Enterprise Risk Management: Approaching Safety Management Systems with Automation

A Quick Start Guide

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Why I’m Here

• Consult on Lean and Process Automation
• Work with transit agencies around the Northwest
• Case Studies with Sound Transit
• We love transit!
What does ‘lean automation’ mean?

- What’s the point?
  - reduce waste
  - Eliminate Unnecessary Steps
    - “Re” Steps, QA checks, defects
- Automation is an approach for improving processes and aligns perfectly with lean
- Where do we start?
  1) Stabilize the environment
  2) Standardize the process
  3) Improve the outcomes

*Automation – a great solution to help all three!*
Process Automation

What is it?

• **Integrated** Workflow Automation, eForms, Data Collection & Analysis, Document/Records Management, Reporting and more!

Why bother?

• Reduce **Labor Costs** (efficiency, productivity)
• Ensure **Accuracy** (simplify compliance, reduce defects)
• Improve **Security** (secure data, lower expense)
• Increase **Transparency** (process metrics & data useful, accessible)
• Provide **Scalability** (easy to grow, or spread to other areas)
• Automatic **Compliance**
Case Study: Sound Transit ST2

• ~$18 Billion
• 152 new LRVs
• 60 Design Requirements
  – Design Conformance
  – Design Qualification
  – Testing Conformance
• Scale to accommodate ST3 ($54 Billion)
Quick Start Guide

1. Identify Measurable Goals
2. Identify Process(es)
   - Manual, Fragile, Inefficient, Annoying
   - Consistent
3. Go Agile
   - Invest in configurable platforms, not custom tools
   - Iterative Design (“Try Storm”)
4. Start small, but get started!