

Designing a Ux-Mapped Safety Management System for a start up agency with a diverse risk profile.



Our client presented a rare chance to design a system without inheriting clutter.
The goal: a usable, people-ready, streamlined system that supports decision-making, not overloads it.

We built the SMS using Ux mapping design principles – a science-based method that engineers documents around the psychological set of the user who experiences: **a need to act; a fear of failure; a sense of urgency; and an awareness of time.**

Dense, mixed-purpose documents force users into searching behaviour - scanning and guessing.

Ux mapping replaces this with navigation: clear cues, parallel structure, and predictable layout. Less confusion. Less drift.

The Predictor-Query-Answer structure, chunking, and measurable language reduces cognitive load and makes knowing how to execute high-risk tasks under stress easier.

Through collaboration and Ux-engineering, we delivered a SMS aligned with operations.

If your SMS feels heavy, complicated, or disconnected from operations; Ux mapping can help you rebuild it for the people who use it.

Evolve safety through innovation.

Talk with us today to understand how usability of safety-related documentation is vital in optimising the effectiveness of your SMS.

