

Writing Better Procedures using FRAM.

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Abstract

Many safety critical industries are becoming acutely aware of the increasing gap between work as it is captured in manuals, procedures and checklists and how it is actually performed on the shop floor. In fact, and with ample empirical evidence, it is becoming clear that written procedures and work processes have actually become a hindrance and are rarely referred to in executing “normal” work and even less in emergencies.

FRAM, as developed by Prof. Erik Hollnagel, has become an increasingly well regarded and powerful tool for systematically capturing what is termed as ‘work as done’. The key strength of FRAM is that it can capture these realities and provide a visual “picture”, vocabulary and method, for systematically teasing out and writing up, formal processes and procedures in what has been termed a SAFETY II mode.

We have thus proposed and set out a Taxonomy and Protocol for procedure development, utilising FRAM, which we have been testing in both renewable energy infrastructure and marine shipping applications.