

**QIALITY & SAFETY MANAGEMENT REPORT**  
for  
**Road Safety and Support**



*Neuroplasticity, Human Resource Management and  
the Extra Mile for Road Safety*

BY

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**(with due co-planning by NSC, Bengaluru Karnataka Chapter)**

**AOEC – Gap Analysis 2026**

URL for reference: <https://venkataoec.wixsite.com/copq-q-centre>

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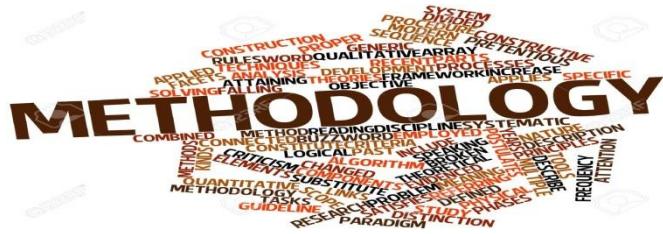
**DATE: 7th JANUARY 2026**

**Revised: 5th FEBRUARY 2026**

Revisions are ongoing to complete the solutions for neuroplasticity

## **COMPANY CERTIFICATE**

**(Draft of the Template)**



This is to certify that the Case study/Empirical study/Training programme undertaken by AOEC & NSC at

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for the period \_\_\_\_\_ has met the approval of the organization/institution and can be used for fulfilment of “Quality Assurance & Safety Methodology“ Validation as part of Human Resource Management Responsibilities for the year 2026-2027.

(Company HR/Safety Consultant)

(CEO/COO/CFO/MD)

## Road safety and Accountability Dashboard for the Year 2026

- Certificate of Excellence YES / NO / NOT SATISFACTORY
- Traffic issues or incidences YES / NO / NOT SATISFACTORY
- Compliance with FMVSS standards YES / NO / NOT SATISFACTORY
- Onboarding of NSSR Road Safety objectives YES / NO / NOT SATISFACTORY
- Upgradability of NSSR Road Infrastructure objectives YES / NO / NOT SATISFACTORY
- Traffic Engineering Assets planning YES / NO / NOT SATISFACTORY
- Traffic Engineering Defects Liability YES / NO / NOT SATISFACTORY
- Improved on-road assistance YES / NO / NOT SATISFACTORY
- Cost of Quality /Cost of Poor-Quality Project Assistance YES / NO / NOT SATISFACTORY
- Complexity for Road Safety and Accountability YES / NO / NOT SATISFACTORY

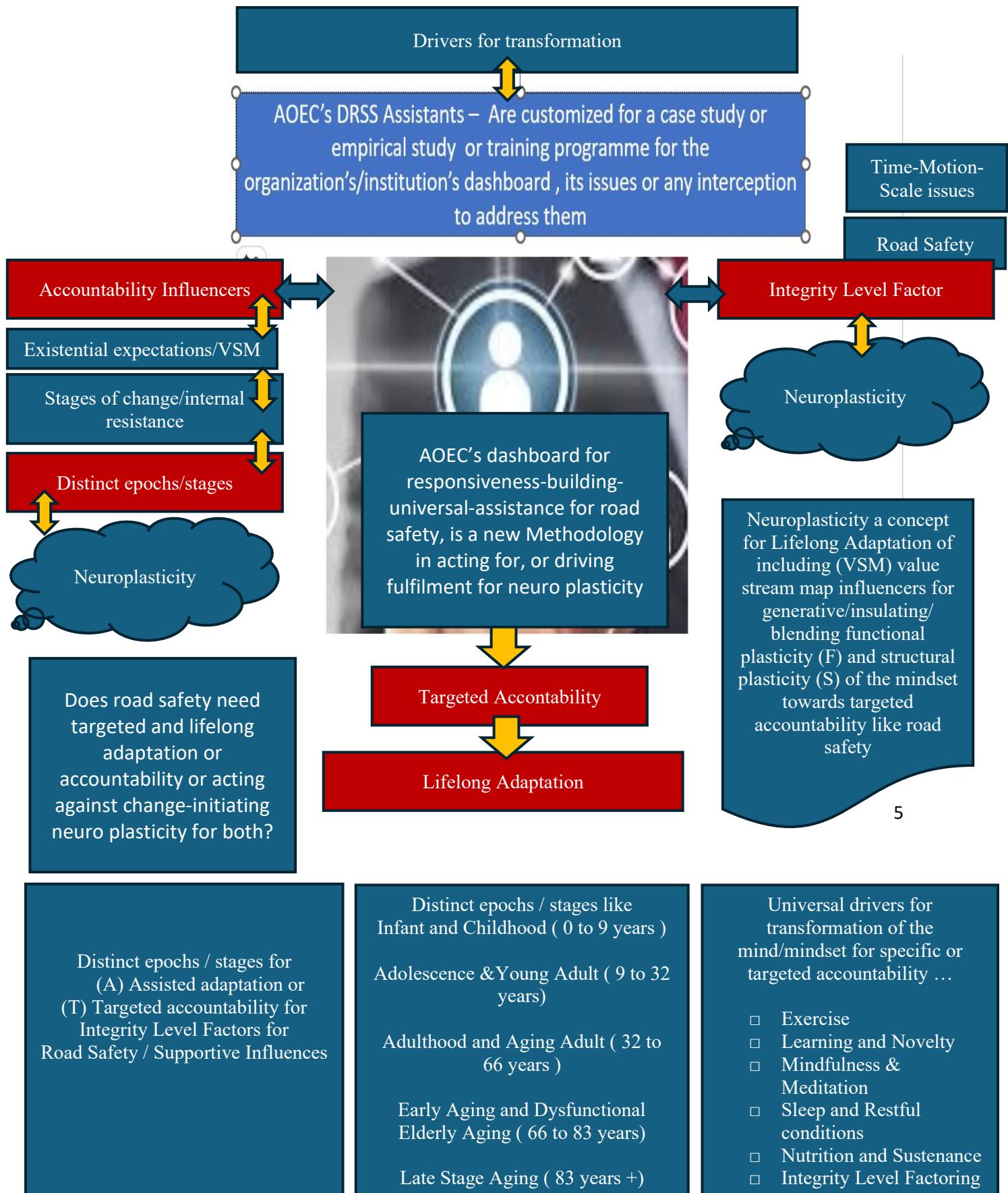


The Accountability Dashboard for Road Safety is a Key Performance Indicator for Key Responsibility Area(s), and Key Performance Area(s) for complex-number-equations afflicted Quality, Reliability and Safety in commuting in environments with dynamics and the universal entropy of randomness or disorder, where Quality promotion and Value stream mapping helps understand the zero-order-factor, first-order-factor and integrity level factor for strategic planning, tactical planning and operational planning related mindset building drivers or activation principles for the environment/roads/road systems/road infrastructure available.



Given the epoch or distinctive stage of life:

How a driver or commuter in an epoch understands the issues of unsafe driving or commuting or supportive living, is dependent on what AOEC calls as Targeted Accountability and Lifelong Adaptation for an Integrity Level Factor to act, train or map one's expectations, where the impactful age groups of drivers or commuters in organization, or institutions, or operations planning experiences or quality of life adaptations varies from 13+ years to 70+ years, where the neuroplasticity of the person's integrity level changes or needs assistance or improves in accountability. This integrity level factor is dependent on what we call as Law of conservation of supportive living, where changes are brought about by Key Responsibility Area(s), and Key Performance Area(s) for complex-number-equations afflicted Quality, Reliability and Safety in environments with dynamics and the universal entropy of randomness or disorder



## TABLE OF CONTENTS

| <b>Serial No</b> | <b>Details</b>   | <b>Page No</b>    |
|------------------|--|-------------------|
| 1                | <b>Company Certificate</b>   | <b>Page II</b>    |
| 2                | <b>Road Safety &amp; Accountability Dashboard for the Year</b>                                 | <b>Page III</b>   |
| 3                | <b>Road Safety &amp; Accountability Dashboard for the Year/Season</b>                          | <b>Page IV</b>    |
| 4                | <b>DRSS Assistants for the Dashboard</b>   | <b>Page V</b>     |
| 5                | <b>Table of Contents</b>   | <b>Page VI</b>    |
| 6                | <b>List of Tables &amp; List of Figures</b>  | <b>Page VII</b>   |
| 7                | <b>Highlights for the Executive Summary</b>  | <b>Page VIII</b>  |
| 8                | <b>A Note on the Subscription Model (i) and (ii)</b>   | <b>Page IX, X</b> |
| 9                | <b>Chapter 1 – Road Safety Analysis</b>  | <b>12</b>         |
| 10               | <b>Chapter 2 – Integrity for a Safety Level</b>  | <b>17</b>         |
| 11               | <b>Chapter 3 – Foundation for Road Safety/ Improved Analysis</b>                               | <b>21</b>         |
| 12               | <b>Chapter 4 – TASKS TO BE ACCOMPLISHED DURING TRAINING FOR ROAD SAFETY/ASSOCIATED SUPPORT</b> | <b>47</b>         |
| 13               | <b>APPENDIX 1</b>  | <b>49</b>         |
| 14               | <b>APPENDIX 2</b>  | <b>52</b>         |
| 15               | <b>APPENDIX 3</b>  | <b>64</b>         |
| 16               | <b>APPENDIX 4</b>  | <b>72</b>         |
| 17               | <b>APPENDIX 5</b>  |                   |

## **LIST OF TABLES AND LIST OF FIGURES**

## HIGHLIGHT FOR EXECUTIVE SUMMARY



The distinct epochs in life, determine whether targeted integrity level factoring for universally important decisions by a commuter/service provider for daily / specific mitigating of road accidents is a lifelong accountability problem of issues of the mind or the mindset

(BRAIN STORMER) To achieve a framework of problem solving:

A matter-of-fact or fundamentally-good mindset can value the need for targeted accountability, whereas a developing, or unregardful or enduring mind needs integrity level factoring for any targeted adaptation or accountability

Some of the universal drivers for transforming the mind or mindset are reviewed in the supporting insight that quality promotion and value stream mapping can help promote universally expected accountability from commuters or service providers to mitigate ineffective factoring or alignment for road safety for a plan made for a year, or season or strategic need to commute

Universal drivers for promotion or transformation of the mind/mindset for specific or targeted accountability ... for Line Icon determined action planning for

- Exercise
- Learning and Novelty
- Mindfulness & Meditation
- Sleep and Restful conditions
- Nutrition and Sustenance
- Integrity Level Factoring
- DRSS Assistants

## A GLIMPSE OF THE ROAD SAFETY & ACCOUNTABILITY DETAILS

**NSSR ROAD SAFETY PROGRAMME (2026)**

*- Review for Accountable Participation -*

**DRIVER ICON GUIDANCE**

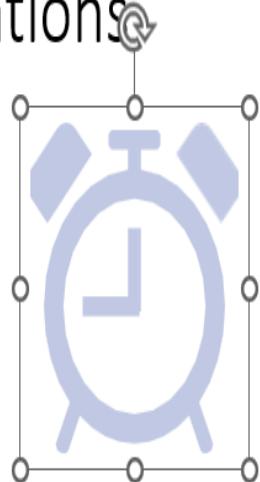
**Vehicle Functions**

By our programme, your organization or institution will be ready to step further for road safety. Your next steps are to – Review Line icons &

| Drive India NSSR-RS Unit 1 (Mandatory Traffic Signs)                           | TOP 10 QUESTIONS FOR ROAD SAFETY...   | 2W Performance Analysis, Information, Components and Systems for NSSR-RS                              |
|--|---|---|
| Drive India NSSR-RS Unit 2 (Cautionary Traffic Signs)                          | Centre of Excellence-integrated facility  | Ease of Doing Business  |
| Drive India NSSR-RS Unit 3 (Information/Danger/Alarm/ Emergency Traffic Signs) | Risk Profile  | PASS-4W Performance Analysis, Information, Components and Systems for NSSR-RS                         |
| Drive India NSSR-RS Unit 4 (Drowsy Driving)                                    | Return of Investment Requirements   | NSRR-RS   |
| Drive India NSSR-RS Unit 5 (Fog or Night Driving)                              | Liquidity and Income need   |   |
| Drive India NSSR-RS Unit 6 (Road System Responsiveness)                        | Asset Plan  | CMMV Performance Analysis, Information, Components and Systems for NSSR-RS                            |
| Drive India NSSR-RS Unit 7 (Driving conditions Responsiveness)                 | Contingency Plan  |   |
| Drive India NSSR-RS Unit 8 (First Aid and Fire Safety Responsiveness)          | PESTLE implications   |   |
| Drive India NSSR-RS Unit 9 (Alpha Assistance Responsiveness)                   | Public Welfare / CSR  | Ambulances, Air Ambulances  |
| Drive India NSSR-RS Unit 10 (CCMA & Route Editioning)                          | Organizers:<br>> AOEC, Gap Analysis<br>IT and non-IT<br>> NSC, Safety Council Bengaluru Chapter | Graded payload or goods movement<br>Special Needs Vehicles<br>Over the air / supportive communication |

## A NOTE ON THE SUBSCRIPTION MODEL (i)

# Onboarding the Analytics for organizations and institutions



- To get started, Please ask for our [Road Safety & Accountability Calendar](#) for the year 2026-2027
- To delve further, We offer subscription-based Road Safety & Accountability Planners (2) for the year 2026-2027 at the [price of INR 1,000/- for unlimited distribution](#) of the Planner PDF(s) to the departments/teams/employees/staff via our subscription-based website.
- To work ahead of baseline planning, We also provide solution finding for your specific Road Safety & Accountability needs via our case studies, empirical studies and NSC/NSSR training programmes priced [at INR 10,000 and above for an institution, its admissions & supportive management offices and business units/channels.](#)
- Contact us for more details or use the [included QR code / invoice details](#) for payments for unlimited distribution.
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## A NOTE ON THE SUBSCRIPTION MODEL (ii)



A Government of India Undertaking



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## CHAPTER 1 – ROAD SAFETY ANALYSIS

AOEC emphasizes that road safety depends on (S/F) driver fitness, (F) vehicle fitness, (S/F) road system understanding and (F) alpha assistance that is important for the journey, where S stands for implied-structural plasticity (in the accountability loop rule) and F stands for generative-functional plasticity (at an accountable junction or bridge rule) during Distinct epochs / stages of life that need or enable (say Hoshin Kanri characteristic) Assisted adaptation or (say Kaizen characteristic) (T) Targeted accountability for Integrity Level Factors that work in tandem to show onus / evolve for norms, protect life and prevent road accidents

AOEC finds that most road accidents happen due to factors such as

**Table 1.1**

| Distinct epochs/stages  |   |
|---|---|
| Q1: Accidents are mainly due  | Response                                  |
| 1. Driver Negligence  | <input type="checkbox"/> 1                |
| 2. Lack of driving norms  | <input type="checkbox"/> 2                |
| 3. Lack of awareness of road system                                     | <input type="checkbox"/> 3                |
| 4. Lack of awareness of hazardous condition of the road system          | <input type="checkbox"/> 4                |
| 5. Due to being unfit to drive  | <input type="checkbox"/> 5                |
| 6. Lack of any knowledge pool for self-awareness of traffic signs/norms | <input type="checkbox"/> 6                |
|   | <input type="checkbox"/> All of the above |

The emphasis here is for Line Icon determined action planning for

- Exercise
- Learning and Novelty
- Mindfulness & Meditation
- Sleep and Restful conditions
- Nutrition and Sustenance
- Integrity Level Factoring
- DRSS Assistants

**Table 1.2**

Distinct epochs/stages

| Q2: Driver Negligence is                                       | Response                                  |
|--|---|
| 1. Not having a valid driver license                           | <input type="checkbox"/> 1                |
| 2. Careless or sudden lane changes                             | <input type="checkbox"/> 2                |
| 3. Driving when drowsy or fatigued                             | <input type="checkbox"/> 3                |
| 4. Driving when under the influence of alcohol or drugs        | <input type="checkbox"/> 4                |
| 5. Being distracted due to visuals or sudden medical condition | <input type="checkbox"/> 5                |
| 6. Careless driving amidst road works/repairs/deterioration    | <input type="checkbox"/> 6                |
|  | <input type="checkbox"/> All of the above |

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**Table 1.3**

Distinct epochs/stages

| Q3: Lack of driving norms is   | Response                                  |
|--|---|
| 1. Not wearing the seat belt/ helmet   | <input type="checkbox"/> 1                |
| 2. Sudden lane changes   | <input type="checkbox"/> 2                |
| 3. Sudden speeding   | <input type="checkbox"/> 3                |
| 4. Not putting a warning sticker on the windshield for having a baby on board, for driving around debilitated/differently able passengers or when with a medical condition | <input type="checkbox"/> 4                |
| 5. Due to a sudden medical condition   | <input type="checkbox"/> 5                |
| 6. Lack of awareness of driving at night or in foggy conditions  | <input type="checkbox"/> 6                |
|  | <input type="checkbox"/> All of the above |

