Connecting Quality Management & Safety Management Systems

**Tools to Drive a Sustainable Safety Culture**

NGA 2019 Fall Operations Conference
Hartford CT
Bob Wilson
bwilson@northeastgas.org
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

San Bruno 2010
Reacting vs Learning

San Bruno 2010
Reacting vs Learning

Harlem 2014

East Village NYC 2015
Reacting vs Learning
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 ……..
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.
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.
Why & How of QMS & SMS?
API RP 1173 incorporates the holistic approach of “Plan-Do-Check-Act” for pipeline safety management systems.
Trusted to Verify

✓ Pre-Job Briefs
✓ Post Job Assessments
✓ Pre-Startup Safety Reviews
Effective
Efficient
Sustainable

Changed Behavior

Accountability

Focus

Lack of Focus
Limited Resources
Lack of Focus
Resource-Intensive

Operationally Focused
Resource-Intensive

Management System Resources

Enhanced Operational Focus & Accountability Underpinned by QMS & SMS
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!

Questions?