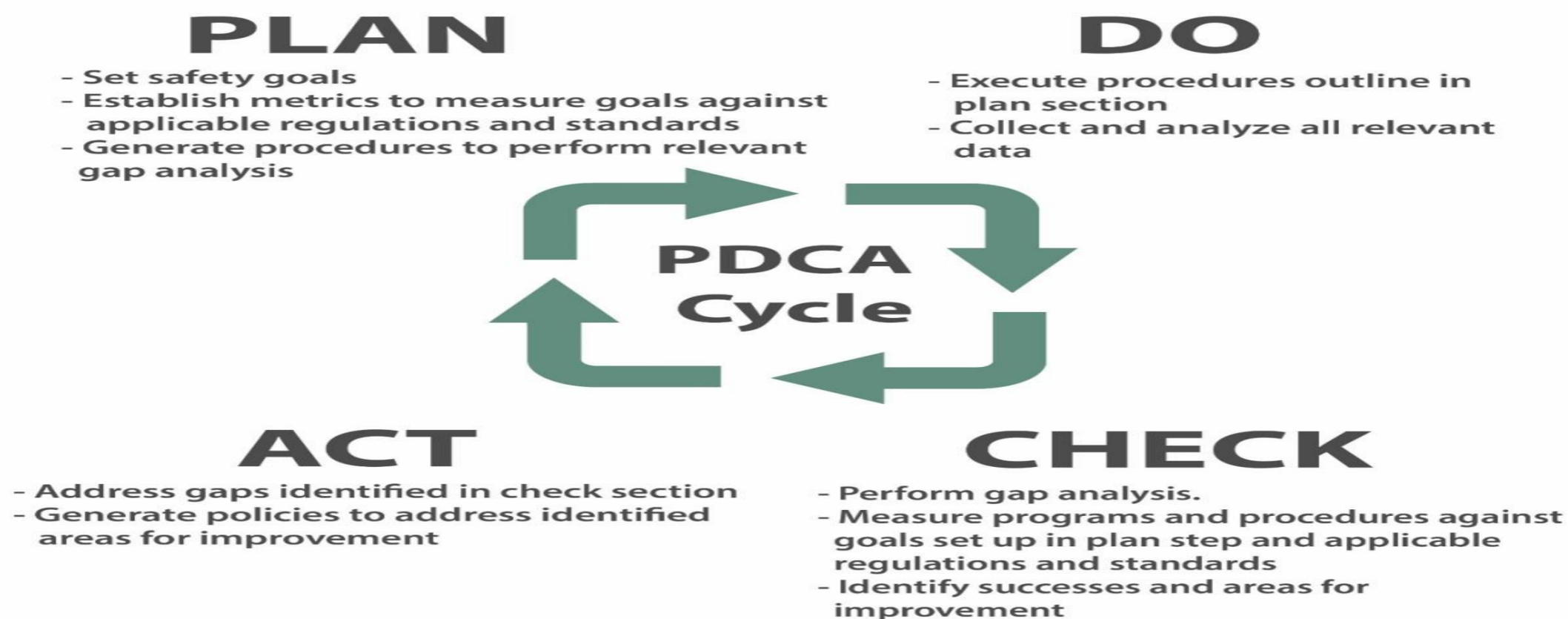
QMS vs SMS……..

*There seems to be an underlying misunderstanding between a **quality management system** and a **safety management system**.   You can have a quality product or service, as defined by the ISO standards, and still not have a safe product or service*

Safety management and quality management are highly complementary and work closely together to achieve the overall safety goals of the pipeline industry

Trusted to Work Responsibly
Trust but Verify….