The emphasis here is for Line Icon determined action planning for

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**Table 1.4**

Distinct epochs/stages

| Q4: Lack of self-awareness of   | Response                                  |
|---|---|
| 1. Giving way for overtaking vehicles   | <input type="checkbox"/> 1                |
| 2. Giving way for avoiding collisions   | <input type="checkbox"/> 2                |
| 3. Managing driving norm violations of other vehicles/drivers   | <input type="checkbox"/> 3                |
| 4. Knowing how to help a baby on board, or how to help a debilitated/differently able passengers or how to respond for a sudden change in weather | <input type="checkbox"/> 4                |
| 5. Knowing how to manage a sudden medical condition   | <input type="checkbox"/> 5                |
| 6. Lack of awareness of handling vehicle fires/nearly overturning/sliding backwards in ascent/slipping or skidding in descent                     | <input type="checkbox"/> 6                |
|   | <input type="checkbox"/> All of the above |

The emphasis here is for Line Icon determined action planning for

- Exercise
- Learning and Novelty
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- Nutrition and Sustenance
- Integrity Level Factoring
- DRSS Assistants

**Table 1.5**

Distinct epochs/stages

| Q5: Lack of awareness of road systems is  | Response                                  |
|---|---|
| 1. Not knowing about roundabout turns   | <input type="checkbox"/> 1                |
| 2. Not knowing end or continuation of a median  | <input type="checkbox"/> 2                |
| 3. Not knowing about a junction with/without traffic light systems/not knowing about routes with traffic congestion | <input type="checkbox"/> 3                |
| 4. Not knowing about a vehicle suddenly appearing from its parking/turn/intersecting cross road                     | <input type="checkbox"/> 4                |
| 5. Not knowing how to drive amidst large motor vehicles permitted or not permitted to use road system/road          | <input type="checkbox"/> 5                |
| 6. Not knowing how to avoid a suddenly appearing pedestrian, or cyclist, or goods/vegetables/fruits cart            | <input type="checkbox"/> 6                |
|   | <input type="checkbox"/> All of the above |

The emphasis here is for Line Icon determined action planning for

- Exercise
- Learning and Novelty
- Mindfulness & Meditation
- Sleep and Restful conditions
- Nutrition and Sustenance
- Integrity Level Factoring
- DRSS Assistants

**Q6. Lack of analytics or developing of dashboards for organizations/institutions/fleet owners/ride operators/commercial transport providers/private vehicle owners to identify the incidences or traffic issues faced for a year or for a season, where months such as the monsoon and winter can have more influence on road safety**

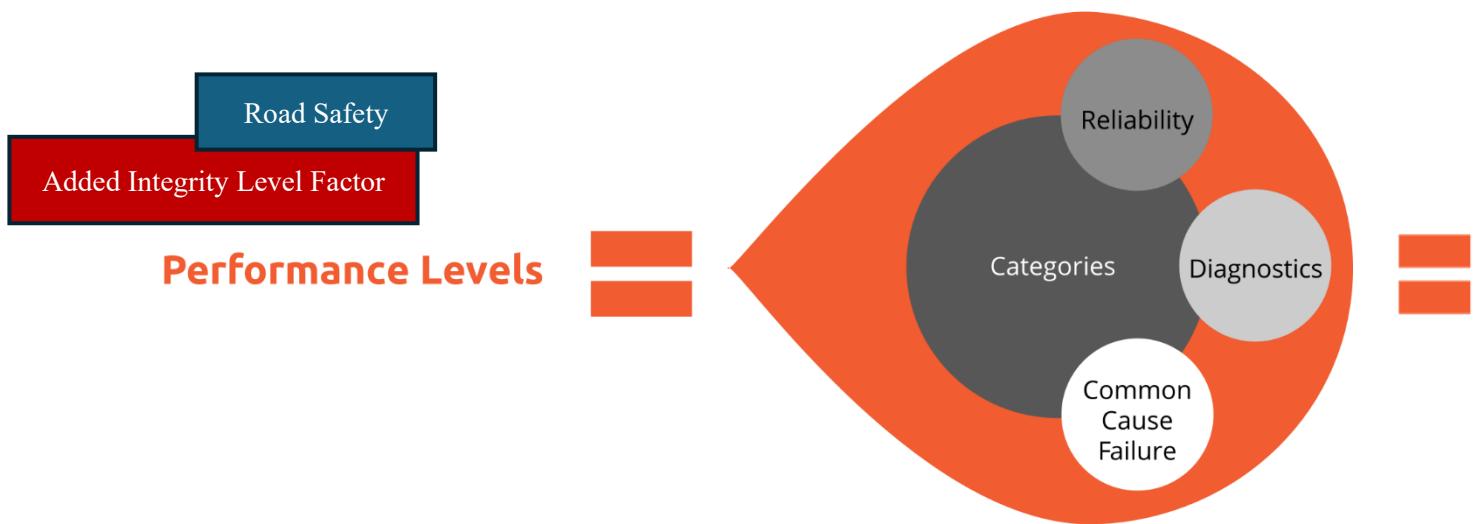
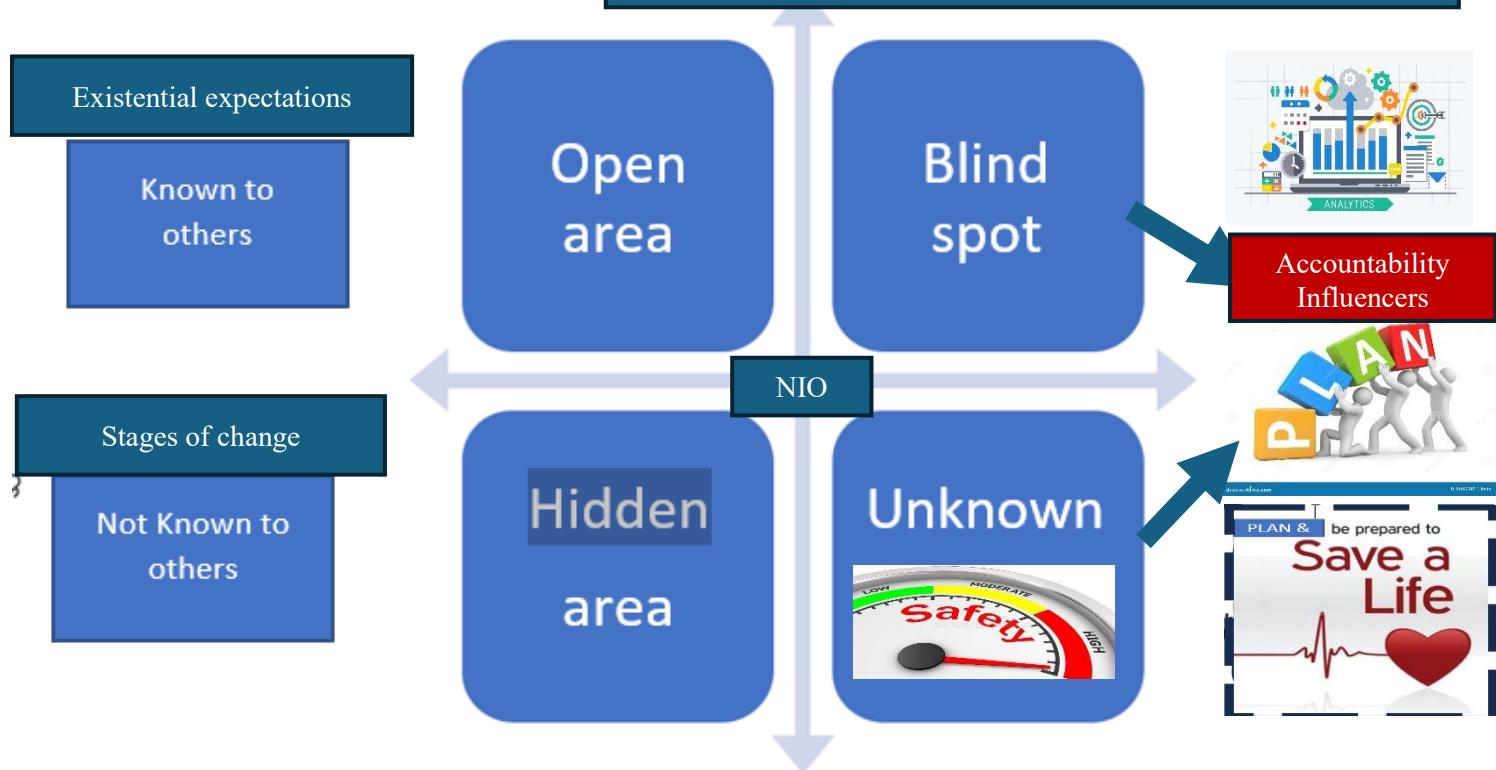
Explaining this further: The unseen universal assistance for road safety is due to the lack of analytics or lack of dashboards for vehicle purchase learning, where the (1) value proposition of owning or using a vehicle, starts with the 3 joys of buying, selling, and owning the vehicle with supportive dealerships to maximize customer satisfaction, but today needs to extend to (2) a universal assistance for road safety dashboard that includes the 6 objectives of

- Reliability of the vehicle**
- Safety**
- Quality**
- Mobility as a life supportive proposition**
- Customer satisfaction**
- Assisted Adaptability & Targeted Accountability (with Neuroplasticity foundations for) Road Safety and Support**
- Suitability for road safety levels**, with socially accountable and/or brand enabling resolution for the extra mile for purchase learning with respect to the issues of accidents or influences on safe & sustainable commuting

The lack of analytics visual for this being the Johari Window which is illustrated in the next page

Figure 1: Johari Window

**NIO: Neuroplasticity Inferred Onboarding for Assisted Adaptability & Targeted Accountability**

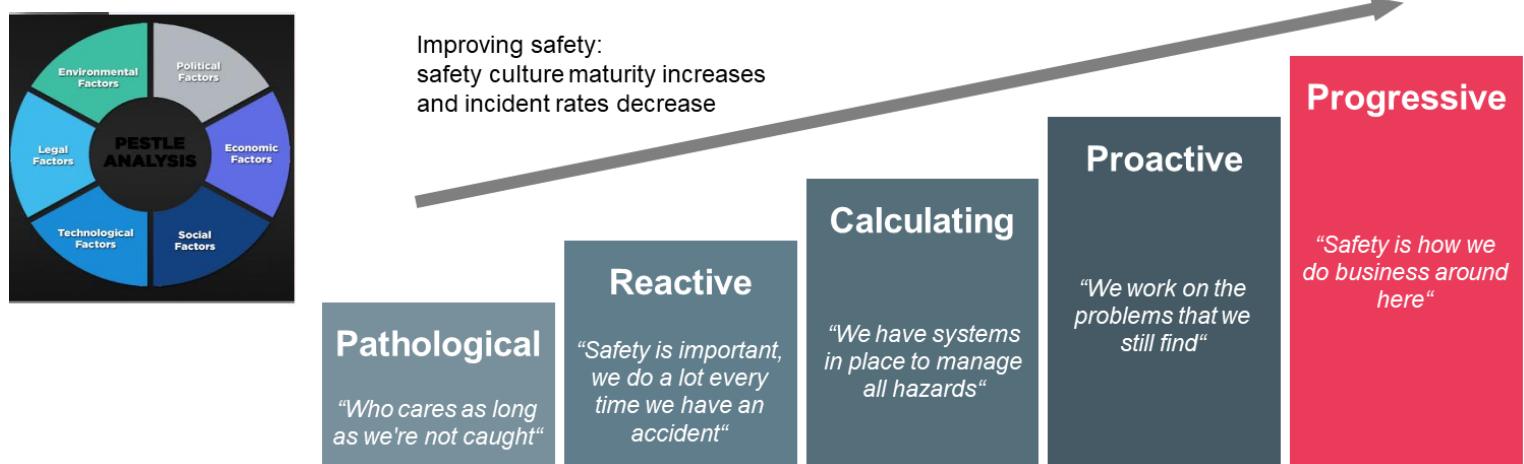


**Future need for epoch / distinct stage related Management Training or Neuroplasticity Inferred Onboarding for Assisted Adaptability & Targeted Accountability**

**Examples being Integrity level vision for Role Mapping, or Rebuilding, or Rebounding, or Reviving or Shifting Paradigm for fallen reliability, where SA8000 Johari Window Analysis can be done for Assisted Adaptability & Targeted Accountability**

**THE EXTRA MILE FOR ROAD SAFETY AND SUPPORT INFLUENCES ANY ORGANIZATIONAL OR MANAGEMENT WORKFLOW THAT CONCERNs ITSELF WITH PERFORMANCE RELIABILITY, QUALITY AND SAFETY** keeping in mind TMS principles for productivity, efficiency and Quality of Life

**Figure 2: Safety levels**



### FOCUS FOR SOCIAL ACCOUNTABILITY

Social accountability for the extra mile for road safety with culture enabled mitigation and performance, can be an un-seemingly wide gap that needs bridging.

AOEC stops to ask can the SA8000 standard be revisited? Can we say that the Extra effort for a foundation for a better life or Ripple factors in the future depend upon **Management Training and/or Neuroplasticity Inferred Onboarding?**

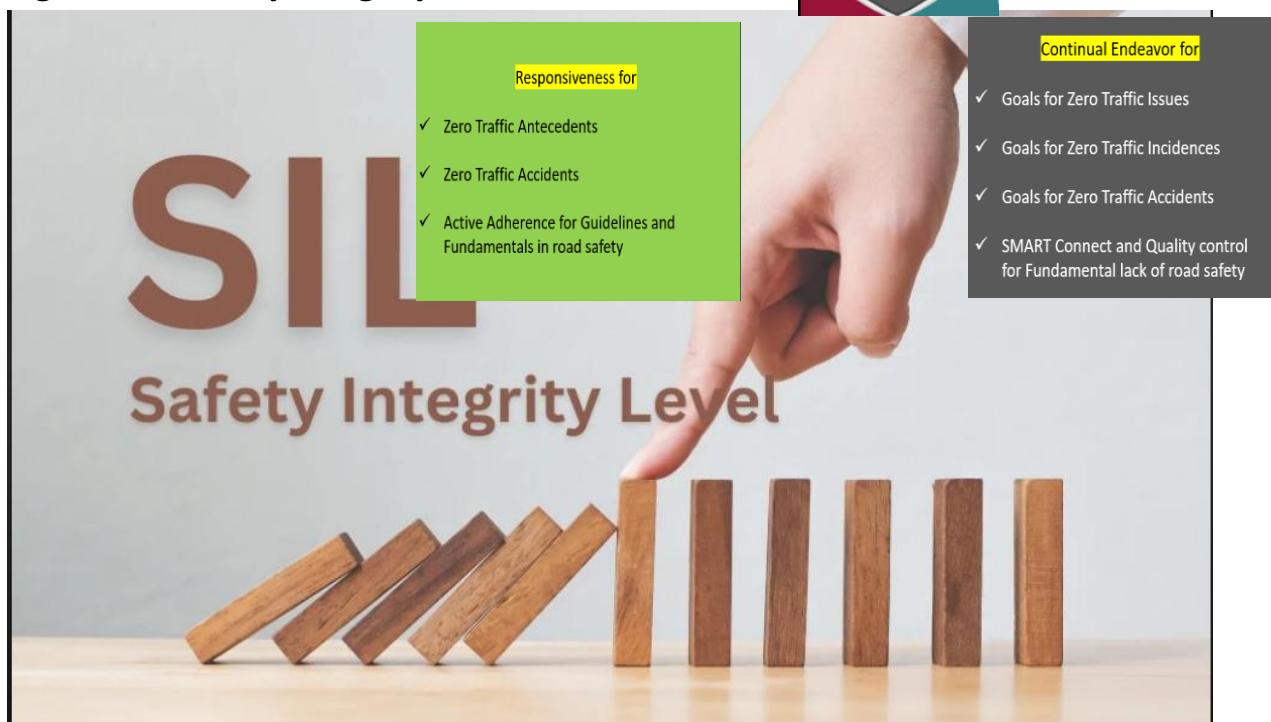
AOEC finds that a new SA8000-AND-THE JOHARI WINDOW template can be a sustainable and culture maturity enabling option for the issues of road safety and support.

It can act as a Standard operating template to help integrity in decision making for learning about a past “permanent/temporary/time specific vehicle purchase” or for understanding the interest to purchase a new vehicle, where the insight is designed for progressively safe and sustainable commuting.

## CHAPTER 2 – INTEGRITY FOR A SAFETY LEVEL



Figure 3.a: Safety Integrity Level or Samatolana



To help an organization/an institution/a universal-assistance-for-road-safety stakeholder develop a cut-to-fit strategy and competitiveness, the management-in-charge of quality, reliability and safety will need to relate to the current scenario of workforce-commuting dynamics, budget cuts or re - working, small or no pay increases, where competence in HR practices can design a safety integrity level (SIL).

AOEC feels that developing competent HR systems and competent HR-SIL professionals is the management perspective that can help.

AOEC finds that HR-SIL departments/teams/professionals must work with a positive attitude to facilitate and implement a “strategic learning and assisting system” for decision making in road safety related to the influences such as “business dynamics, operating budget variance, pay structure, and action planning for future outcomes or events, recommendations for course of action for how safe are its workforce-commuters with the help of a dashboard/dashboards”.

