**Improvement Loop**

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| Objectives:  At the end of the sequence, participants:   * Will know how contribute to the continuous improvement loop by going on-site to check the implementation and effectiveness of the measures determined following observations made (feedback, incident report, anomaly report, HIPO, deteriorated situation, etc.) |

**This sequence is to be built locally. To this end, 2 options are available to you:**

* **either a local (or branch) training exists and meets these objectives. In this case, it can be used instead of this module.**
* **if this is not the case, you must build your own training session by following the suggestions below.**

**This document contains content suggestions and educational activities to achieve the goals of this module.**

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| Key elements | Support/activities |
| Key messages:   * Everyone is responsible for safety and must contribute to its improvement. * Feedback is an essential component in the improvement loop. Its recommendations must be implemented then followed. |  |

**Estimated duration:**

1 hour 15 minutes in the classroom to become familiar with the feedback, then the remainder of the time on-site.

**Teaching method recommendations:**

The principle is to visit the hotspot and check the presence and effectiveness of the compensatory or corrective measures determined.

1. Pre-requisite modules for the sequence

* TCT 4.1 and TCT 4.3

1. Preparing the sequence

Select one piece of feedback per participant (feedback, incident report, HIPO, anomaly report, deteriorated situation, etc.) so that the newcomer can go on-site to check that the measures recommended in the feedback conclusions have been implemented, and above all, to check that they are:

- functional,

- still effective,

- still relevant to the situation (the situation may have changed)

- followed.

It must be complex enough to include systemic factors: human and organizational, not just technical

1. Specific important points

Feedback is understood to be any observation regarding an incident, accident or anomaly (including deteriorated situations) that gives rise to a risk analysis and the implementation of corrective or compensatory measures for the assessed risks. (Different branches do not all use the same vocabulary, so it is a question of feeding back in the broad sense of the term).

Module TCAS 4.3, “Feedback Process” already covers checking the existence of compensatory measures on-site.

This module should go further, checking the effectiveness, checking whether the surrounding staff are aware of the feedback and advocating new solutions if necessary (new risk analysis, new compensatory measures, etc.).

1. Suggestion for sequence roll-out

Instructions legend for the trainer:

* Comments for the trainer
* Key content elements
* **Type of activity**
* *“Question to ask”/statement of instructions*

| **Phase/Timing** | | **Trainer** | **Module content suggestion** |
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| 1. Objective of the sequence  5 minutes 5 minutes | | **Objectives and roll-out**  Explain the objective of this sequence and how the on-site exercise is to be rolled out. | After having completed this activity, you will know how contribute to the continuous improvement loop by going on-site to check the implementation and effectiveness of the measures decided following observations made (feedback, incident report, HIPO, etc.) |
| 2. Read the feedback selected and mission.  01:00 01:05 | | If this is not the first time you have taught this module, use one or two "Continuous improvement loop observation reports" from previous participants to show what has been done and any follow-up that has provided for this report.  Present the selected feedback (one per participant)  ***Ask*** *everyone to read their feedback and ask questions about its content to ensure that they understand the key points of the feedback and the actions that are supposed to be in place.*  Then **explain** their mission in terms of this document: | Previous “continuous improvement loop observation reports”.  Selected feedback  **Your mission for this sequence:**  To go on-site to check the implementation of the measures recommended in the feedback conclusions and, above all, to check that they are:  - still functional,  - still relevant to the situation (the situation may have changed. Do they still balance out the risks?)  - followed (by interviewing those in charge).  Use what you have learned to conduct the interviews: safety observation and active listening.  Of course, if you notice any anomalies, you must report them using the Branch's reporting tool. |
| 3. The deliverable  10 minutes 01:15 | | Present the layout of the deliverable.  When you have finished, you will write a report specifying the key points from your active observation, as follows:  **Specify their role:**  Your role is also to ensure that the suggestions you make are followed, especially if you have found that the compensatory measures are no longer efficient or effective. You should refer it to the person responsible for the equipment and then follow it up.  Organize a meeting to present a summary of the observation report. | **Continuous improvement loop observation report**  What surprised you most when on the premises?  What were the strong point(s) that surprised you most?  What were the most unexpected weak points(s) for you?  What are your suggestions for improving these weaknesses?  To sum up, are the risks inherent to the situation you observed under control? Are there any new measures to be taken or should the risk analysis be performed again? |
| 4. Roll-out of the on-site exercise | | The participants are to go on-site independently. This can be done after the preparation, or in the days that follow, and should take them between 2 hours and half a day to complete the observation and interviews. |  |
| 5. Summary  10 minutes per participant | **Summary**  Each participant presents, in 10 minutes:  - the feedback on which they have worked,  - the most outstanding points (positive or negative)  - a summary of their document (including the suggestions for improvement) and whether some of these improvements have already been implemented since the observation. | |  |