

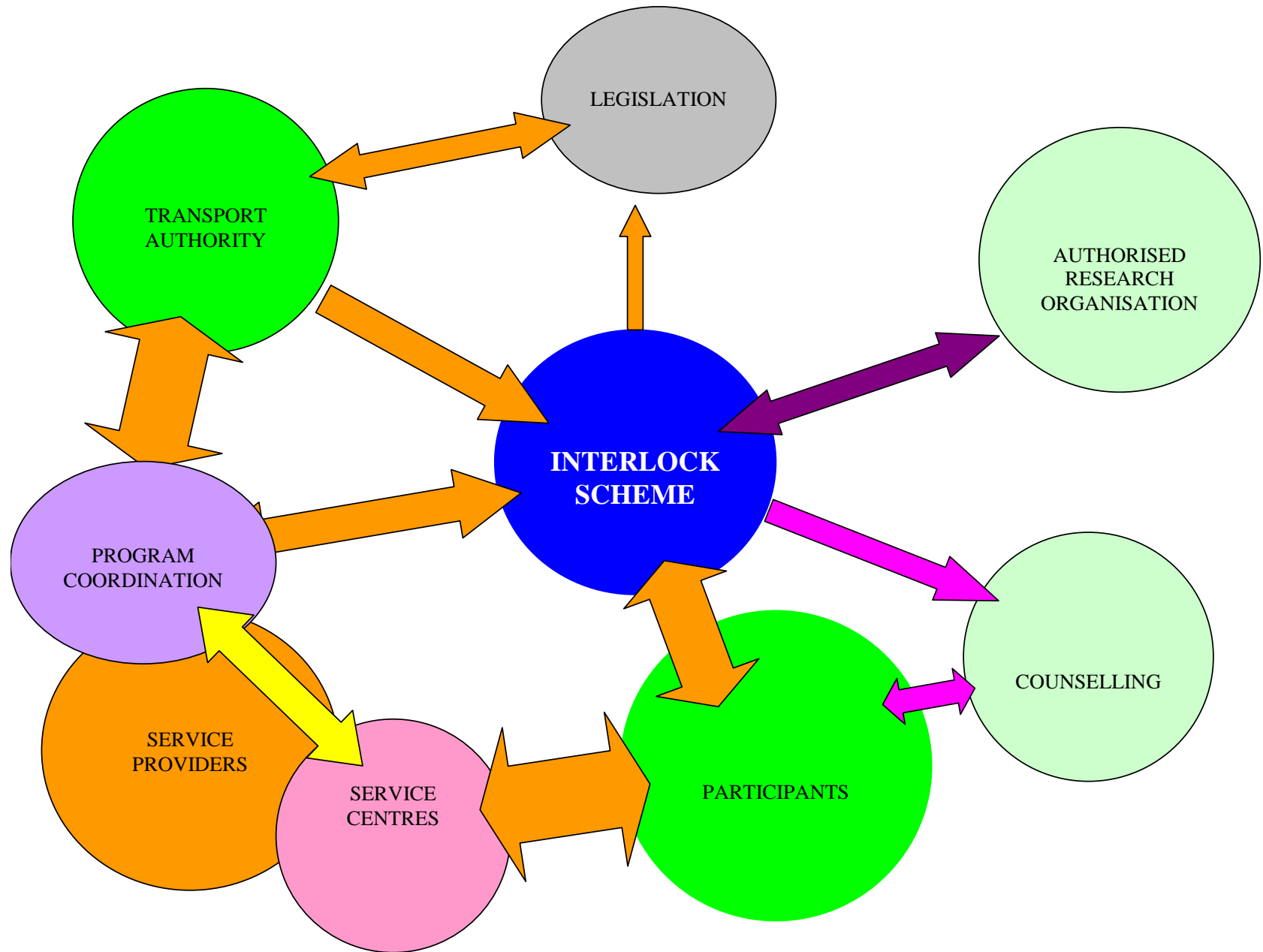
A NEW APPROACH TO IMPLEMENTATION

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- **JOKE.....**



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SITUATION

- Interlocks have been around since the mid-70's, yet there is no “global” approach to the problem of implementation.
- Despite the electronic age, and instant availability of information, no “common” strategies or policies have become evident
- While various administrations have introduced interlocks, the basic reason for the implementation isn't clear to all
- Finally, even when an aim is stated, it isn't followed!