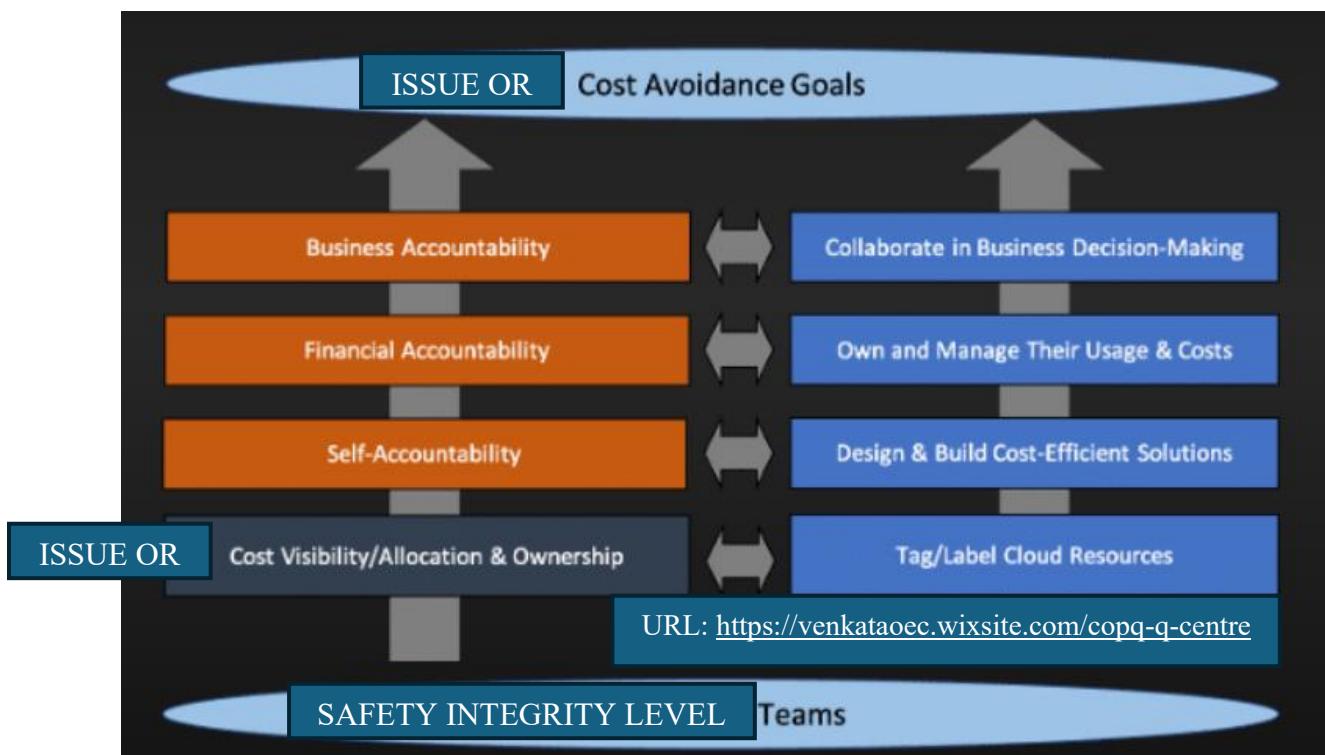
## Steps

Reviewing the issues of road safety and road infrastructure, this solution finding will need to use different facilitators and KPIs to manage business dynamics and also align for future outcomes & events for safety integrity levels.

The Extra Mile project / study proposes the **SA8000-AND-THE JOHARI WINDOW template and forms** to help record, evaluate and manage issues related to :

1. **Expectation and Code of Conduct** for road safety, allied support or issues
2. **Future outcome or event Advisories** for road safety, allied support or issue mitigation
3. **Course of action Advisories** for improved road safety levels
4. **Cost ownership Advisories** for safety integrity levels, where social responsibility and accountability for road safety and allied support, is a performance and national objective

**Figure 3.b: Safety Integrity Level Teams**



Enabling a Road Safety Champion/Team to serve as an evolutionary or related guide for Road Safety/Support can start the Extra Mile project (Tier 1 in this case)



The Extra Mile and its Neuroplastic concept of doership? Is solving problems, a belief about conscious equanimity? The value in this being

Doership is part of all Existing and emerging *Environmental, Social and National health goals*

As value leading goals, all our actions should be with Social relativity and accountability

This Relativity is a driving element for any percolation of schedule or change

But, beyond us are the percolating elements or energies of divinity that are thereon expected to perform their duty to balance doership within the sphere of control that assists creation, growth and the belief in the positive self.

Divine Light or spirited purity is not in any mass assurance of doership, but it is universal physics for conscious equanimity, that is called upon to balance right versus wrong

5

Road Safety is today contemporary knowledge that can be detailed/implemented/championed via a strategic learning and assisting system, and its 4 folder approach

## Dhyana Yoga, a summarized review (recapitulated)

The insight is that a person's self-building does significantly improve due to practicable positive thinking and responsiveness.

Divinity is a connection beyond contemporary knowledge for all pervasive supervenient functions for transcendence and is part of the cosmic infinite.

Supervenient functions are seen in the hearts that keep pumping to keep us alive and also in the umbilical cord attached to the navel of the mother of the "baby capable of evolutionary association and involvement"

AOEC has tried to help cultural flow and accentuation for belief upholding via its gap analysis and has deemed doership for valuing life to be our self-designed responsiveness for the timelines and horizons connected



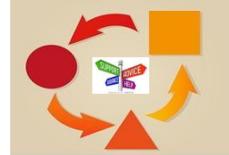
# Duty capable of evolutionary association

- Conscious equanimity is a state where a person does not adversely impact or affect the positive self.
- To find equanimity, a person could develop a 4 folded approach, of "Supporting Quality of Life issues" and "Balancing any ends to means theories" by "Conceiving or improving Knowledge and Knowledge Management for a positive self" and "Remaining duty bound for culture-flow, or cultural change or accentuation".
- Quality of Life issues related to Health, Growth (or development) and Immunity have been revisited time and again, but the concept of a positive self for safety integrity levels and being duty bound needs targeted accountability, lifelong adaptation, knowledge management and autonomic fundamentals. The newer positive self or self-upholding branch of yoga or related social accountability can develop solution finding

With no **safety** integrity levels, can the less intelligent, crippled or handicapped (by others) expect purity in doership, its artful clustering or use their Instrumental involvement?

Macro and Macro level influencers for Safety Integrity Levels

Micro and Micro level influencers for Safety Integrity Levels



**The Extra Mile**

Tools for self introspection to understand consciousness, firm-rooted-targeted accountability and upholding adaptation

Integrity Level Factor

Balancing any ends to means theories

Neuroplasticity

SA8000-AND-THE JOHARI WINDOW

## CHAPTER 3 – FOUNDATION FOR ROAD SAFETY/IMPROVED ANALYSIS

**A. About the organization/institution/fleet owner/ride operator/commercial transport provider:**

**Vision:**

**Mission:**

**Nature of business/products/services offered etc.**

**Location of main office/campus:**

**Locations of connected units/departments:**

**Objectives:**

**Quality Policy for doing business/providing products or services:**

**Safety Policy (in-situ):**

**Safety Policy (commuting):**

**Environmental influence:**

**B. Environmental influence:** As connected to the Macro and Micro level of influences, and the national & international interests which have an influence on the organization's/institution's/provider's quality, reliability, and safety (Q-R-S) for visionary performance

Figure 4: Quality-Reliability-Safety model for operations



Table 2: Tabulation of the model to help deliver business/services and run operations

| Management Interactions              | Processes                                 | People and Organization                            | Culture   | Measure and Metrics  | Tools and Technology  |
|--------------------------------------|---|--|---|--|---|
| Decision making Policies for Q-R-S   | Capability planning                       | Organization model                                 | Culture awareness and adherence for Q-R-S sentiments & Q-R-S satisfaction | Certificates Incentives Or Metrics                             | Whether needed for efficiency and/or Governmental regulations |
| Decisions making Processes for Q-R-S | Capability estimations                    | Centralized or independent decision making         | Accountability at various levels  | Q-R-S Metrics to KPIs to motivate or measure Q-R-S performance | Decisions on Procedures, Systems and Tools needed             |
| Management Interactions for Q-R-S    | Role & Responsibility Execution for Q-R-S | Centralized or independent Roles, Responsibilities | Motivation for Q-R-S  | Q-R-S KPIs and Analytics                                       | Q-R-S Procedures, guidelines                                  |

|                       |                                    | and<br>Reporting lines           |   |                              |  |
|-----------------------|------------------------------------|----------------------------------|---|------------------------------|--|
| Operating guidelines  | Q-R-S influencing interactions     | HR systems                       | Role/<br>Responsibility/<br>Accountability to work<br>for Q-R-S goals | Getting Q-R-S KPIs to work   | Q-R-S enabling instructions<br>Systems and Tools |
| Operations management | Q-R-S influencing Information flow | Performance Management for Q-R-S | SOP/Training/<br>Guides/<br>Handbooks to deliver                      | Q-R-S KPIs and effectiveness | Results for Q-R-S                                |

Table 3.1: Macro and Macro level influencers for Q-R-S

| Macro environment   | Macro environment influencers  |
|---|--|
| <p>PESTLE influencers can impact the vision, mission and role development for Q-R-S as a whole.....</p>           | <p><b>Political:</b> Influenced by Regulations, Taxation, Benefits,</p>  |
| <p>These influencers affect the Porters forces that shape the Q-R-S strategy and competitive PESTLE landscape</p> | <p><b>Economical:</b> Rules, regulation, and costs/pricing/tax guidelines, Q-R-S factors in holistic vision/mission/annual revenue and net profitability</p> <p><b>Social:</b> influenced by people/community/student welfare expectation, core understanding of Operations, market presence and trends</p> <p><b>Technological:</b><br/>Technology landscape/guidelines to relate or to ensure or to upgrade to Active &amp; passive safety system enabled, less polluting vehicles, or clean and green renewable energy versions</p> <p><b>Legal:</b> Legal need for vehicle technology/variant SOPs, incentives for copyrights/patents/IP for Q-R-S factors problem solving</p> <p><b>Environmental:</b><br/>Site management model, Natural environment protection, Q-R-S In-employment/In-service/In-education Planner, Calendar, Enablers &amp; Extra Mile Record of Vehicle selection/utilization/disposal to develop a sustainable approach for Q-R-S in commuting and to reduce waste/carbon footprint</p> |

Table 3.2: Micro and Micro level influencers for Q-R-S

| Micro environment for Q-R-S   | Micro environmental influencers   |
|---|---|
| <b>Green Need for Related Case Studies/Empirical Studies/Workshops/Training Programmes:</b> | <b>Needed Strengths:</b> Global/Nation-wide/State/City related assets/presence with Ease of doing business/Ease of education SOP(s), Window Analysis to incorporate and improve Q-R-S in operations   |
| Quality-Reliability-Safety model for operations   | <b>Resolution for Weakness:</b><br>Q-R-S In-employment/In-service/In-education Planner, Calendar, Enablers like Handbooks/<br>IP claims instead of just accountability/<br>Case studies/<br>Empirical studies/<br>Workshops/<br>Training programmes |
| Q-R-S factor problem solving/IP/research and development                                    | <b>Related Opportunities:</b><br>Use of 2-wheelers<br>Use of 4-wheelers<br>Use of Commercial Vehicles<br>Use of Fleets<br>Use of Public Transport<br>Use of 1000cc plus segment   |
| Social Accountability for Q-R-S factors with  | <b>Threats reduction:</b><br>Use of SWOT and Siloing of issues in Q-R-S incorporation to decide on opportunities/window analysis/tools for knowledge management & capability management   |
| Johari Window Analysis  |   |
| Pie-slice review of SWOT scores for Q-R-S   |   |

### **C. Opportunities for Record keeping**

**Maintain a timely record of 2W/4W/CMMV/FLEET OF/RIDE OPERATOR vehicles being used in employment/in service/in the schedule of education with details such as the**

**Table 4.1 - Vehicle-in-use Portfolio**

| Name of vehicle/<br>model/variant/<br>registration number | Market Segment like scooter/motorcycle/... |
|---|--|
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|   |  |

**Table 4.2 - Distribution network details for vehicle-in-use Portfolio like Showroom/Service Centre/Customer Service Contact:**

| <b>Name of vehicle/<br/>model/variant/<br/>registration number</b> | <b>Showroom/Service Centre/<br/>Customer Service Contact</b> |
|--|--|
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

**Tables 4.3 – Expected Extra Mile and Safety Integrity Level Standard Operating Procedures:**

**A. Sales and the Extra Mile for Q-R-S**

The Sales Process must involve the following steps:

|   |
|---|
| 1. Customer Walks in  |
| 2. Enquiry  |
| 3. SA8000-AND-THE JOHARI WINDOW template entry (proposed)                       |
| 4. Quotation  |
| 5. Booking with Finance interactions / assistance                               |
| 6. Final Payment  |
| 7. Allotment  |
| 8. Insurance  |
| 9. Registration   |
| 10. Final Inspection (Pre delivery inspection)                                  |
| 11. SA8000-AND-THE JOHARI WINDOW programme registration and handouts (proposed) |
| 12. Delivery or Delivery Scheduling with briefing of details                    |
| 13. Closure of sale   |

**B. Service and the Extra Mile for Q-R-S**

**B.1 Free Service must involve**

|   |
|---|
| 1. Due date Calendar Review   |
| 2. Intimation from company  |
| 3. Booking of Appointment   |
| 4. Free servicing as per checklists & regulations with explanation of work done |
| 5. Post-service Feedback (PSF)  |
| 6. Proposed SA8000-AND-THE JOHARI WINDOW programme Feedback                     |

**B.2 Paid Service must involve**

|   |
|---|
| 1. Service Schedule Calendar Review                           |
| 2. Service Requirement Intimation from company                |
| 3. Booking of Appointment                                     |
| 4. Servicing as per regulations with explanation of work done |
| 5. Parts replaced/Spares used report                          |
| 6. Parts replacement due/Repairs due report                   |
| 7. Parts not available and next steps report                  |
| 8. Post-service Feedback (PSF)                                |
| 9. Proposed SA8000-AND-THE JOHARI WINDOW Feedback (proposed)  |

**C. Calls must involve**

|  |
|--|
| 1 Delivery Schedule Calls  |
| 2 Reminder Calls   |
| 3 Post Service Feedback (PSF) Calls  |
| 4. Proposed SA8000-AND-THE JOHARI WINDOW Feedback Calls                        |
| 5 SA8000-AND-THE JOHARI WINDOW/Parts/Spares availability Work Scheduling Calls |
| 6 SA8000-AND-THE JOHARI WINDOW/Parts/Spares unavailable Cautionary Calls       |

**D. Customer Satisfier KPI(s) / Proposed SA8000-AND-THE JOHARI WINDOW Performance metrics (proposed):**

|  |
|--|
| 1. Determination of future SA8000-AND-THE JOHARI WINDOW expectations                                     |
| 2. Determination of key factors for building and maintaining socially accountable customer relationships |
| 3. Evaluation of customer's ability to seek SA8000-AND-THE JOHARI WINDOW assistance                      |
| 4. Evaluation of formal and informal SA8000-AND-THE JOHARI WINDOW complaints                             |
| 5. Follow up with customers for quality/reliability/safety or SA8000-AND-THE JOHARI WINDOW feedback      |
| 6. Interaction with customers to set reliability, responsiveness and other standards                     |
| measurement and evaluation of customer satisfiers / SA8000-AND-THE JOHARI WINDOW performance metrics     |

## E. Design principle for the Extra Mile and Safety Integrity Levels

### E.1 Developing of dashboards populated by data recording/monthly bulletin quiz participation/SA800 Johari Window participation

Road safety and Accountability Dashboard for the Year 2025

|   |  |
|---|--|
| <input type="checkbox"/> Certificate of Excellence                                | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Traffic issues or incidences                             | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Compliance with FMVSS standards                          | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Onboarding of NSSR Road Safety objectives                | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Upgradability of NSSR Road Infrastructure objectives     | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Traffic Engineering Assets planning                      | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Traffic Engineering Defects Liability                    | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Improved on-road assistance                              | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Cost of Quality /Cost of Poor-Quality Project Assistance | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Complexity for Road Safety and Accountability            | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |



STRATEGIC PLANNING

TACTICAL PLANNING

OPERATIONAL PLANNING

Year: 4
4

Road safety and Accountability Dashboard for the Year/Season 1

|   |  |
|---|--|
| <input type="checkbox"/> Certificate of Excellence                                | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Traffic issues or incidences                             | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Compliance with FMVSS standards                          | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Onboarding of NSSR Road Safety objectives                | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Upgradability of NSSR Road Infrastructure objectives     | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Traffic Engineering Assets planning                      | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Traffic Engineering Defects Liability                    | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Improved on-road assistance                              | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Cost of Quality /Cost of Poor-Quality Project Assistance | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |
| <input type="checkbox"/> Complexity for Road Safety and Accountability            | <input type="button" value="YES / NO / NOT SATISFACTORY"/> |



STRATEGIC PLANNING

TACTICAL PLANNING

OPERATIONAL PLANNING

Season: Summer / Spring/ Monsoon/ Winter
5

Road safety and Accountability Dashboard for the Year/Season 2

|   |                             |
|---|-----------------------------|
| <input type="checkbox"/> Certificate of Excellence                                | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Traffic issues or incidences                             | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Compliance with FMVSS standards                          | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Onboarding of NSSR Road Safety objectives                | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Upgradability of NSSR Road Infrastructure objectives     | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Traffic Engineering Assets planning                      | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Traffic Engineering Defects Liability                    | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Improved on-road assistance                              | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Cost of Quality /Cost of Poor-Quality Project Assistance | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Complexity for Road Safety and Accountability            | YES / NO / NOT SATISFACTORY |



