



Worldwide Safety Cases with BowTieXP

How CHC uses bowties to fulfill the customers' risk management measures.

Summary

The need

An application to control the effort involved in monitoring and improving the risk management requirements of their clients.

The solution

BowTieXP implementation

The benefits

An enhanced risk analysis for their operations which meet their own standards and those of their customers

For CHC Helicopter, using a risk assessment tool not only improves their own risk management. It also helps them helping their customers, by providing the information required to fulfill the customers' risk management measures.

CHC Helicopter has recently started to use BowTieXP, the risk assessment tool developed by CGE Risk Management Solutions. As the world's largest helicopter services company, the risk assessment tool helps CHC Helicopter in monitoring and improving the risk management measures of helicopter bases in 30 countries.

Safety Management System

"It is an important part of our Safety Management System to have safety cases implemented in all of our helicopter bases. We needed an application to control the effort involved in monitoring and improving the risk management requirements," says Irina Sakgaev, Applications Manager Safety & Quality Department at CHC Helicopter. "The BowTieXP software combined with the bowtie method helps us to manage our hazards."

“With the introduction of BowTieXP we are better able to incorporate the safety requirements of our customers into the safety plans of all of our bases.”

Irina Sakgaev, Applications Manager Safety & Quality Department, CHC Helicopter



CHC

CHC Helicopter is the world's largest helicopter services company. It specializes in three main areas of operation; transportation to offshore oil and gas platforms, civilian search and rescue services and helicopter maintenance repair and overhaul. CHC Helicopter is headquartered in Vancouver, Canada and operates more than 250 aircrafts in about 30 countries around the world.

Need for a professional application

With the growth of CHC Helicopter the previous safety case tool became too slow and lacked reporting tools. “The previous application was built by us. As we are not a software company, we wanted to change to a professional application” explains Irina Sakgaev.

The needs of the customers of CHC Helicopter were another major reason to look for a risk assessment tool. For many of our customers - oil companies for example - a detailed safety case plan is required to ensure their own risk management criteria are met,” explains Irina Sakgaev.

“With the introduction of BowTieXP we are better able to incorporate the safety requirements of our customers into the safety plans of all our bases. This way we can provide an enhanced risk analysis for our operations which meet our own standards and those of our customers.”

Why BowTieXP?

CHC Helicopter made the choice for BowTieXP for a number of reasons. “First of all the application is very user friendly. Secondly, the big plus that pushed us in the direction of CGE Risk Management Solutions was their willingness to partner. Thirdly, CGE was willing to make some changes in the tool so that it would fit our Safety Management System.”

“Their knowledge and flexibility were very helpful in bridging the gap between our old system and BowTieXP,” Irina Sakgaev says. “We never heard ‘no we cannot do that’ during the implementation. Sometimes they even surprised us with the solution already in place. That flexibility meant a lot to us.”

“We brought our own subject experts to the table, and CGE brought their experts who really know the business and the technical sides. They gave us feedback during the gap analysis, creating a solution that would work in the long term. It worked really well for us, to go into the gap analysis involving both the technical and the business experts.”

Irina Sakgaev, Applications Manager Safety & Quality Department, CHC Helicopter

Involving the experts

“What really helped us during the process was involving experts during the gap analysis stage” Irina Sakgaev says looking back. “We brought our own subject experts to the table, and CGE brought their experts who really know the business and the technical sides. They gave us feedback during the gap analysis, creating a solution that would work in the long term. It worked really well for us, to go into the gap analysis involving both the technical and the business experts. I am currently doing this in other projects as well.”

Benefits

Being based in over 30 countries, the worldwide rollout of BowTieXP at CHC Helicopter has only just started. However, the first benefits can already be established. “We can see the benefits when we are doing the safety case checks at the helicopter bases” says Irina Sakgaev. “Also, when our customers visit our bases, they can see the audits being done. That’s when we can see the real benefits.” “Overall, we found the BowTieXP is the best application for us. It is very user friendly, and flexible enough for us to do what we want to accomplish,” concludes Irina Sakgaev.



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