ROAD SAFETY IMPACT

The road safety impact of interlocks in Australia (**and overseas**) has been negligible because their use has been focussed in the wrong place!

It took a Physicist to demonstrate that the “experts” had been barking up the wrong tree!

Industry-Driven

- Manufacturers have directed the interlock programs
- Competition doesn't always exist
- Paucity of devices has had an effect
- Some standards exclude devices
- No real leadership on requirements from authorities

WHAT DO WE NEED?

- Doctrine
- Policies
- Reporting
- Vocabularies (ie agreed definitions)
- Management standards
- Equipment standards
- Effective co-operation between agencies

Common Vocabularies or Definitions

- Differing meaning between states or countries will create havoc (especially in Europe where there are different languages in a single landmass)
- A “common vocabulary” will ease implementation problems
- Similarly, it will facilitate national doctrine, policy and legislation

Management Standards

- This is the key area for all levels of program implementation
- There needs to be an international method of achieving the commonality of approach
- It must facilitate understanding
- It must be measureable

GREAT NEWS!!!!!!!!!!!!

**WE HAVE A
SOLUTION**

INTERNATIONAL STANDARDS ORGANISATION

- There are international standards that cover almost everything
- They are agreed between nations
- While agreed in a common language, they are then translated into local language by each country's standards organisation

Family of International Standards

- There is a family of international standards covering just about every subject from corporate governance to IT
- These exist through international agreement and are the ideal basis for approaching the implementation