Season: Summer / Spring/ Monsoon/ Winter

6

Road safety and Accountability Dashboard for the Year/Season 3

|   |                             |
|---|-----------------------------|
| <input type="checkbox"/> Certificate of Excellence                                | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Traffic issues or incidences                             | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Compliance with FMVSS standards                          | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Onboarding of NSSR Road Safety objectives                | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Upgradability of NSSR Road Infrastructure objectives     | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Traffic Engineering Assets planning                      | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Traffic Engineering Defects Liability                    | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Improved on-road assistance                              | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Cost of Quality /Cost of Poor-Quality Project Assistance | YES / NO / NOT SATISFACTORY |
| <input type="checkbox"/> Complexity for Road Safety and Accountability            | YES / NO / NOT SATISFACTORY |



Season: Summer / Spring/ Monsoon/ Winter

7

Road safety and Accountability  
Dashboard for the Year/Season 4

- Certificate of Excellence YES / NO / NOT SATISFACTORY
- Traffic issues or incidences YES / NO / NOT SATISFACTORY
- Compliance with FMVSS standards YES / NO / NOT SATISFACTORY
- Onboarding of NSSR Road Safety objectives YES / NO / NOT SATISFACTORY
- Upgradability of NSSR Road Infrastructure objectives YES / NO / NOT SATISFACTORY
- Traffic Engineering Assets planning YES / NO / NOT SATISFACTORY
- Traffic Engineering Defects Liability YES / NO / NOT SATISFACTORY
- Improved on-road assistance YES / NO / NOT SATISFACTORY
- Cost of Quality /Cost of Poor-Quality Project Assistance YES / NO / NOT SATISFACTORY
- Complexity for Road Safety and Accountability YES / NO / NOT SATISFACTORY



## E.2 Describing of merits – Level 1

### Road Safety / Support Project Intelligence and Continual Quality Improvement for Organizations/Educational Institutions



**NSSR ROAD SAFETY PROGRAMME (2026)**  
*- Certificate of Accountable Participation -*

**DRIVER FINESSES** **VEHICLE FINESSES**

By attending our programme, you as a participant can plan, implement, review and improve interactions for road safety , with fundamentals for

|   |   |   |
|---|---|---|
| Drive India NSSR-RS Unit 1 (Mandatory Traffic Signs)                              | TOP 10 QUESTIONS FOR ROAD SAFETY...                                 | 2W Performance Analysis, Information, Components and Systems for NSSR-RS  |
| Drive India NSSR-RS Unit 2 (Cautionary Traffic Signs)                             | Centre of Excellence-integrated facility<br>Improved accountability | PASS-4W Performance Analysis, Information, Components and Systems for NSSR-RS   |
| Drive India NSSR-RS Unit 3 (Information/Danger/Alarm/<br>Emergency Traffic Signs) | Risk Profile  | PESTLE implications   |
| Drive India NSSR-RS Unit 4 (Drowsy Driving)                                       | Biz/Edu System Essential  | Public Welfare / CSR  |
| Drive India NSSR-RS Unit 5 (Fog or Night Driving)                                 | Requirements  | Asset Plan  |
| Drive India NSSR-RS Unit 6 (Road System<br>Responsiveness)                        | Liquidity and Income need   | Contingency Plan  |
| Drive India NSSR-RS Unit 7 (Driving conditions<br>Responsiveness)                 |   | PESTLE implications   |
| Drive India NSSR-RS Unit 8 (First Aid and Fire Safety<br>Responsiveness)          |   | Public Welfare / CSR  |
| Drive India NSSR-RS Unit 9 (Alpha Assistance<br>Responsiveness)                   |   | Organizers:<br>-> AOEC, Gap Analysis<br>-> IT and non-IT<br>-> NSC, Safety Council<br>-> Bengaluru Chapter                                |
| Drive India NSSR-RS Unit 10 (CCMA & Route Editioning)                             |   | Ambulances, Air Ambulances<br>Graded payload or goods<br>movement<br>Special Needs Vehicles<br>Over the air / supportive<br>communication |

## Describing of merits – Level 2

### Road Safety / Support Project Intelligence and Continual Quality Improvement for organizations/Educational Institutions

NSSR RS PROGRAMME – ROAD SAFETY/SUPPORT ACCELERATOR  
LEVEL 2 CERTIFICATE



**NSSR ROAD SAFETY PROGRAMME (2026)**

**- Certificate for Road Safety Accountability-**

As on \_\_\_\_\_, your accountability is awarded a Dashboard Certificate of Excellence for road safety, where compliance has been incorporated for

| CO<br>MM<br>U<br>TER<br>SA<br>FE<br>TY | Drive India NSSR-RS Unit 1 (Mandatory Traffic Signs)                          | TOP 10 QUESTIONS FOR ROAD SAFETY...  | 2W Performance Analysis, Information, Components and Systems for NSSR-RS      | VE<br>HIC<br>LE<br>SA<br>FETY |
|--|---|--|---|-------------------------------|
|  | Drive India NSSR-RS Unit 2 (Cautionary Traffic Signs)                         | Centre of Excellence-integrated facility   | PASS-4W Performance Analysis, Information, Components and Systems for NSSR-RS |                               |
|  | Drive India NSSR-RS Unit 3 (Information/Danger/Alarm/Emergency Traffic Signs) | Responsiveness for   | CMMV Performance Analysis, Information, Components and Systems for NSSR-RS    |                               |
|  | Drive India NSSR-RS Unit 4 (Drowsy Driving)                                   | ✓ Zero Traffic Antecedents   | Ambulances, Air Ambulances  |                               |
|  | Drive India NSSR-RS Unit 5 (Fog or Night Driving)                             | ✓ Zero Traffic Accidents   | Graded payload or goods movement  |                               |
|  | Drive India NSSR-RS Unit 6 (Road System Responsiveness)                       | ✓ Active Adherence for Guidelines and Fundamentals in road safety                                      | Special Needs Vehicles  |                               |
|  | Drive India NSSR-RS Unit 7 (Driving conditions Responsiveness)                | Organizers:<br>> AOEC, Gap Analysis<br>> IT and non-IT<br>> NSC, Safety Council<br>> Bengaluru Chapter | Over the air / supportive communication                                       |                               |
|  | Drive India NSSR-RS Unit 8 (First Aid and Fire Safety Responsiveness)         |  |   |                               |
|  | Drive India NSSR-RS Unit 9 (Alpha Assistance Responsiveness)                  |  |   |                               |
|  | Drive India NSSR-RS Unit 10 (CCMA & Route Editioning)                         |  |   |                               |

## Describing of merits – Level 3

# Road Safety / Support Project Intelligence and Continual Quality Improvement for Organizations/Educational Institutions

NSSR RS PROGRAMME – ROAD SAFETY/SUPPORT ACCELERATOR  
LEVEL 3 CERTIFICATE/AWARD



**NSSR ROAD SAFETY PROGRAMME (2026)**

**Bar chart - Award for Accountable Participation -**

| As year long interest, your institution is awarded a Dashboard Award of Excellence for road safety, where fundamentals have been incorporated for  |   |
|--|---|
| <b>D<br/>R<br/>I<br/>V<br/>E<br/>R<br/><br/>F<br/>I<br/>T<br/>T<br/>N<br/>E<br/>S<br/>S</b>  | Drive India NSSR-RS Unit 1 (Mandatory Traffic Signs)                          |
|  | Drive India NSSR-RS Unit 2 (Cautionary Traffic Signs)                         |
|  | Drive India NSSR-RS Unit 3 (Information/Danger/Alarm/Emergency Traffic Signs) |
|  | Drive India NSSR-RS Unit 4 (Drowsy Driving)                                   |
|  | Drive India NSSR-RS Unit 5 (Fog or Night Driving)                             |
|  | Drive India NSSR-RS Unit 6 (Road System Responsiveness)                       |
|  | Drive India NSSR-RS Unit 7 (Driving conditions Responsiveness)                |
|  | Drive India NSSR-RS Unit 8 (First Aid and Fire Safety Responsiveness)         |
|  | Drive India NSSR-RS Unit 9 (Alpha Assistance Responsiveness)                  |
|  | Drive India NSSR-RS Unit 10 (CCMA & Route Editioning)                         |
| <b>TOP 10 QUESTIONS FOR ROAD SAFETY...</b><br>Centre of Excellence-integrated facility   |   |
| <b>Continual Endeavor for</b><br><ul style="list-style-type: none"> <li>✓ Goals for Zero Traffic Issues</li> <li>✓ Goals for Zero Traffic Incidences</li> <li>✓ Goals for Zero Traffic Accidents</li> <li>✓ SMART Connect and Quality control for Fundamental lack of road safety</li> </ul> |   |
| <b>2W Performance Analysis, Information, Components and Systems for NSSR-RS</b><br>PASS-4W Performance Analysis, Information, Components and Systems for NSSR-RS   |   |
| <b>CMMV Performance Analysis, Information, Components and Systems for NSSR-RS</b><br>Ambulances, Air Ambulances  |   |
| <b>Organizers:</b><br>> AOEC, Gap Analysis<br>IT and non-IT<br>> NSC, Safety Council<br>Bengaluru Chapter  |   |
| <b>Graded payload or goods movement</b><br><b>Special Needs Vehicles</b><br>Over the air / supportive communication  |   |
| <b>V<br/>E<br/>H<br/>I<br/>C<br/>L<br/>E<br/><br/>F<br/>I<br/>T<br/>T<br/>N<br/>E<br/>S<br/>S</b>  |   |

## **F. Technology for the Extra Mile and Safety Integrity Levels:**

## Use of AOEC's NSSR RS projects and URL(s) like

<https://venkataoec.wixsite.com/copq-q-centre>

<https://venkataoec.wixsite.com/copq-p-centre>

## **G. Human Resources for the Extra Mile and Safety Integrity Levels:**

The Proposal / Project / Programme can operate through the

- (1) Main office/campus
- (2) Associated units/departments and
- (3) Employee Welfare / Student Welfare Centre

#### **(4) Dedicated Management Representatives:**

- HR representatives or teams
- Employee Welfare / Student Welfare representatives or teams
- Employee Q-R-S / Student Q-R-S Project Champions

## **(5) Dedicated Senior Management:**

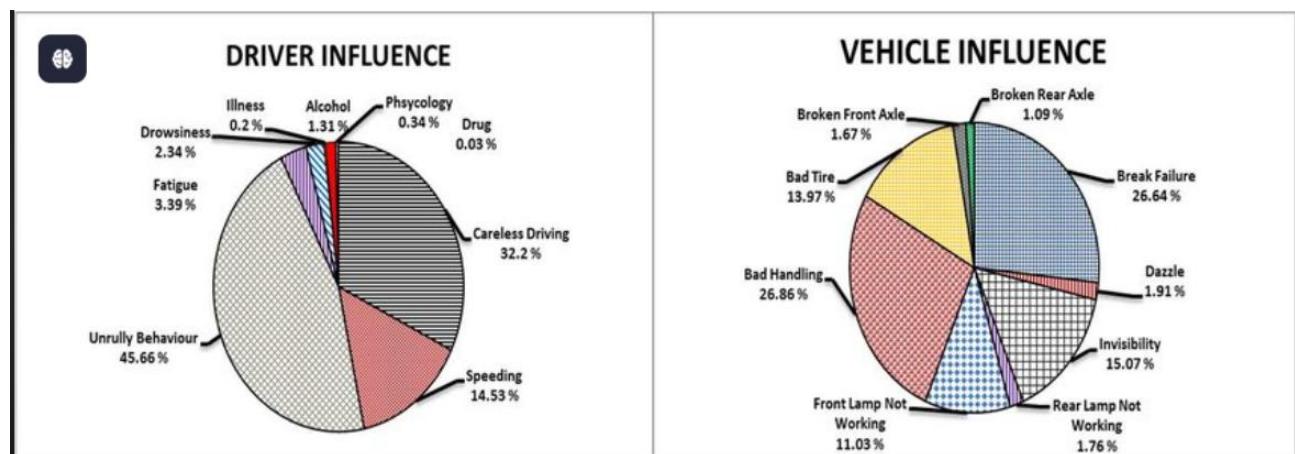
- Q-R-S Project Directors
- Department level Q-R-S Project Managers
- Employee Q-R-S / Student Q-R-S Project Advisors

## **(6) Dedicated Departments and Functions:**

- Q-R-S Project HR,
- Q-R-S Project Accounts,
- Q-R-S Project CRM,
- Operations Sites/Facilities/
- Parking sites/
- Warehouses/
- Stores and Godowns

## Developing of dashboards

- DRUNK DRIVING
- DISTRACTED DRIVING
- RECKLESS DRIVING
- WEATHER CONDITIONS
- ROAD CONDITIONS
- SPEEDING
- TAILGATING
- RUNNING RED LIGHT



## H. Role Profiles and job descriptions for the Extra Mile and SIL

**Table 5: Role Profiles**

| <b>Role Profile</b>  | <b>Whether there Will be an Associated Q-R-S description?</b> | Whether there will be Key Role Accountability/ Key Performance Assessment Measures |
|--|---|--|
| HR representatives/teams   | Yes   | Yes  |
| Employee Welfare / Student Welfare representatives/teams                   | Yes   | Yes  |
| Employee Q-R-S / Student Q-R-S Project Champions                           | Yes   | Yes  |
| Employee Q-R-S / Student Q-R-S <b>Dashboard</b> Participants               | Yes   | Yes  |
| Employee Q-R-S / Student Q-R-S <b>Call-to-ease Complexity</b> Participants | Yes   | Yes  |
| Employee Q-R-S / Student Q-R-S Safety Integrity Level Participants         | Yes   | Yes  |

Performance rating (overall based on role specific) KRA/ KPA measures) for

HR representatives/teams

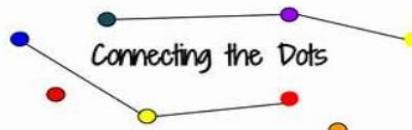
Employee Welfare / Student Welfare representatives/teams

Employee Q-R-S /  
Student Q- R-S Project  
Champions

Employee Q-R-S /  
Student Q-R-S **Dashboard**  
Participants

Employee Q-R-S /  
Student Q-R-S **Call-to-ease**  
**Complexity** Participants

Employee Q-R-S /  
Student Q-R-S Safety Integrity  
Level Participants



**ROAD ACCIDENT SEVERITY**

**Road Traffic Accidents**  
**CAN BE AVOIDED BY FOLLOWING**

**Extra Mile and Safety Integrity Level solutions**

**This could relate to accountability expectations such as**

Table 6.1

|   |  |
|---|--|
| 1 | Road Safety and Support SOP focus  |
| 2 | Road Safety and Support Dashboard focus  |
| 3 | Honesty and Integrity towards Quality-Reliability-Safety Levels  |
| 4 | Respect for Q-R-S policies and strategies (Participation, Discipline, Integrity patterns)              |
| 5 | Value enabling “Knowledge & Capability/ Innovation/ IP creation” for Quality-Reliability-Safety Levels |

## Role specific KRA/KPA Measures and goals for integrity

**Table 6.2**

|    |  |
|----|--|
| 1  | Start of Year/Season Goal setting  |
| 2  | Q-R-S Patterns learning  |
| 3  | Conducive thinking for Q-R-S   |
| 4  | Supported Data Recording for Q-R-S   |
| 5  | Supportive understanding of Technical know-how for Q-R-S                   |
| 6  | Supportive response for Certified Achievements / Orientation for Q-R-S     |
| 7  | Initiative for Certified Achievements / Orientation for Q-R-S              |
| 8  | Teaming up/Involvement for Planning and organizing for Q-R-S               |
| 9  | Emphasis for Urgency and Accountability for Q-R-S                          |
| 10 | Supportive Communication for Q-R-S   |
| 11 | Support / relative involvement for Q-R-S specific Employee/Student Welfare |
| 12 | Support for System / Process orientation for Q-R-S                         |
| 13 | Essential problem solving/Logical thinking for Q-R-S                       |
| 14 | Adaptability for Accountable Participation for Q-R-S                       |



