

Supporting Safety Management System Renewal: A Human- Centred Approach



THE CHALLENGE

An intuitive, well-implemented Safety Management System (SMS) is one of the foundations of effective H&S practice.

Our client sought to review and redesign their SMS **by ensuring it was contemporary, aligned with organisational priorities, and fit-for-purpose.**

Our client was motivated to understand the gaps between the system and practice, usability issues, consultation and change management challenges, and role ambiguity.

The review was designed in three phases: Discovery, Ideation, and Design. It combined desktop analysis, stakeholder interviews, and a co-design workshop.

Although safety systems are inherently bureaucratic in nature, research increasingly supports the transition from coercive rule-based structures to enabling systems.

Give structured flexibility through the design of constraints, seek to empower and educate end-users, and actively involve frontline workers in reviews and

Leverage the broader information system research to inform evidence-based design to ensure your SMS 'sticks'.

Designing for uptake means building systems that are useful, usable, and well-integrated into daily operations — not layered on top of them.

Instead of focusing on the presence/absence of compliance, safety science suggests that we should focus on the quality of compliance.

Understand compliance in a nuanced way: surface, deep, adaptive, and proactive safety behaviours such as voice.

Our client has unleashed the power of a research-backed and bottom-up collaborative redesign process. Through our roadmap, our client will streamline, optimise, enable, and sustain their SMS into the future.

Evolve safety through innovation.

Talk with us today to understand how New View Safety can be integrated and extend existing systems and processes in your organisation.