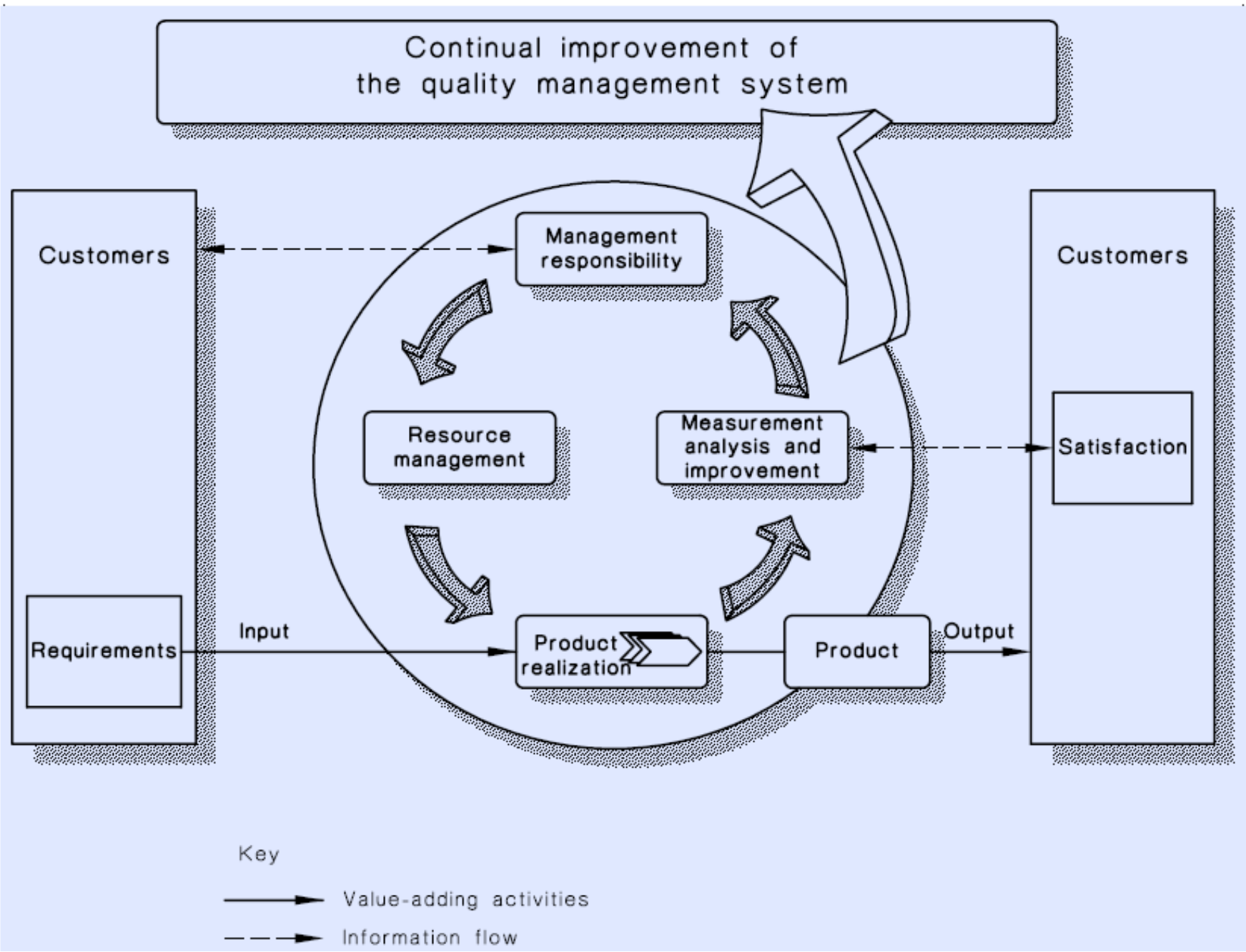
ISO 9000

- ISO 9000 is an international standard for quality management
- It has established fundamentals and vocabulary
- It has guidelines for performance improvements

ISO 9000 – MANAGEMENT **(CONTINUOUS IMPROVEMENT)**

- Certification of management processes
- All aspects
- Training, competence
- Reference Equipment
- Regular, Routine Auditing
- Records

- Plan:** establish the objectives and processes necessary to deliver results in accordance with customer requirements and the organization's policies.
- Do:** implement the processes.
- Check:** monitor and measure processes and product against policies, objectives and requirements for the product and report the results.
- Act:** take actions to continually improve process performance.



- To lead and operate an organisation it is necessary to direct it and control it in a systematic and transparent manner
- Success can only result from a management system that is designed to continually improve performance while addressing the needs of **all** interested parties

Quality Management Principles

There are eight principles:

1. Customer focus
2. Leadership
3. Involvement of people
4. Process approach
5. Systematic approach to management
6. Continual improvement
7. Factual approach to decision making
8. Mutually beneficial supplier relationships

DOCTRINE

- This is the “bible” for interlocks
- Once established, shouldn't change
- All the other activities flow from doctrine
- A prime example is the National Interlock Guideline document – if it exists
- Doctrine is the method by which we achieve the aim at the government level

Doctrinal Problems

- If there isn't doctrine, then:
- we're all singing to different tunes
- Those who provide the submissions to governments are not empowered
- Those who create legislation are hamstrung
- Poor programs are inevitable
- The aim is never going to be achieved