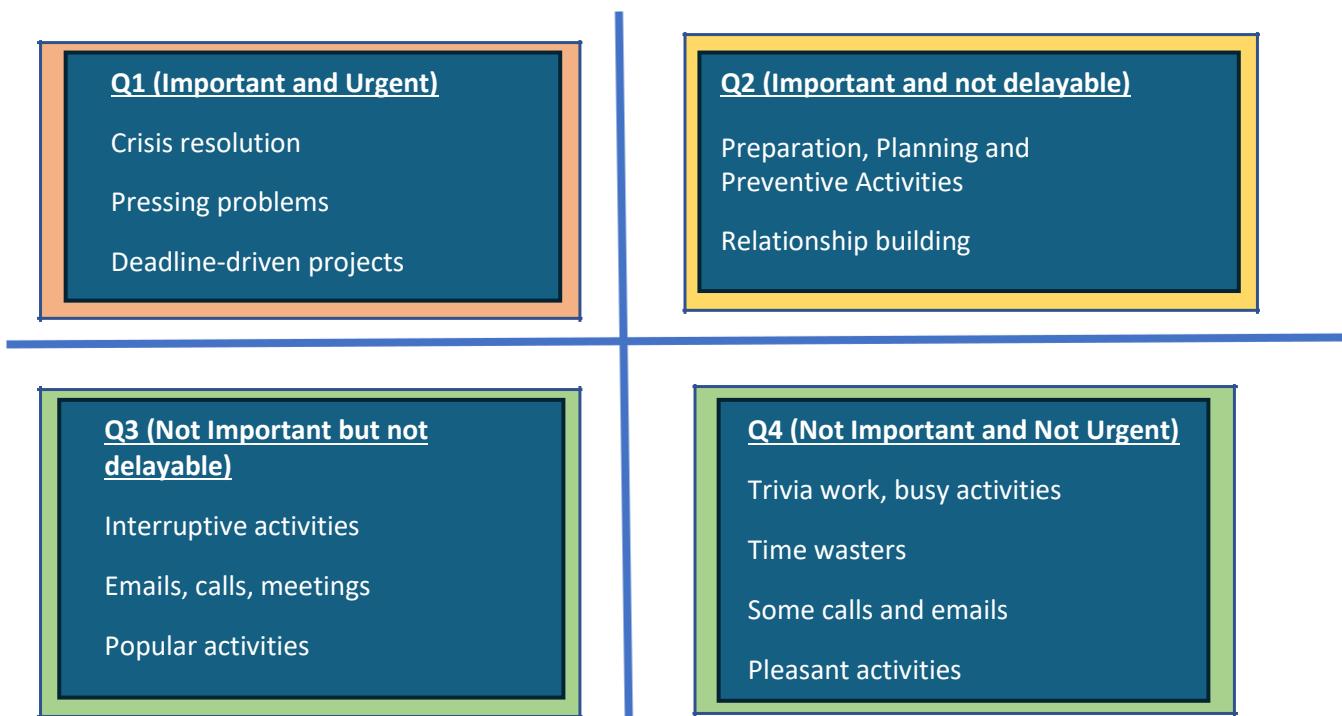
**Training expected or measures for the Extra Mile and SILs:**

This could relate to broad expectations such as

**Table 6.3**

|       |   |
|-------|---|
| 1     | Extra Mile knowledge for Q-R-S/SIL  |
| 2     | Extra Mile involvement / attitude/ for Q-R-S/SIL  |
| 3     | Extra Mile Discipline for Q-R-S/SIL   |
| 4     | Human Relationship/Sense of accountability for Q-R-S/SIL  |
| 5     | Responsibility for Q-R-S/SIL  |
| ..... |   |
| 6     | Positiveness and Stress Management for Q-R-S/SIL  |
| 7     | Cost consciousness for Q-R-S/SIL````  |
| 8     | Effort to understand/show competency and/or technical knowledge for Q-R-S/SIL                       |
| 9     | Extra Mile Communication for Q-R-S/SIL  |
| 10    | Creativity to meet objectives or address issues for Q-R-S/SIL                                       |
| 11    | Leadership to unify involvement / attitude/ for Q-R-S/SIL   |
| 12    | Team building for Q-R-S/SIL (by management staff/dedicated departments/project champions/SIL teams) |

**Figure 5: Time management with the 4 quadrants method for the Extra Mile and SIL**



**Operations for the Extra Mile and SIL:**

- Group 1: Main Office/ Main campus
- Group 2: Associated units/departments
- Group 3: Vehicle-in-use portfolio-based distribution network
- Group 4: Connected Sites/Facilities/Department locations
- Group 5: Vehicle-in-use portfolio-based Parking sites/Warehouses/Stores and Godown

**Functions for the Extra Mile and SIL:****Table 6.4**

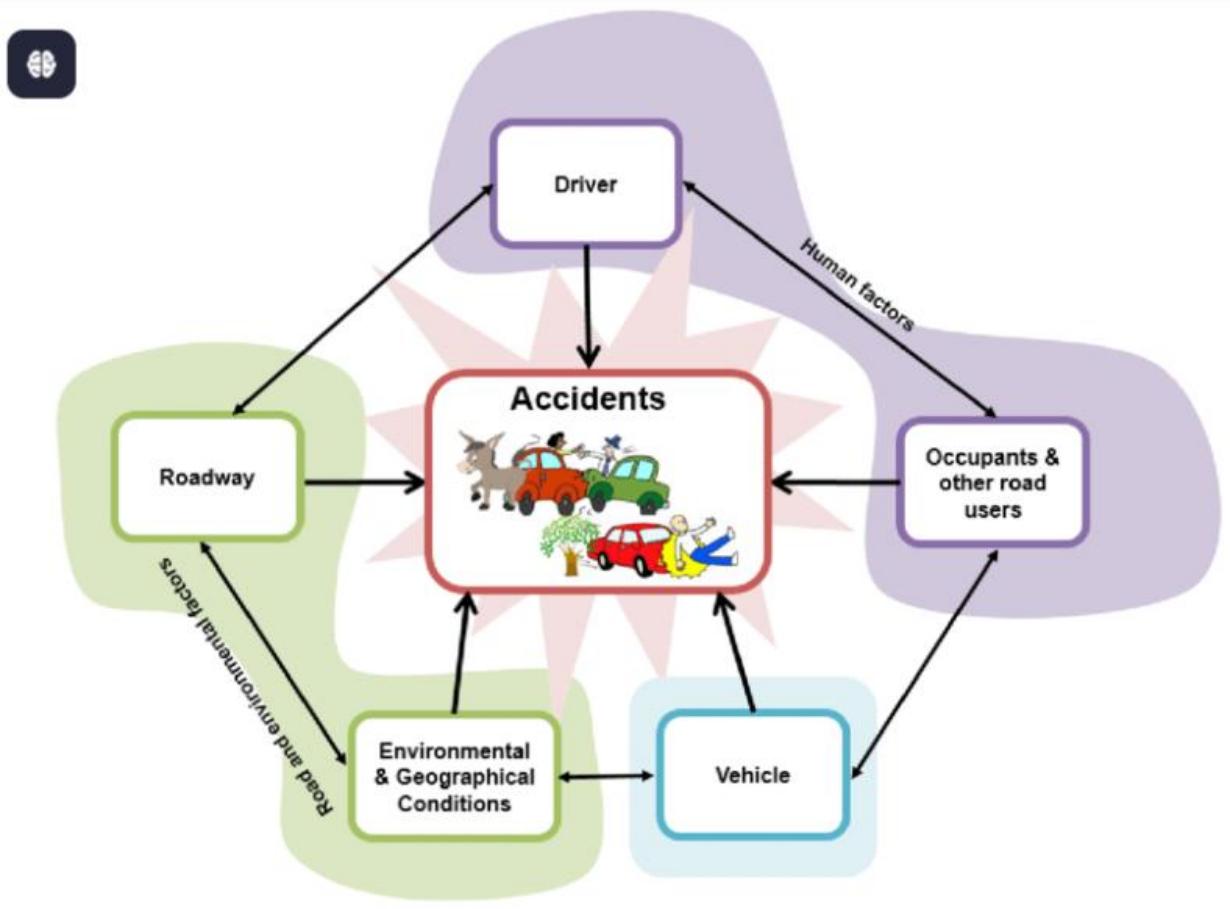
|  |
|--|
| Q-R-S/SIL Employee Welfare/Student Welfare office  |
| Q-R-S/SIL HR office  |
| Q-R-S/SIL Admin, Housekeeping, Inspection  |
| Q-R-S/SIL Accounts management  |
| Q-R-S/SIL Vehicle-in-use portfolio management  |
| Site/Facility/Department location management   |
| Vehicle-in-use portfolio based Parking Sites/Warehouse/Godowns/Stores management           |
| Registration, Enrolment/Onboarding and Q-R-S/SIL paperwork                                 |
| Road Safety / Support specific Training, KRA/KPA Goal setting, Sensitization and Awareness |

**Important Q-R-S/SIL process documents:**

1. Q-R-S/SIL Organizational charts
2. Q-R-S/SIL Road Safety/Support Handbook
3. Consolidated Vehicle-in-use Portfolio Product Literature
4. Employee/Student Welfare Relation Management (WRM) Rulebook
5. Allied Road Safety/Support Relation Management (ARM) Rulebook
6. Q-R-S/SIL Cause & Effect vision and programme
7. Road Safety/Support Training vision and programme
8. KRA/KPA Goad setting/Dashboarding vision and programme
9. Solution finding/Problem solving via Certification/Awards/Innovation/IP programme
10. Allied Vehicle-in-use Distribution network vision and programme
11. Allied Vehicle-in-use Learning vision and programme
12. Allied Q-R-S/SIL Accounts vision and programme
13. Q-R-S/SIL Project Championship vision and programme
14. Q-R-S/SIL HR vision and programme
15. Q-R-S/SIL Profiles, roles and associated responsibilities
16. Q-R-S/SIL Reporting roles and associated responsibilities
17. Q-R-S/SIL Code of Conduct and associated responsibilities
18. Q-R-S/SIL Employee/Student Performance Appraisals
19. Q-R-S/SIL Employee/Student Benefits/Amenities
20. Q-R-S/SIL Complaints and Redressal Rulebook
21. Q-R-S/SIL Disciplinary Action / Standing Order Rulebook
22. Q-R-S/SIL Incidence / Event Review Rulebook

### Defining/Revising KRA/KPA/KPI(s) or Measurement metrics:

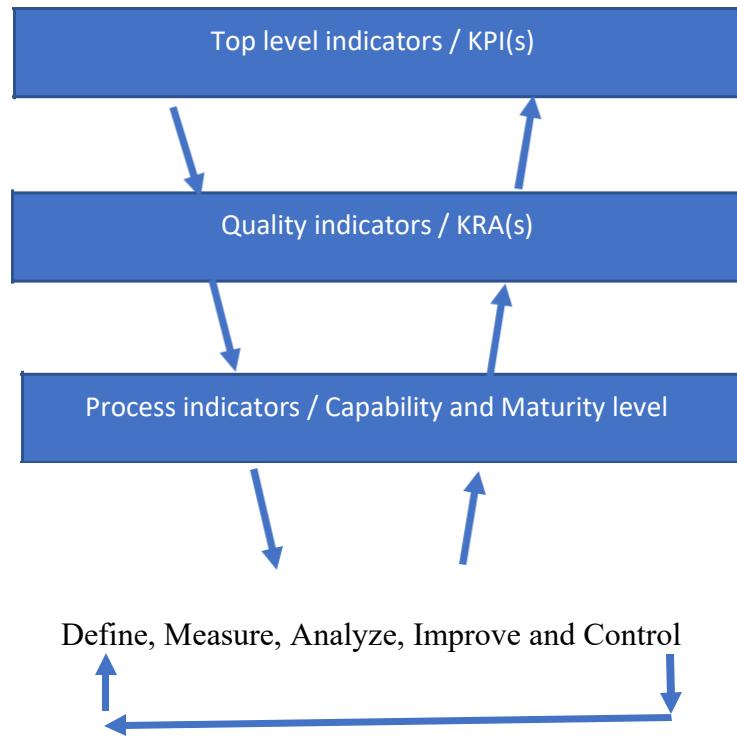
|  |
|--|
| <input type="checkbox"/> Via Source of information in Q-R-S/SIL vision and programme                               |
| <input type="checkbox"/> Via Source of information in Q-R-S/SIL planner, and calendar                              |
| <input type="checkbox"/> Via Source of information in NSSR RS Handbooks/Guides                                     |
| <input type="checkbox"/> Via Source of information in Dashboards/Bulletins/SA8000-JOHARI WINDOW Analysis           |
| <input type="checkbox"/> Via Source of information in Q-R-S/SIL Roles/Responsibilities/JDs                         |
| <input type="checkbox"/> Via Source of information in Q-R-S/SIL Complaints and Redressal                           |
| <input type="checkbox"/> Via Source of information in Q-R-S/SIL Disciplinary Action / Standing Order               |
| <input type="checkbox"/> Via Source of information in Q-R-S/SIL Incidence / Event Review                           |
| <input type="checkbox"/> Via Source of information from Registration, Enrolment/Onboarding and Q-R-S/SIL paperwork |



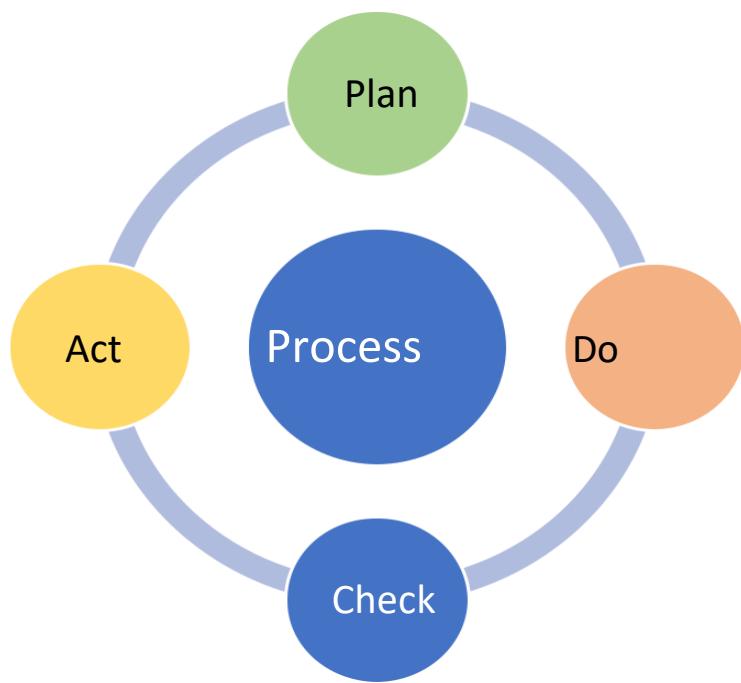
## Q-R-S/SIL Process improvement concepts

There are 2 common approaches that can be helpful today, that is

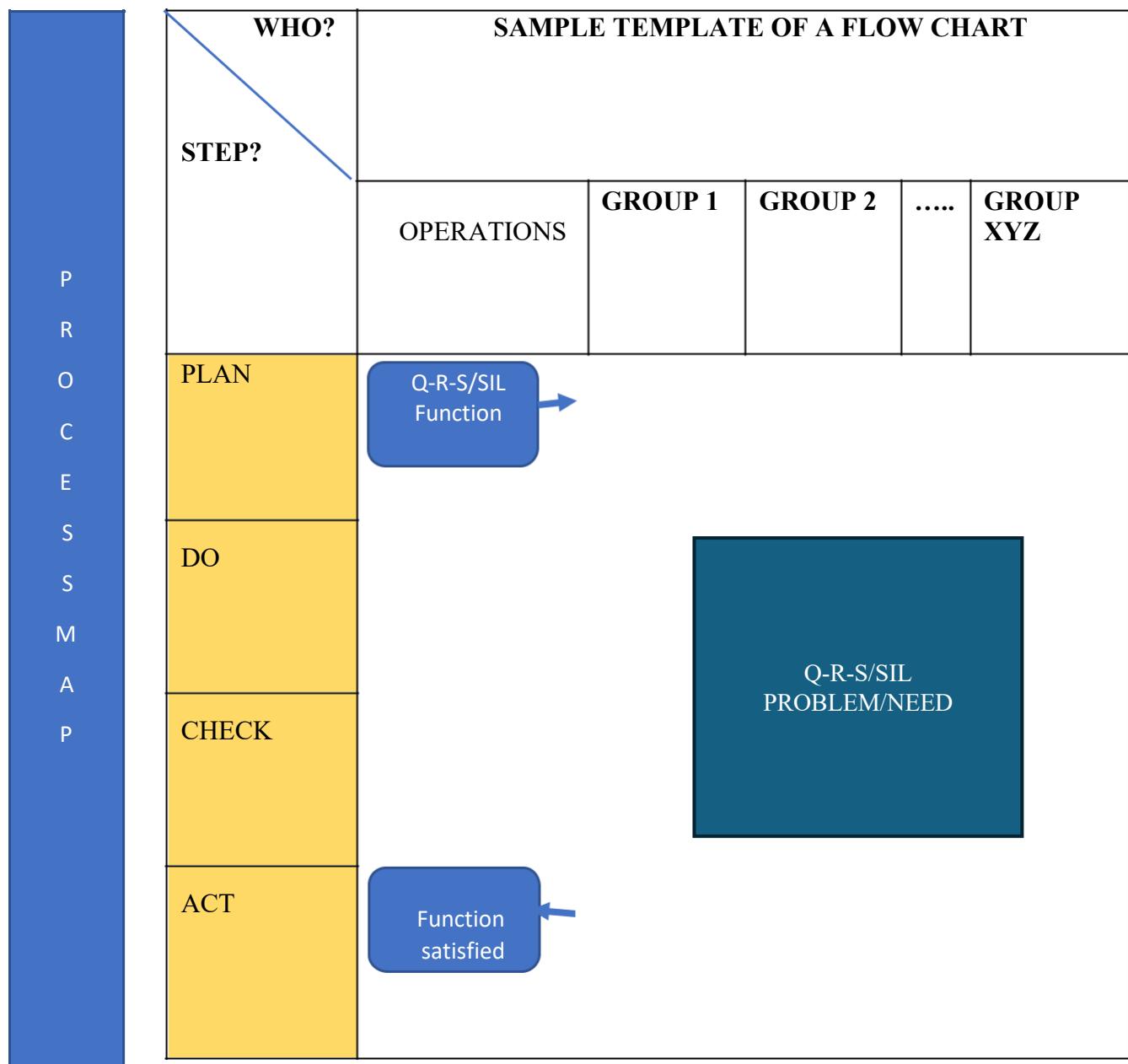
### 1. DMAIC and process improvement concepts (Figure 6)



