



RESULTS STORY



CAVU instills a culture of safety and continuous improvement for a worldwide offshore seismic surveying organization through Crew Resource Management (CRM) training and operational coaching.

Challenge:

An offshore seismic surveying company found that its operating and safety procedures were not being followed consistently and recognized a need to improve efficiency and ensure safe operations on its vessels. Reliability and consistency suffered because personnel throughout their worldwide operations were primarily utilizing experience-based processes during critical phases of operations, instead of using written processes and checklists. In response, CAVU validated the processes being used at sea, provided CRM training and coaching, created digital checklists, and assisted the organization in preparations for a rigorous inspection to achieve International Association of Drilling Contractors (IADC) accreditation. These requirements would be bundled into a company-wide program to achieve overall “Operational Excellence”.

Actions:

To address these challenges, CAVU implemented the following 4 phases:

1. Operations and Safety Assessment
2. Crew Training and Sustainment
3. Checklist Development and Refinement
4. Crew Competency, Training and Sustainment System Development

CAVU conducted training and coaching worldwide during operations for 110 personnel, and worked with staff to identify critical processes, then created 100 digital checklists which were validated and verified during operations. This process enabled operators to provide feedback and update work instructions and checklists immediately.

CRM training sessions helped to identify areas for improvement in processes and procedures. Emphasis was placed on a gap analysis of existing processes and identifying and tracking lessons learned during operations. Toolbox Talks were updated to require teams to conduct a debrief and complete all CRM processes, then the results were routed to company leadership for validation and situational awareness.

BENEFITS:

- *More confident and effective leaders*
- *Improved communications between management and operational vessels*
- *Improved teamwork*
- *Greater process efficiency through effective feedback*

A detailed After-Action Report was provided for each visit with observations and recommendations geared toward the overall goal of Operational Excellence.

CAVU worked with the organization to define, develop, and assess the competency of each individual in operational positions for the company to a consistent company standard. This effort provided the structure to allow the organization to apply for an IADC Accreditation of their processes.

RESULTS:

- CAVU made over 100 detailed observations and recommendations to move the organization's Operational Excellence program forward
- Increased situational awareness lead to improved briefing and debriefing processes
- Provided lessons learned to company leadership for consideration to be implemented as standard procedures
- Developed and implemented digital checklists on electronic tablets to standardize procedures for critical operations and improved hazard awareness
- Crew competency processes identified to ensure each job position is properly trained and proficient
- CAVU coaches helped to prepare the organization for a rigorous IADC inspection which gave them the edge in competitive contract bidding in a very aggressive and rapidly growing ocean bottom seismic sector

KEY CAPABILITIES:

CAVU's coaching program provides crew members training, mentoring, and coaching on the fundamentals of operating in an environment where the margins between success and failure are thin and the consequences of human error are unacceptable. Additionally, CAVU identifies key processes and produces written checklists and procedures to ensure the critical processes and key hazards are not overlooked by anyone on the team. CAVU's focus is on Leadership, Process, and Team Behaviors that drive a team's culture and operational performance.

CRM training provides the six critical soft skills centered around preventing human error. CAVU provides the fundamental skills for precision operations, reinforcing corporate culture and safety principles as well as supporting strategic vision, goals and objectives, centered around preventing human error.

LEADERSHIP · COMMUNICATION · TEAMWORK · SITUATIONAL AWARENESS · DECISION MAKING · HUMAN FACTORS

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