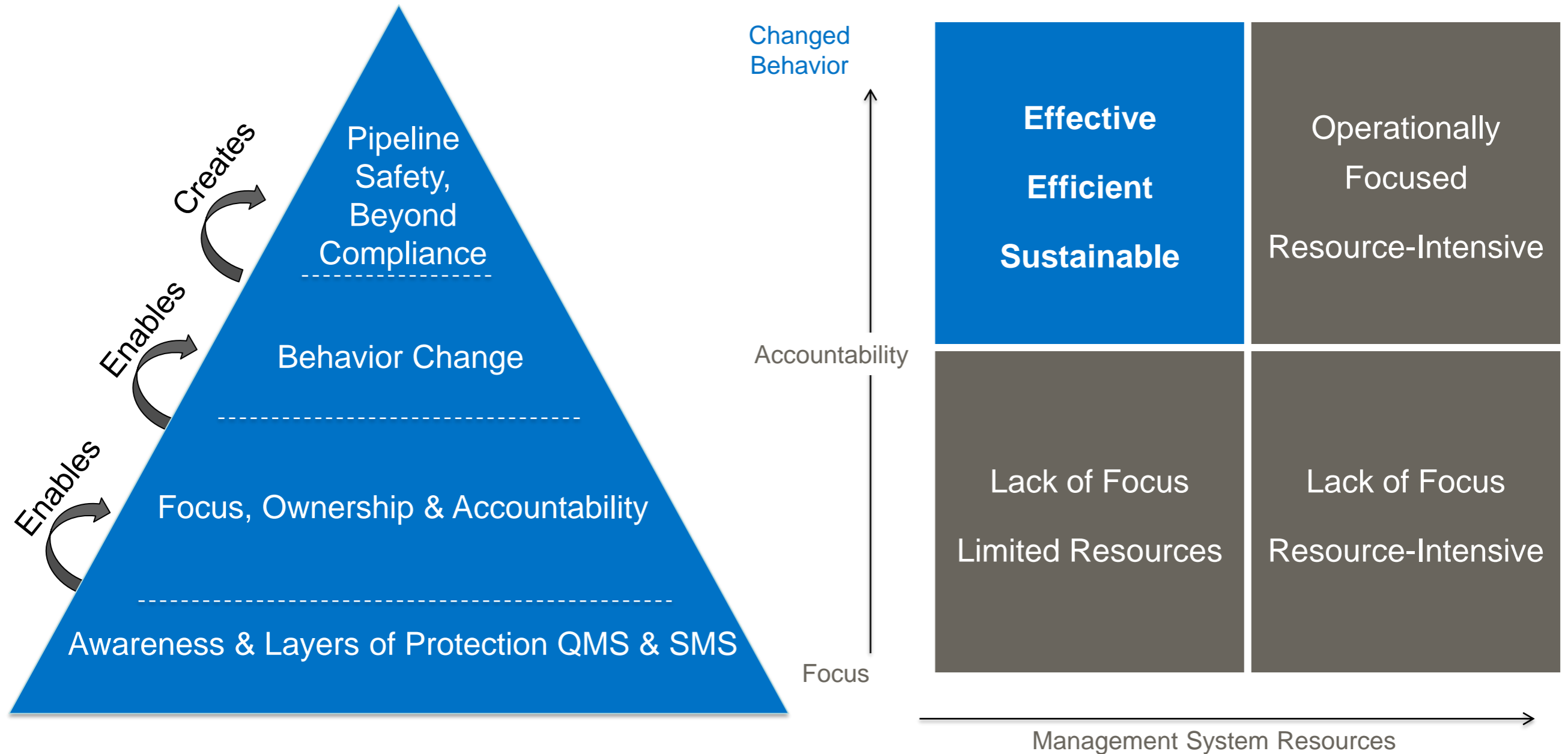**API RP 1173 incorporates the holistic approach of "Plan-Do-Check-Act" for pipeline safety management systems**

PLAN
– Set safety goals
– Establish metrics to measure goals against applicable regulations and standards
– Generate procedures to perform relevant gap analysis

DO
– Execute procedures outline in plan section
– Collect and analyze all relevant data

PDCA Cycle

ACT
– Address gaps identified in check section
– Generate policies to address identified areas for improvement

CHECK
– Perform gap analysis.
– Measure programs and procedures against goals set up in plan step and applicable regulations and standards
– Identify successes and areas for improvement

Trusted *to* Verify……….

- ✓ Pre-Job Briefs
- ✓ Post Job Assessments
- ✓ Pre-Startup Safety Reviews

QA/QC & Safety Management

QMS & SMS MUST are **complementary** NOT competing and must be constructed to inform each other in the true spirit of continuous improvement……..

Thinking Beyond the *Word* Compliance

Doing the Right Thing……..

Speak-Up !

Listen-Up !!

Follow-Up !!!

Applies to Every Decision You Make and Every Action You Take

THANK YOU!