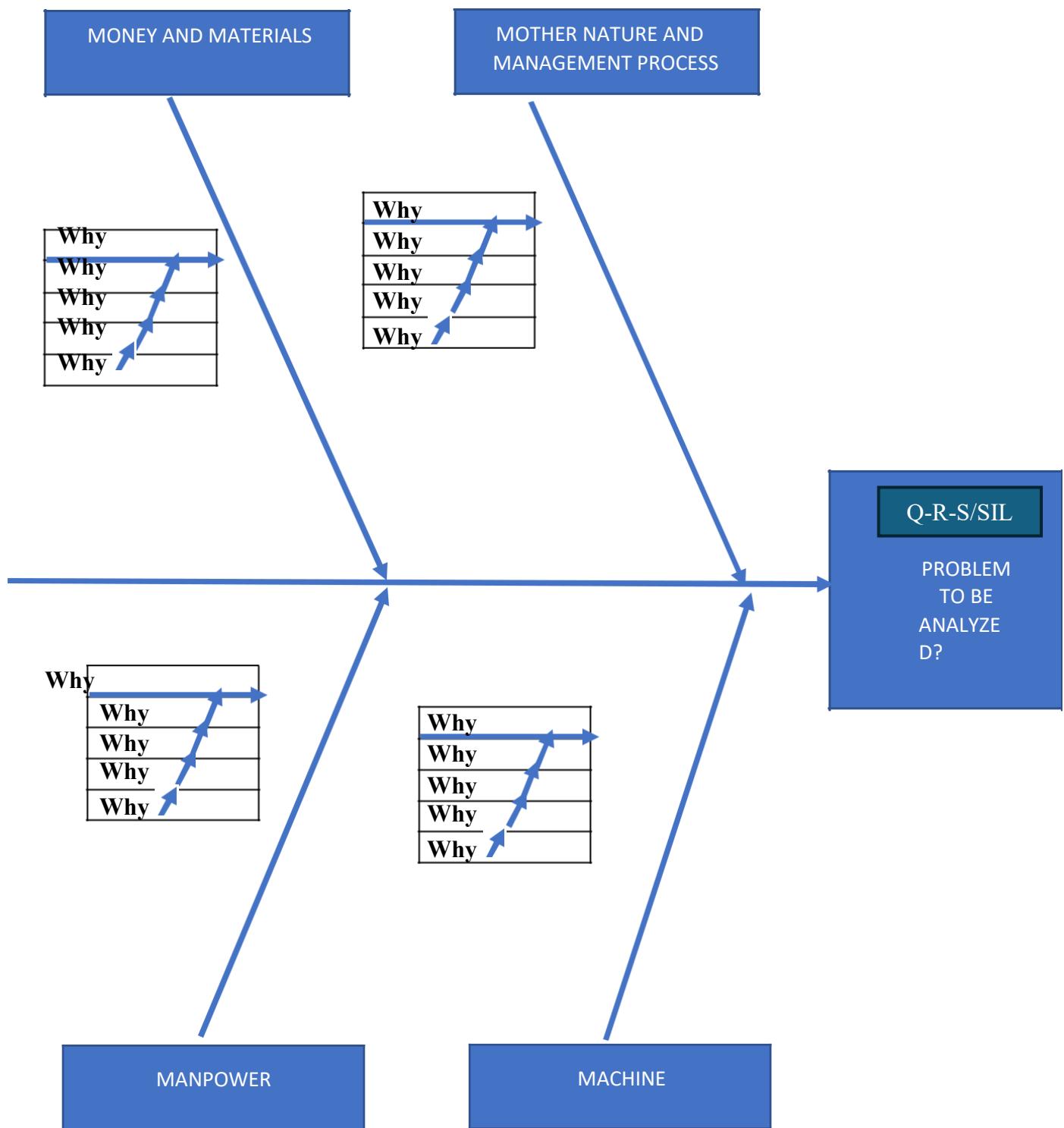
### 2. PDCA and process improvement concepts (Figure 7)



**Figure 8: Q-R-S/ SIL Process Map**



**Figure 9: 5 Whys**



## **I. SWOT Analysis (for Q-R-S/SIL):**

The analysis will need to focus on the following questions/interests

### **Strengths:**

- Advantages the organization/institution has in the Q-R-S/SIL model
- What is done better or SMARTER?
- What is unique?
- What is the important safety integrity level policy?
- What is the special expertise for Quality-Reliability-Safety in-situ and ex-situ (in commuting)?

### **Weaknesses:**

- What can be improved?
- What should be avoided?
- How can the SA8000-Johari Window Analysis help Q-R-S/ SIL focus?
- What are the factors causing loss of quality in the Q-R-S/SIL model?
- What are the factors causing loss of reliability in the Q-R-S/SIL model?
- What are the factors causing loss of safety in the Q-R-S/SIL model?

### **Opportunities:**

- What are the future related opportunities for the Q-R-S/SIL model?
- What are the Sourcing related opportunities for the Q-R-S/SIL model?
- What are the trends seen or known in the Q-R-S/SIL model?
- What are the trends forecasted for the Q-R-S/SIL model?
- What are the Q-R-S/SIL model variants being planned?
- Whether there is any upcoming Governmental / Regulatory policy for the Q-R-S/SIL model?
- What is the interest for safe & sustainable mobility seen in the employees/students/staff?
- What is the profiling possible for demand for safe & sustainable mobility?
- What are the engagements/events planning that can be done for safe & sustainable mobility?

### **Threats:**

- What are the current obstacles for safe & sustainable mobility?
- What are the future related obstacles for safe & sustainable mobility?
- Where does the type of Q-R-S/SIL model of the organization/institution stand versus more regulated models?
- What expected changes are seen in the vehicle-in-use portfolio management?
- What expected changes are seen in the vehicle-in-use distribution network management?
- What expected changes are seen in vehicle-in-use incorporation of active and passive safety?
- What expected changes are seen in Q-R-S/SIL tools and technology?
- What skill-up or reskilling is seen important for safe & sustainable mobility?
- Whether there are bad debt or cash flow problems for safe & sustainable mobility needed by the employees/students/staff?
- Could any Q-R-S/SIL model weakness seriously threaten the safe & sustainable mobility needed by the employees/students/staff?
- What are the KRA/KPA objectives of the Q-R-S/SIL model that are not being met?
- What are the KRA/KPA objectives that need to be planned for and met?
- Whether there are any technical manpower/cash flow issues for the type of Q-R-S/SIL model and KRA/KPA objectives?

## **J. Analysis of Porter's 5 forces (for the Q-R-S/SIL model):**

### **1. Threat of new entrants** (analysis based on the vehicle-in-use portfolio)

Analysis: This threat depends upon the strength of the organization/institution/team's ability to promote, support and influence the selection of a safer and more sustainable brand or specific products.

**Rating on a scale of 1 to 4:**

### **2. Bargaining power of distribution network** (analysis based on the vehicle-in-use portfolio)

Analysis: The Q-R-S/SIL model will need to relate with 3 types of distribution networks for the vehicles, or for active & passive safety systems, parts (or spares), that is branded/OEM distribution networks, Local distribution networks and as applicable ASAP distribution networks. For branded/OEM distribution networks, Quality-Reliability-Safety is the premium decision factor for pricing solutions, whereas in the other 2 type of distribution networks people skills is the important decision factor for pricing solutions.

**Rating on a scale of 1 to 4:**

### **3. Bargaining power of buyers** for Q-R-S/SIL (analysis based on the vehicle-in-use portfolio)

Analysis: The Q-R-S/SIL model will need to relate with how the employees/students/staff select or use vehicles using brand equity, pricing, and active & safety system or level modelling to help their needs and that of safe & sustainable commuting.

**Rating on a scale of 1 to 4:** 1 (to be finalized)

### **4. Level of new dynamics/ trends** (analysis based on the SA8000-Johari Window Analysis of the strategy for safe & sustainable commuting)

Analysis: The organization/institution/departments/teams will need to identify the groups that will be supported for developing solutions for safe & sustainable commuting

**Rating on a scale of 1 to 4:**

### **5. Threat of substitutes** (analysis based on the vehicle-in-use distribution network strategy)

Analysis: The Q-R-S/SIL model will need to relate with market dynamics, the price range of the vehicles and the SOP used in the vehicle-in-use distribution network

**Rating on a scale of 1 to 4:** (to be finalized)

**Price range for 2 wheelers:**

**Price range for 4 wheelers:**

**Price range for commercial vehicle fleets/ride operator services:**

**Resolution for Porters analysis:** Start the Extra Mile for Road Safety/Support programme to help develop implementations for the Q-R-S/SIL model Refer to APPENDIX IV for upcoming details



- Assigning tasks/processes
- Delegating of tasks/processes
- Time management or priority management insights for tasks/processes
- Responsive interest for task management
- Decision making for the associated need for projects
- Resolution of issues/complaints

## CHAPTER 4 – TASKS TO BE ACCOMPLISHED DURING TRAINING FOR ROAD SAFETY/ASSOCIATED SUPPORT

### 1. Distribution of the Planner, Calendar, Survey and Dashboard Templates

Reiteration of the need for “Quality Assurance & Safety Methodology“ for safe and sustainable commuting

### 2. Defining of new / additional Roles and Responsibilities

- a) Discussion of the associated certificates/benefits
- b) Review of the management processes and systems for the Q-R-S/SIL model
- c) Discussion of the Quality Assurance & Safety Methodology literature
- d) Discussion and validating of pain points for survey based/dashboard-poll driven safety integrity levels
- e) Designing of the solution finding via the Handbooks/Guides/Monthly bulletins/Quizzes
- f) Review of the **SA8000-JOHARI WINDOW** for solution finding of pain point(s) and methodology
- g) Delayering of the **Training expected or measures**/KPIs to manage road safety/support dynamics, and also align for future outcomes & events for safety integrity levels
- h) Present a highlight of the **Q-R-S/SIL process documents** and Management Training enabled roles and responsibilities

### 3. Description of Road Safety/Associated Support specific roles/responsibilities/tasks to be handled

Tasks assigned involve both **knowledge acquisition, process capability development** and thereon **analysis of data** to report observations and findings via monthly quiz reviews/dashboards/**SA8000-JOHARI WINDOW** driven safety integrity levels

## APPENDIX 1



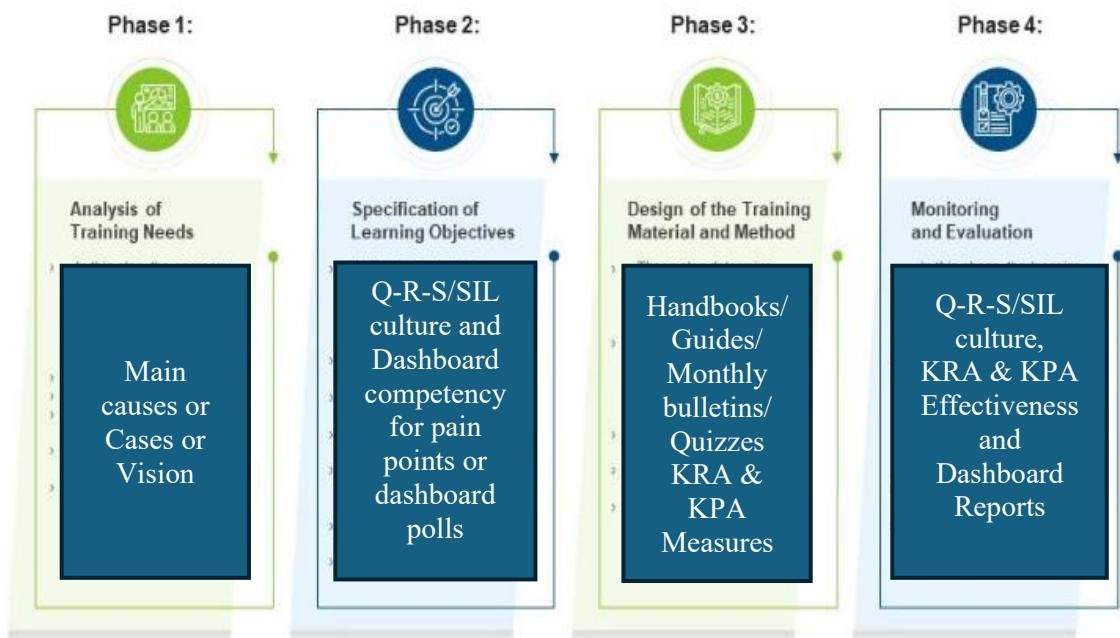
## Types of Road Accidents

Unifying interests can save life





## Phases of Learning and Development Strategy Process



## **Touch points**

This survey focuses on whether the current Q-R-S/SIL methodologies help safe and sustainable commuting where focus is given towards risks or hazards or incidences of Road Accidents/Traffic issues that are known to impact the Social accountability and NSSR RS Dashboard effectiveness or decision making for the organization/institution/departments. Here Q-R-S stands for Quality, Reliability and Safety and SIL stands for Safety Integrity Levels.

### **The Employee/Student welfare vision and its safety integrity level**

**1. Is the welfare department happy with the vision or commitment to quality of life and its need for safe & sustainable commuting?**

[ ] Strongly Agree [ ] Agree [ ] Neutral [ ] Disagree [ ] Strongly Disagree

**2. Does the organization/institution effectively use its methodologies for social accountability to help this quality of life?**

[ ] Strongly Agree [ ] Agree [ ] Neutral [ ] Disagree [ ] Strongly Disagree

**3. Does the organization/institution have a NSSR RS Dashboard for social accountability towards this universal need of safe & sustainable commuting?**

[ ] Strongly Agree [ ] Agree [ ] Neutral [ ] Disagree [ ] Strongly Disagree

**4. Does the organization/institution use this Dashboard to schedule/revisit training for road safety or what is called as day-to-day integrity for safety?**

[ ] Strongly Agree [ ] Agree [ ] Neutral [ ] Disagree [ ] Strongly Disagree

**5. Does the organization/institution effectively involve its welfare department or HR team for a road safety dashboard or integrity for safety?**

[ ] Strongly Agree [ ] Agree [ ] Neutral [ ] Disagree [ ] Strongly Disagree

**6. Does the organization/institution effectively implement practices for a road safety dashboard or safety integrity levels via SOPs?**

[ ] Strongly Agree [ ] Agree [ ] Neutral [ ] Disagree [ ] Strongly Disagree

**7. Does the organization/institution show social responsibility for quality of life and employee/student satisfaction ratings (relevant norms to protect universal day to day integrity towards road safety dashboards, commuting and inter-related environmental health)?**

[ ] Strongly Agree [ ] Agree [ ] Neutral [ ] Disagree [ ] Strongly Disagree

**8. Does the organization/institution effectively delegate responsibility for quality of life and universal integrity towards road safety dashboards?**

[ ] Strongly Agree [ ] Agree [ ] Neutral [ ] Disagree [ ] Strongly Disagree

**9. Does the organization/institution find it needs to effectively evaluate its employee/student/department's use of vehicles while in employment/ curriculums?**

[ ] Strongly Agree [ ] Agree [ ] Neutral [ ] Disagree [ ] Strongly Disagree

**10. Does the organization/institution effectively understand the influence it has on how vehicles used/purchased while in employment/curriculums affect road safety dashboards?**

[ ] Strongly Agree [ ] Agree [ ] Neutral [ ] Disagree [ ] Strongly Disagree

**11. Does the organization/institution effectively include vehicle usage/vehicle purchase learning to unify understanding for road safety (depending upon the category of vehicles used, the available/registered automobile dealer networks, and as applicable available/registered On-road assistance for its employees/students/staff)?**

[ ] Strongly Agree [ ] Agree [ ] Neutral [ ] Disagree [ ] Strongly Disagree

## Types of Injuries from Vehicle Accidents

1. Fractured Ribs

5. Pneumothorax

2. Internal Bleeding

6. Liver Damage

3. Brain Bleeds

7. Kidney Damage

4. Abdominal Aorta

Organizational/institutional/departmental influencers

## Cause of Traffic Accidents, Know the Factors and How to Prevent Them!

START WITH A SOCIALLY ACCOUNTABLE TOP 10 ISSUE IDENTIFICATION

## APPENDIX 2



## **The Extra Mile and Vehicle Learning**

### **1. Vehicle owner/Associated person:**

**1.b Type of vehicle (Tick as applicable):** Scooter/Motorcycle/4W/Commercial Vehicle

### **1.c Vehicle details:**

### **2. Address:**

### **3.a Email**

### **3.b Phone:**

### **4. Nature of ownership of vehicle (Tick as applicable):**

Individual Owner  User/Caretaker  With Financial Assistance  Used in Business

### **5. Specific interest for assistance/service (Tick as applicable):**

Vehicle inspection/evaluation/safety

Top 10 issue identification for road safety/support

RADIUS of coverage specific Services

24/7 or On-road Assistance

Safer Accidental Repair

Emission and/or Fitness certificate

**Health parameterization like** (Need to use different wear-ons that accentuate behavioral or stress vulnerability (Artificial limbs or prosthetics; Aids for hearing or speaking; Pacemaker for the heart, Impacted by injury/affliction)

