OSQAR²
Operational Assurance

OSQAR² for Operational Assurance

"Operational Assurance is a process for ensuring that personnel, equipment and management systems function in a unified manner to provide products and services to the standard expected of your business effectively, efficiently and safely whilst meeting or exceeded key performance indicators (KPI's). A process of continuous assessment and analysis followed by action planning and monitoring of all operational areas is required. It is an everyday process and not a process that is triggered when an incident occurs."

OSQAR² integrates seamlessly with both **Redkite PDS** to ensure personnel are trained and maintain competence to use equipment and undertake business functions and **Redkite AMS** to ensure assets are in the right location and have been tested, inspected and serviced to ensure optimum safety. **OSQAR²** provides the tools to allow you to assess these and other management systems to determine weaknesses that may add risk to a business activity. The results of assessments can be analysed and a local risk can be elevated to the corporate risk register. Where improvements need to be made an action plan can be developed to involve all key personnel and departments. The action plan will be monitored to ensure improvements are made in an effective and timely manner.

OSQAR² provides customisable templates through which assessment criteria for any business area or activity can be defined. Once defined the assessment outcomes are recorded and analysed. A risk that starts out as a local risk can be elevated to the corporate risk register. Where an issue is identified an action plan can be created which will involve all relevant personnel in all relevant departments to address the issue and progress towards resolution can be monitored to ensure the issue is resolved quickly, efficiently and effectively.

"The use of an Operational Assurance Database (OSQAR²) ensures continual improvement across all areas of our operational response. In the case of flooding incidents it has led to many changes that include improvements to our standard operating procedures, wet weather personal protective equipment, swift water rescue team operations, greater resilience for call handling, additional training for all personnel and enhanced communications with the UK Met Office. The floods of June 28 are said to be a one in a 100 years event. However, the lessons learned from that eventful day have ensured that as a fire and rescue service we can offer the communities of Tyne and Wear, and beyond, an enhanced response to any future flooding incidents." *Steve Anderson is Group Manager, Contingencies and Special Projects for Tyne and Wear Fire and Rescue Service. Extracted from article published in Fire Magazine January 2013*