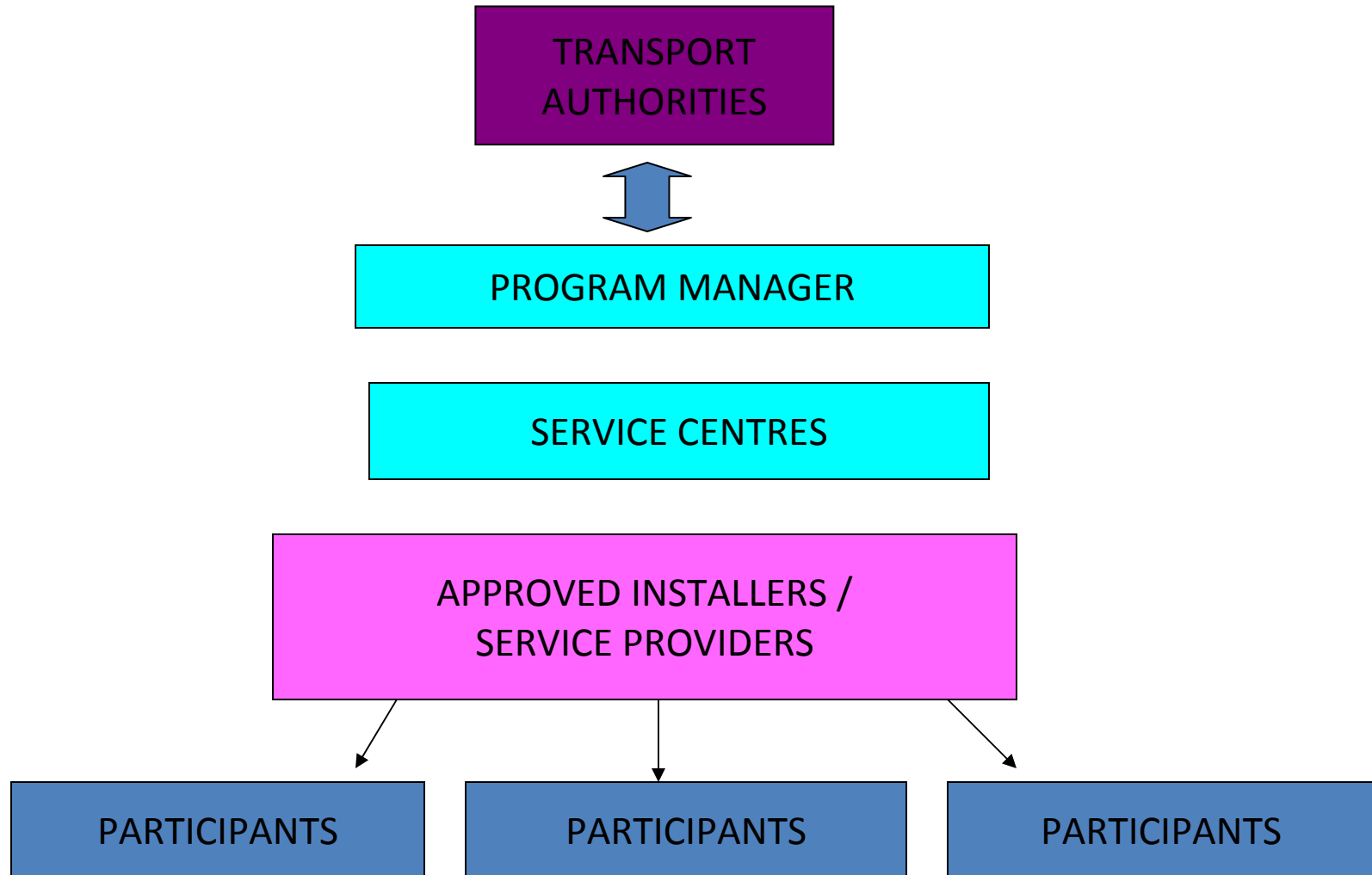
Policies

- Everyone needs to know why we are doing things
- No policy guidance means innovation at various levels
- Changes in staff reintroduce/revive old or settled problems
- Policies are the method by which we achieve the aim at the operational level

Reporting

- Doctrine and policies determine what needs reporting, and avoids “shotgun” approaches
- Reporting must be for a reason
- Reporting must be acted on

Relationships



SUMMARY

- We need doctrine
- We need policies
- We have the methods in international standards
- There is a mine of valuable information available
- We need to communicate effectively
- Don't eat koalas, dolphins or platypus...



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