### **6. Need for a particular nature of Extra Mile & SIL consultation (Tick as applicable)?**

Road Safety/Support Planner

Road Safety/Support Calendar

Road Safety/Support Surveys

Road Safety/Support Dashboards

Road Safety/Support Handbooks/Guides/Monthly bulletins/Quizzes

**SA8000-JOHARI WINDOW** for solution finding and training

**7.a Have you the experience of owning or using a vehicle?**

[ ] Yes [ ] No [ ] Not applicable

**7.b Have you availed of added driver or vehicle advisory/instructor services?**

[ ] Yes [ ] No [ ] Not applicable

**If No for 7.a and Yes for 7.b, what are the possible reasons why advisory/instructor services are needed?**

**7.1 Need to drive or use vehicle 24x7 or most regularly**

[ ] Yes [ ] No [ ] Not applicable

**7.2 Need to drive or use vehicle in different road conditions**

[ ] Yes [ ] No [ ] Not applicable

**7.3 Need to receive advisories/reminders about vehicle / service options**

[ ] Yes [ ] No [ ] Not applicable

**7.4 Need to let others use the vehicle**

[ ] Yes [ ] No [ ] Not applicable

**8. Do you need a Road Safety Dashboard for your vehicle usage/learning?**

[ ] Yes [ ] No [ ] Not applicable

**If yes, then do you wish to participate in?**

[ ] Monthly Bulletin based Quizzes on Road Safety/Support

[ ] (Onboarded) SA8000-Johari Window Analysis for Road Safety/Support

[ ] NSSR RS Dashboarding for Road Safety/Support

[ ] (Open House) Top 10 Issue identification for Road Safety/Support

[ ] Other risks in owning/using a vehicle for employment/curriculum activities

[ ] (Open House) **Health parameterization** for Road Safety/Support

**9. Do you know of common or authorized dealers/service centres who deliver expected services and additional safety measures/?**

[ ] Yes [ ] No [ ] Not applicable

**10. Do you face/have you faced any difficulty in owning or using a vehicle for employment/curriculum activities?**

[ ] Yes [ ] No [ ] Not applicable

**If so, what was the difficulty that you faced?**

- Unable to reach an expected service centre
- Did not have information about a right sales and service network
- Did not have access to expected breakdown assistance or accident repair services

**The Extra Mile and About owning or using a vehicle**

**11. Do you know how to use the vehicle's toolkit and dashboard?**

- Yes
- No
- Not applicable

**If No (never): Select the reason for not knowing how to use the toolkit/dashboard using criteria of agreement/disagreement**

**11.1 There are no tools known to me or the vehicle user**

- Yes
- No
- Not applicable

**11.2 The available tools are not easy to use**

- Yes
- No
- Not applicable

**11.3 It is difficult to trust the accuracy of the vehicle dashboard**

- Yes
- No
- Not applicable

**11.4 I do not have much knowledge about the vehicle dashboard**

- Yes
- No
- Not applicable

**12. Do you or the vehicle's user use online sites to know more about your vehicle condition/toolkit/dashboard?**

- Yes
- No
- Not applicable

**If No (never): Select the reason for not using online apps using criteria of agreement / disagreement**

**12.1 There are no online sites/forums known to me or the user**

- Yes
- No
- Not applicable

**12.2 The available sites/forums are not easy to relate to/understand**

- Yes
- No
- Not applicable

**12.3 It is difficult to trust the accuracy of the online sites/forum**

- Yes
- No
- Not applicable

**12.4 The vehicle's user and I do not have much knowledge about online sites/forum**

- Yes
- No
- Not applicable

**13. Would you like to subscribe to the Quality promotion Centre for Road Safety?**

[ ] Yes [ ] No [ ] Not applicable

**14. Would you like to fill in the NSSR RS Dashboard details as and when needed?**

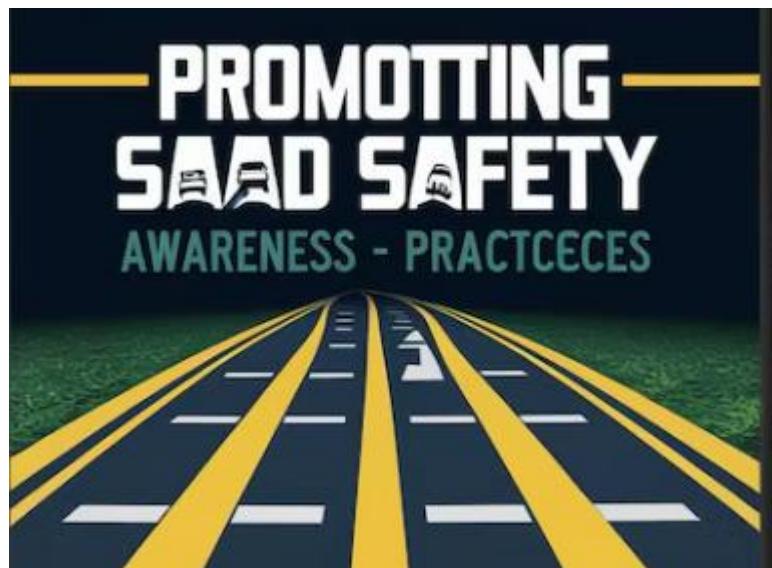
[ ] Yes [ ] No [ ] Not applicable

**15. Would you like to access monthly bulletins to help Quality Promotion and Dashboarding for Road Safety?**

[ ] Yes [ ] No [ ] Not applicable

**17. How would you like to classify yourself or your association for this? (You can tick more than one option)**

- Commercial Buyer** (use vehicle for business)
- Fleet Investor**
- Individual Owner**
- Caretaker**
- Vehicle user**
- “NSSR RS Dashboard” Stakeholder** who will help evaluate, analyze and decide on best ways
- The “Extra Mile for Road Safety/Support” Stakeholder** who will help participate in case studies, empirical studies, surveys, provide feedback, rate and improve the Dashboarding for Road Safety/Support



SURVEY/DASHBOARD/REITERATE  
SOCIALLY ACCOUNTABLE TOP 10  
ISSUE IDENTIFICATION

## **“NSSR RS Dashboard”**

### **1. Category of respondent:**

- Vehicle owner
- Associated person
- Decision maker

### **2. Category of Road Safety/Support (Tick as applicable): Scooter/Motorcycle**

- Driver Fitness
- Vehicle Fitness
- Road system understanding
- Alpha Assistance

### **3. Nature of enabling for the dashboard (Tick as applicable):**

- Knowledge Management
- Process Capability
- Top 10 Issue Identification
- Top 10 Issue Management
- Poor Road infrastructure Identification
- Poor Road infrastructure Quality mitigation

### **4. Help to improve any particular type of assistance/service (Tick as applicable):**

- Road Safety Handbooks/Guides
- Road Safety/Support Bulletins
- Health parameterization like** (Need to use different wear-ons that accentuate behavioral or stress vulnerability (Artificial limbs or prosthetics; Aids for hearing or speaking; Pacemaker for the heart, Impacted by injury/affliction)
- More solution finding and training

## 5. Describe your Road Safety/Support experience:

(Tick as applicable)

|  |                                    |                                      |
|--|------------------------------------|--------------------------------------|
| <ul style="list-style-type: none"> <li>▪ Expected Traffic Management</li> </ul>  | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <ul style="list-style-type: none"> <li>▪ Expected Compliance with FMVSS STANDARDS FOR ACTIVE AND PASSIVE SAFETY</li> </ul>       | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <ul style="list-style-type: none"> <li>▪ Expected understanding of NSSR</li> <li>▪ Road Safety Objectives</li> </ul>             | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <ul style="list-style-type: none"> <li>▪ Expected instances of Good quality / NSSR quality Road Infrastructure</li> </ul>        | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <ul style="list-style-type: none"> <li>▪ Expected Traffic engineering</li> <li>▪ Systems/Assets*</li> </ul>                      | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <ul style="list-style-type: none"> <li>▪ Risk management of Traffic engineering Defects/Liabilities*</li> </ul>                  | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <ul style="list-style-type: none"> <li>▪ Expected On-road assistance</li> </ul>  | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <ul style="list-style-type: none"> <li>▪ Expected Cost of Quality</li> <li>▪ Promotion Project Assistance</li> </ul>             | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <ul style="list-style-type: none"> <li>▪ Expected Cost of Poor Quality- Risk Management Project</li> <li>▪ Assistance</li> </ul> | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <ul style="list-style-type: none"> <li>▪ Expected Responsiveness for any Road Safety and Accountability</li> </ul>               | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |

**Details for unsatisfied ratings:**

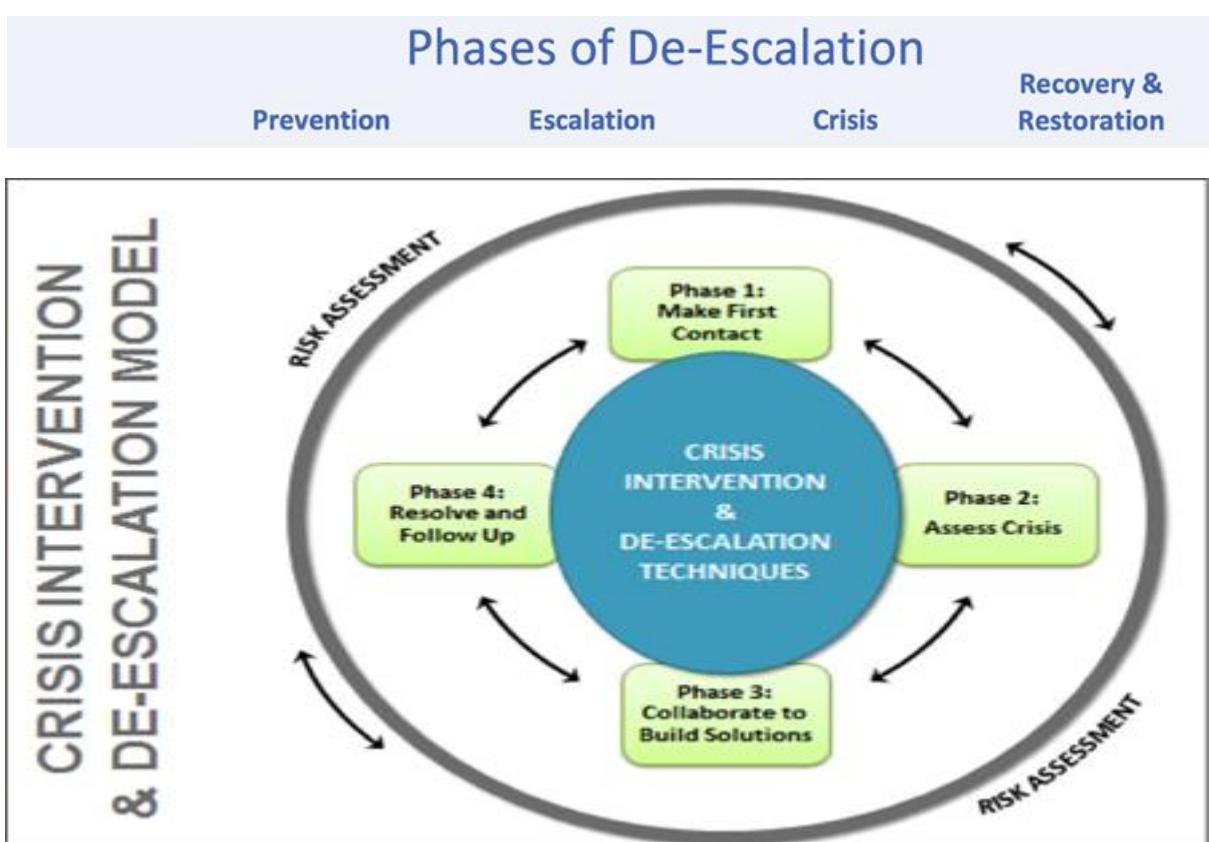
**6. Would like to record additional details or feedback for: (Tick as applicable)**

|  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>▪ Expected Traffic Management</li> </ul>  | <input type="checkbox"/> Positive Feedback | Negative<br><input type="checkbox"/> Feedback |
| Expected Compliance with<br>FMVSS STANDARDS FOR<br>ACTIVE AND PASSIVE<br><ul style="list-style-type: none"> <li>▪ SAFETY</li> </ul>      | <input type="checkbox"/> Positive Feedback | Negative<br><input type="checkbox"/> Feedback |
| <ul style="list-style-type: none"> <li>▪ Expected understanding of NSSR</li> <li>▪ Road Safety Objectives</li> </ul>                     | <input type="checkbox"/> Positive Feedback | Negative<br><input type="checkbox"/> Feedback |
| <ul style="list-style-type: none"> <li>▪ Expected instances of Good<br/>quality / NSSR quality Road</li> <li>▪ Infrastructure</li> </ul> | <input type="checkbox"/> Positive Feedback | Negative<br><input type="checkbox"/> Feedback |
| <ul style="list-style-type: none"> <li>▪ Expected Traffic engineering</li> <li>▪ Systems/Assets*</li> </ul>                              | <input type="checkbox"/> Positive Feedback | Negative<br><input type="checkbox"/> Feedback |
| <ul style="list-style-type: none"> <li>▪ Risk management of Traffic<br/>engineering Defects/Liabilities*</li> </ul>                      | <input type="checkbox"/> Positive Feedback | Negative<br><input type="checkbox"/> Feedback |
| <ul style="list-style-type: none"> <li>▪ Expected On-road assistance</li> </ul>  | <input type="checkbox"/> Positive Feedback | Negative<br><input type="checkbox"/> Feedback |
| <ul style="list-style-type: none"> <li>▪ Expected Cost of Quality</li> <li>▪ Promotion Project Assistance</li> </ul>                     | <input type="checkbox"/> Positive Feedback | Negative<br><input type="checkbox"/> Feedback |
| Expected Cost of Poor Quality-<br>Risk Management Project<br><ul style="list-style-type: none"> <li>▪ Assistance</li> </ul>              | <input type="checkbox"/> Positive Feedback | Negative<br><input type="checkbox"/> Feedback |
| <ul style="list-style-type: none"> <li>▪ Expected Responsiveness for any<br/>Road Safety and Accountability</li> </ul>                   | <input type="checkbox"/> Positive Feedback | Negative<br><input type="checkbox"/> Feedback |

**If there is Feedback, provide relevant details:**

7. Would like to participate in these surveys of interest: (Tick as applicable)

- Top 10 Issue Identification
- De-escalation of Top 10 Issues
- Road Safety/Support Quizzes
- In-use-vehicle Portfolio
- Vehicle Learning
- Project Management for COQ/COPQ issues



