

MITRE is Your Partner to Improve Safety



A Safety Management System (SMS) is a systematic approach to manage your organization's risk and achieve a positive safety record. Leveraging SMS allows an organization to make policy decisions and evaluate technical design options while ensuring the safety of its employees, customers, and other stakeholders. A strong safety record improves public trust, attracts customers, and reduces operational cost. MITRE's SMS services can help your organization reach the next level of safety.

Why SMS?

We cannot expect people, processes, or technology to work perfectly all the time. That is why we must proactively identify and mitigate hazards, minimizing the risk of bad outcomes such as damage to property, personal injuries, or loss of life. When a hazard appears, we must understand how and why it occurred so that we can effectively eliminate or mitigate the potential for a negative outcome. SMS represents a systematic way to control risk and provide assurance that risk mitigations are effective.

Setting Up an Effective SMS Program

Output: Skills, tools, and policy documents to implement an effective SMS program.

With MITRE's safety training courses, SMS implementation practices, and advisory services, your organization's SMS implementation professionals, line managers, and executives will be prepared to systematically manage safety risk. We advise and offer templates for developing SMS policies and procedures, including governance, roles, and responsibilities featured in SMS policy documents. As your strategic partner, MITRE will work with you to select and acquire a tactical SMS implementation consultant.

SMS builds safety into your organization as a core business function, equipping your organization to efficiently manage safety and improve outcomes.

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Enhancing Safety Performance

Output: Recommended safety objectives and performance indicators that align with key decisions facing the organization.

The adage “if you can’t measure it, you can’t improve it” applies to safety as well as other aspects of an organization. Safety objectives and performance measures support your organization in monitoring the effectiveness of safety mitigations you’ve put in place and identifying additional corrective action as needed. With MITRE’s support, your organization can move toward proactively minimizing (and ideally eliminating) hazards that precede bad outcomes.

Establishing Voluntary Safety Reporting

Output: A confidential, non-punitive program for employees, contractors, and other stakeholders to report their errors and safety concerns.

In a robust SMS, voluntary safety reporting engages frontline employees and captures operational knowledge to identify, track, and mitigate hazards. As your partner, MITRE will develop a reporting tool accessible to all eligible stakeholders. We recommend managing voluntary safety reporting and safety culture together.

Transforming Safety Culture

Output: Safety culture maturity score, improvement opportunities, action areas to strengthen culture, and ongoing use of our assessment instrument.

MITRE assesses safety culture organization-wide, focusing on culture enablers and barriers. MITRE acts as a strategic partner to facilitate sharing of sensitive safety culture data among peer organizations, with upstream parts suppliers, and with downstream service providers, enabling discussion of mutual challenges and leading practices resulting in a stronger culture for all.

Improving SMS Effectiveness

Output: SMS improvement opportunities, action areas to address them, and an ongoing plan to evaluate your SMS using our proprietary framework.

An organization must continually evaluate the health of its safety management program to ensure that processes are working effectively. MITRE can evaluate your safety management effectiveness in up to 20 categories—including safety policy, safety risk management, safety assurance, and safety promotion—while training your personnel to use the framework on an ongoing basis.

Collaborating to Achieve System Safety

Output: Partnerships with government and industry stakeholders to collaborate on safety practices in a trusted environment.

System safety holistically approaches the safety of interactions between operational components. For example, in aviation, it is necessary to consider components like the aircraft, pilot, airport, and air traffic control procedures, among others. MITRE can facilitate collaboration between your organization and other stakeholders to share safety information such as leading practices, emerging hazards, techniques to predict high-risk events, and effective risk control.

For information about MITRE’s safety management expertise and capabilities, contact safetymanagement@mitre.org.

MITRE has multiple SMS-related competencies to efficiently achieve the safety benefits of SMS. Implementing and managing these SMS elements in combination amplifies their impact.

MITRE’s mission-driven teams are dedicated to solving problems for a safer world. Through our public-private partnerships and federally funded R&D centers, we work across government and in partnership with industry to tackle challenges to the safety, stability, and well-being of our nation.