

# Fatigue Risk Management Services “FRM Maturity Model Assessment”



**DB&A**  
10 YEARS OF EXCELLENCE

DB&A helps your organization assess the level of maturity of your Fatigue Risk Management (FRM) capabilities against industry and stakeholder requirements. We do this by using the DB&A Fatigue Risk Management Maturity Model - FRM<sup>3</sup>™.

Here’s how we can help you improve the maturity of your FRM efforts...

A maturity model is a set of structured levels that describe how well an organization can reliably and sustainably produce required business outcomes. As an organization improves its capabilities, it moves upward in levels of maturity. Each organization needs to define a maturity target appropriate for its industry, and not all organizations need to achieve the highest level of maturity.

## DB&A Fatigue Risk Management Maturity Model - FRM<sup>3</sup>

DB&A has created an integrated Fatigue Risk Management Maturity Model that is based on extensive research into fatigue risk management best practices. The FRM<sup>3</sup> model defines a maturity progression in how an organization can reliably and sustainably manage fatigue risk in the operational environment.

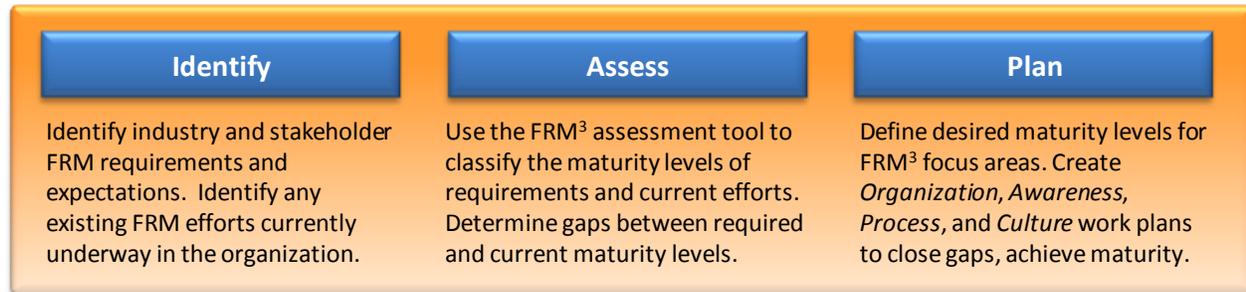
Our FRM<sup>3</sup> provides DB&A clients with:

-  A tool to assess fatigue risk management efforts against best practices and industry requirements.
-  A foundation upon which to define a vision of success for fatigue risk management.
-  A framework for prioritizing FRM actions to close gaps and achieve required levels of maturity.

LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
AD HOC	EMERGING	REPEATABLE	MANAGED	LEADERSHIP
<p><b>ORGANIZATION</b> The organization is generally unaware of the need to actively manage fatigue risk. Pockets of FRM activity exist.</p> <p><b>AWARENESS</b> Little understanding of fatigue, its impact on operations, or how to manage related risk. Externally offered FRM learning may take place.</p> <p><b>PROCESSES</b> No structured or repeatable FRM processes are in place. A few ad hoc FRM efforts may be under way.</p> <p><b>CULTURE</b> Safety culture may exist but it does not yet recognize FRM as an important component. Fatigue is an unspoken operational norm.</p>	<p><b>ORGANIZATION</b> The organization recognizes the need to actively manage fatigue risk and structured FRM policies and approaches are being developed.</p> <p><b>AWARENESS</b> Emerging pockets of fatigue awareness and FRM skills exist. Context-specific FRM learning being developed.</p> <p><b>PROCESSES</b> Repeatable FRM processes being developed. Pilot fatigue risk management projects have been initiated.</p> <p><b>CULTURE</b> FRM is formally recognized as an important component of a Safety Culture and integration begins. Fatigue is beginning to be publically recognized as an operational risk area that needs to be addressed.</p>	<p><b>ORGANIZATION</b> The organization has implemented a structured approach to manage fatigue risks and policies are in place to direct FRM awareness activities and the management of fatigue risks.</p> <p><b>AWARENESS</b> Awareness of the need for FRM is high. Context-specific FRM learning is available. FRM skills are being developed across all staff levels.</p> <p><b>PROCESSES</b> Repeatable FRM processes developed but not consistently applied. Resources are secured and dedicated to ongoing FRM activity.</p> <p><b>CULTURE</b> FRM fully integrated into the Safety Culture. Fatigue countermeasures and mitigations are recognized as necessary and valuable.</p>	<p><b>ORGANIZATION</b> The organization is continuously monitoring fatigue science and data and is improving its structured approach to manage fatigue risks and FRM policies on an ongoing basis.</p> <p><b>AWARENESS</b> Awareness of the need for FRM at every level. FRM learning is ongoing and recurrent. FRM skills are being improved across all staff levels.</p> <p><b>PROCESSES</b> Repeatable FRM processes consistently applied and continuously improved. Tools to support and monitor success are being developed.</p> <p><b>CULTURE</b> FRM activity is an expected component of ongoing operations management. FRM awareness is integrated into attitudes and behaviors. Success of FRM activities is celebrated and rewarded.</p>	<p><b>ORGANIZATION</b> The organization maintains current levels of excellence and evaluates new and emerging approaches to FRM. Support is actively provided to growing a body of industry FRM knowledge.</p> <p><b>AWARENESS</b> Awareness of the need to proactively manage fatigue risk at every level. FRM knowledge, skills and abilities across all levels are world class.</p> <p><b>PROCESSES</b> Repeatable processes are being continually improved and customized to meet unique needs and niche requirements. Processes and tools are recognized as Best Practices.</p> <p><b>CULTURE</b> FRM activity is a component of ongoing operations management and internal reward and recognition systems. FRM successes receive external recognition and validation.</p>

## Getting Started

To begin the journey toward FRM Maturity, DB&A will work with you to complete the following three step assessment and planning process:



### Identify

DB&A understands the FRM requirements across many industries. These, and other information you provide about other stakeholder expectations, establish clear FRM maturity expectations for your organization. We then collaborate with you to identify and catalogue any existing FRM capabilities in your organization. Some organizations have pockets of FRM expertise of which they are unaware.

### Assess

We will then collaborate with you to assess and classify the maturity level of the requirements and expectations of your organization and your existing FRM capabilities. Gaps will be clearly defined.



### Plan

Lastly, we develop a plan with you to acquire the reliable and sustainable capabilities necessary to achieve and maintain your desired FRM maturity level.

By assessing the maturity level of your FRM capabilities, you will identify strengths to build from and weaknesses that require attention. From this a clear plan of action to close your FRM capability gaps will be formed. In this way, the FRM<sup>3</sup> tool can be used in a dynamic and ongoing basis to help you sustain the level of fatigue risk management appropriate to your ever-changing operational environment.

To discuss this or any of DB&A's Fatigue Risk Management services contact us at the email address or telephone number below. We're here to help you make the transition **from science to safety.**