**8. The Extra Mile and SIL - Complaints and Redressal:**

**8.a Complaints**

**Details:**

**8.b Redressal or Actions taken:**

**Details:**

**9. Management intervention:**

**Details:**

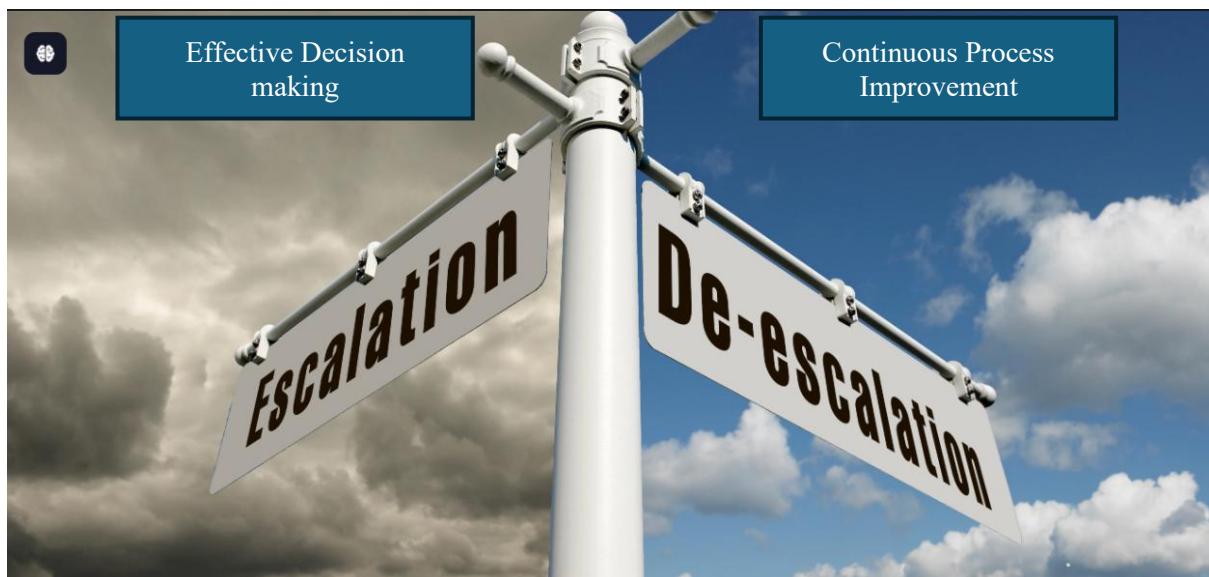
**10. Dealer level Escalation:**

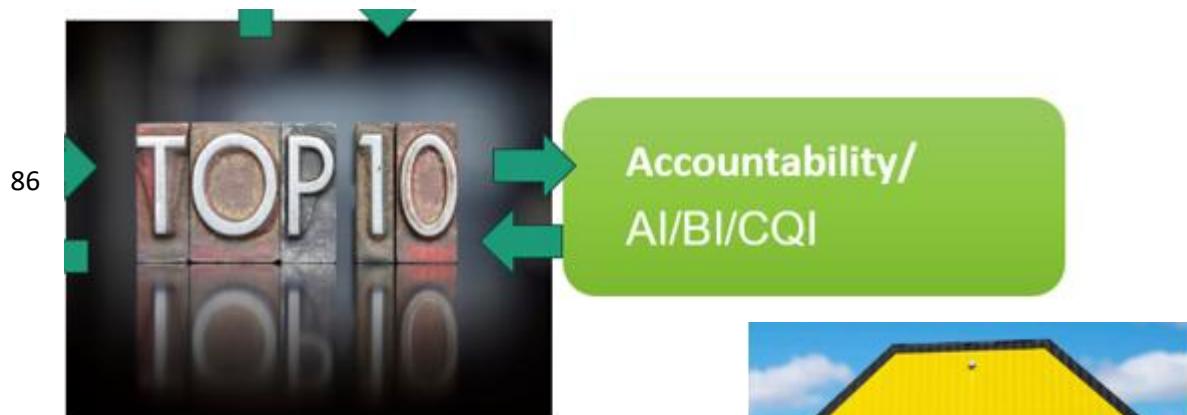
**Details:**

## **APPENDIX 3 - The “Extra Mile for Road Safety/Support”**

### **Escalation Process In Project Management: Pros & Cons**

| Benefits                            | Challanges                        |
|-------------------------------------|-----------------------------------|
| → Timely issue resolution           | → Communication breakdown         |
| → Better communication & visibility | → Balancing autonomy & escalation |
| → Efficient resource allocation     | → Decision-making delays          |
| → Improved risk management          | → Escalation fatigue              |
| → Empowerment of project teams      | → Organizational resistance       |
| → Alignment with project KPIs       |                                   |
| → Continuous improvement            |                                   |





Case studies/Empirical studies/

Projects that improve

[ ] Driver Fitness

[ ] Vehicle Fitness

[ ] Road system understanding

[ ] Alpha Assistance

**Creating a Plan**

## **The Extra Mile and Vehicle Fitness**

### **1. Vehicle owner/Associated person:**

#### **Type of vehicle (Tick as applicable):**

Scooter/Motorcycle/4W/CMMV

#### **Vehicle details:**

### **2. Address:**

#### **3.a Email**

#### **3.b Phone:**

### **4. Nature of ownership of vehicle (Tick as applicable):**

[ ] Individual Owner [ ] User/Caretaker [ ] Via Financial Assistance [ ] Used in Business

#### **Classify yourself or your association with us? (You can tick more than one option)**

- p **Commercial Buyer** (use vehicle for business)
- p **Fleet Investor**
- p **Individual Owner**
- p **Caretaker**
- p **Vehicle user**
- p **“NSSR RS Dashboard” Stakeholder** who will help evaluate, analyze and decide on best ways
- p **The “Extra Mile for Road Safety/Support” Stakeholder** who will help participate in case studies, empirical studies, surveys, provide feedback, rate and improve the Dashboarding for Road Safety/Support

**5. Need for a particular type of assistance/service (Tick as applicable):**

- [ ] Vehicle inspection/evaluation/safety
- [ ] Top 10 issue identification for road safety/support
- [ ] RADIUS of coverage specific Services
- [ ] 24/7 or On-road Assistance
- [ ] Safer Accidental Repair
- [ ] Emission and/or Fitness certificate

[ ] **Health parameterization like** (Need to use different wear-ons that accentuate behavioral or stress vulnerability (Artificial limbs or prosthetics; Aids for hearing or speaking; Pacemaker for the heart, Impacted by injury/affliction)

**6. Describe the vehicle experience: (Tick as applicable)**

|   |                                    |                                      |
|---|------------------------------------|--------------------------------------|
| <input type="checkbox"/> Reliability of the vehicle   | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <input type="checkbox"/> Safety of the vehicle  | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <input type="checkbox"/> Quality of the vehicle   | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <input type="checkbox"/> Mobility enabled by the vehicle  | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <input type="checkbox"/> Customer experience of [ ] owning/ [ ] using/[ ] maintaining the vehicle             | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <input type="checkbox"/> Positive Health Parameterization in [ ] owing/ [ ] using/[ ] maintaining the vehicle | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |
| <input type="checkbox"/> More solution finding and training   | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Unsatisfied |

**Details for unsatisfied ratings:**

**7. Would like to record additional details of feedback for: (Tick as applicable)**

|   |  |  |
|---|--|--|
| <input type="checkbox"/> Reliability of the vehicle   | <input type="checkbox"/> Positive Feedback | <input type="checkbox"/> Negative Feedback |
| <input type="checkbox"/> Safety of the vehicle  | <input type="checkbox"/> Positive Feedback | <input type="checkbox"/> Negative Feedback |
| <input type="checkbox"/> Quality of the vehicle   | <input type="checkbox"/> Positive Feedback | <input type="checkbox"/> Negative Feedback |
| <input type="checkbox"/> Mobility enabled by the vehicle  | <input type="checkbox"/> Positive Feedback | <input type="checkbox"/> Negative Feedback |
| <input type="checkbox"/> Customer experience of [ ] owning/ [ ] using/ [ ] maintaining the vehicle            | <input type="checkbox"/> Positive Feedback | <input type="checkbox"/> Negative Feedback |
| <input type="checkbox"/> Positive Health Parameterization in [ ] owing/[ ] using/ [ ] maintaining the vehicle | <input type="checkbox"/> Positive Feedback | <input type="checkbox"/> Negative Feedback |
| <input type="checkbox"/> More solution finding and training   | <input type="checkbox"/> Positive Feedback | <input type="checkbox"/> Negative Feedback |

**If there is Feedback, provide relevant details:**

## **The Extra Mile and Project Assessments**

**Name of Q-R-S/SIL Project champion:**

**Name of assessor:**

**Date of assessment:**

As part of the Quality-Reliability-Safety/NSSR Road Safety Training / Project assessment, the following areas were assessed:

**Focus area(s): Tick as applicable:**

- Study of management processes and systems
- Study of handbooks/guides/bulletins/dashboards/SA8000-Johari Window literature
- Discussion and finalization of pain points
- Designing of continual case studies, empirical studies and solution finding
- Case study/Empirical study for solution finding of pain point(s)
- Analysis and Findings of training/project/study

**Knowledge shown: Tick as applicable**

- Excellent
- Good
- Fair
- Cannot comment
- Not Applicable

**Experience if any for focus area: Tick as applicable**

- Excellent
- Good
- Fair
- Cannot comment
- Not Applicable

**Learning ability for focus area: Tick as applicable**

- Excellent
- Good
- Fair
- Cannot comment
- Not Applicable

**Response to new focus areas: Tick as applicable**

- Excellent
- Good
- Fair
- Cannot comment
- Not Applicable

**Performance in any task / activity: Tick as applicable**

- Excellent
- Good
- Fair
- Cannot comment
- Not Applicable

**Competency in task/activity completed: Tick as applicable**

- Excellent
- Good
- Fair
- Cannot comment
- Not Applicable

**Behaviour shown: Tick as applicable**

- Excellent
- Acceptable
- Poor
- Cannot comment
- Not Applicable

**Commitment shown: Tick as applicable**

- Excellent
- Good
- Fair
- Cannot comment
- Not Applicable

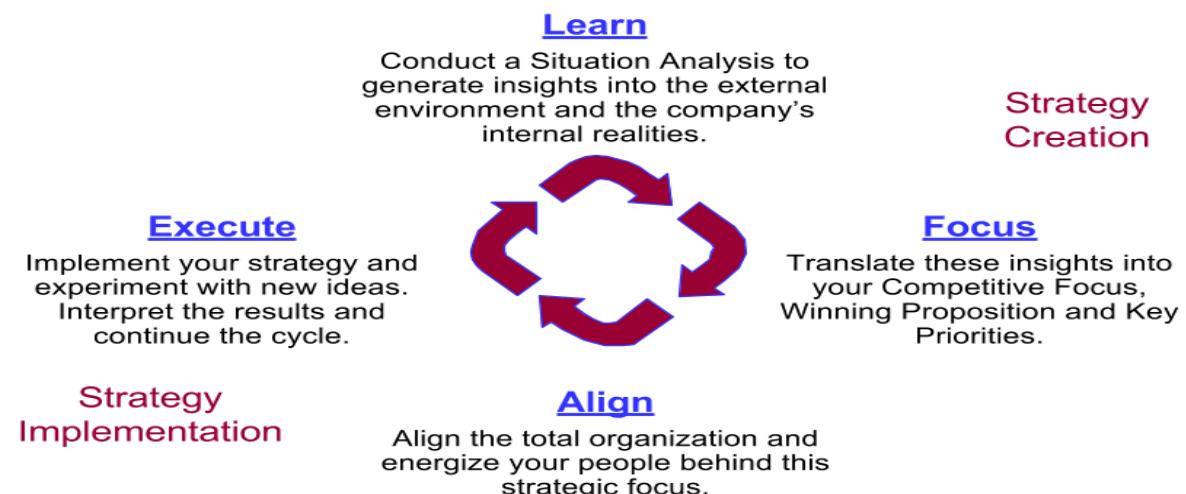
**Inter-personal communication abilities: Tick as applicable**

- Excellent
- Acceptable
- Poor
- Cannot comment
- Not Applicable

## Any Goals-Set versus Accomplished comments:

Feedback:

## **Strategic Learning: The Leadership Process**



## APPENDIX 4 - The “Extra Mile and Strategic Learning for HR”

Strategic learning: Strategy as a continuous learning process



## **1. Expectation and Code of conduct Form**

**Period under review: From \_\_\_\_\_ To \_\_\_\_\_**

**Season: Summer/Spring/Monsoon/Winter/As applicable \_\_\_\_\_**

**Appraisal Date: \_\_\_\_\_ Last Appraisal Date: \_\_\_\_\_**

**Business unit/Institution/Department:**

**Employee/Student/Department/Team strength:**

### **Applicable department / associated function (Select from the following)**

- Director level Management (Advisory role)
- Top management (Advisory role)
- HR
- Welfare Department
- Employee/Student's Committee
- Accounts
- Road Safety/Support Project Groups
- Vehicle Learning Project Groups
- Accounts
- Admin and Operations
- IT

### **Associated function – employee/student/team/staff strength:**

The appraisal identifies different attributes for associated functions, where some of the attributes are significant and make a difference in the organizational/institutional/departmental/team strategy to work, perform and sustain performance and profits.

The Ratings can be

Excellent – with a score of 9-10

Good – with a score of 7-8

Fair – with a score of 5-6

Marginal – with a score of 3-4

Poor – with a score of 1-2

NA – with no score or a score of 0

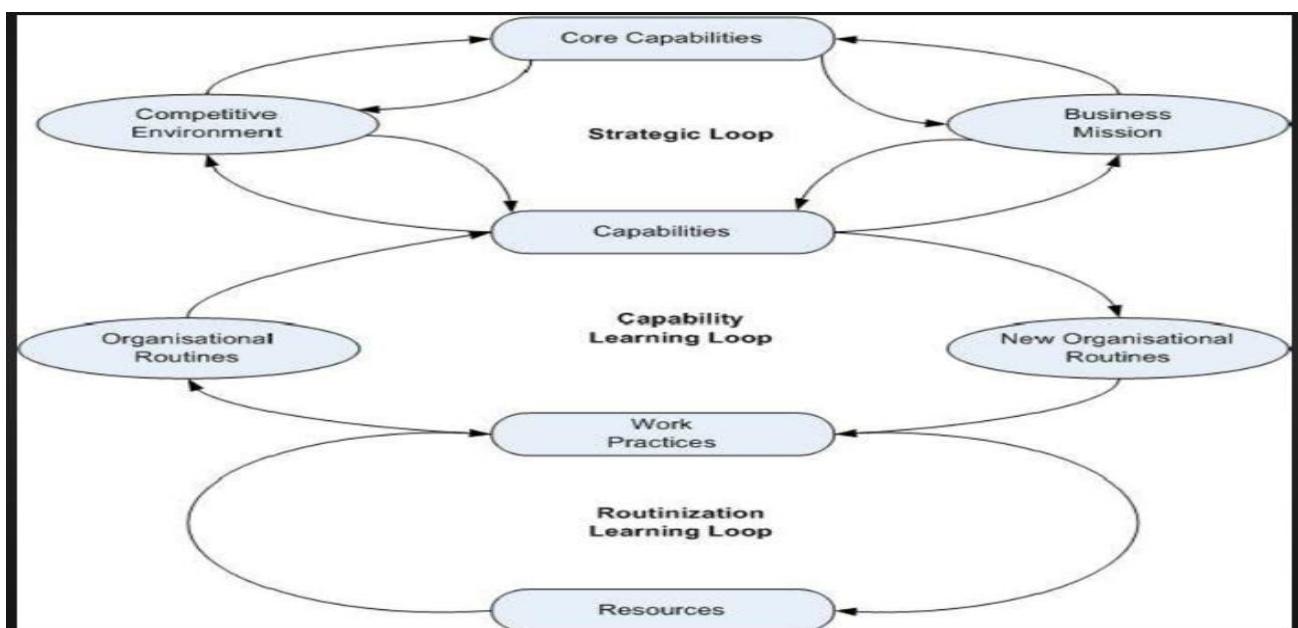
Inferences will be drawn on the basis of the comparison of the cumulative Appraisee score and cumulative Reviewers score.

If there is an agreement, then inferences will be drawn on the Rating Agreement

### **Summary of inferences**

| Comparison                                  | Focus   | Comments |
|---|---|----------|
| Appraisee rating matches Reviewers rating   | Focus on implementors                           |          |
| Appraisee rating less than Reviewers rating | Focus on specific facilitators and implementors |          |
| Appraisee rating more than Reviewers rating | Focus on specific implementors                  |          |
|   |   |          |

### **Notes:**



**Associated function – appraisal period:** Monthly/Quarterly/Semi-annually/Annually

| <b>Sl No</b> | <b>Expectation and Code of conduct</b>  | <b>Appraisee Rating</b> | <b>Appraisee Comments</b> | <b>Reviewers Rating</b> | <b>Reviewers Comments</b> | <b>Agreement For Rating</b> |
|--------------|---|-------------------------|---------------------------|-------------------------|---------------------------|-----------------------------|
| 1            | Q-R-S/SIL culture adherence   |                         |                           |                         |                           |                             |
| 2            | Dashboard competency specific Learning areas  |                         |                           |                         |                           |                             |
| 3            | <u><b>Response to specific situations</b></u>   | -----                   | -----                     | -----                   | -----                     | -----                       |
| 3.1          | Road Safety/Support Standards/ Regulations  |                         |                           |                         |                           |                             |
| 3.2          | Dashboard Competency level  |                         |                           |                         |                           |                             |
| 3.3          | Dashboard Accountability  |                         |                           |                         |                           |                             |
|              |   |                         |                           |                         |                           |                             |
| 4            | <u><b>Response to new situations</b></u><br><u><b>(New</b></u><br><u><b>Tech/Product)</b></u> | -----                   | -----                     | -----                   | -----                     | -----                       |
| 4.1          | Required responsibility   |                         |                           |                         |                           |                             |
| 4.2          | Required technical know-how   |                         |                           |                         |                           |                             |
| 4.3          | Required Team building  |                         |                           |                         |                           |                             |
| 4.4          | Required Dashboard consciousness  |                         |                           |                         |                           |                             |

|   |   |  |  |  |  |  |
|---|---|--|--|--|--|--|
| 5 | Required Commitment                           |  |  |  |  |  |
| 6 | Required Inter-personal Communication Ability |  |  |  |  |  |

**Cumulative Appraisee score:**

**Cumulative Reviewers score:**

**Cumulative Agreement-rating score:**

**2. Future outcome or event Advisories (as recommendations from project experts/ champions/ consultants)**

Period under review: From \_\_\_\_\_ To \_\_\_\_\_

Season: Summer/Spring/Monsoon/Winter/As applicable \_\_\_\_\_

Appraisal Date: \_\_\_\_\_ Last Appraisal Date: \_\_\_\_\_

Business unit/Institution/Department:

Employee/Student/Department/Team strength:

**Applicable department / associated function (Select from the following)**

- Director level Management (Advisory role)
- Top management (Advisory role)
- HR
- Welfare Department
- Employee/Student's Committee
- Accounts
- Road Safety/Support Project Groups
- Vehicle Learning Project Groups
- Accounts
- Admin and Operations
- IT

**Nature of concern/Subject of interest**

|   |
|---|
| <input type="checkbox"/> Dashboard for NSSR Road Safety functions/processes/procedures                  |
| <input type="checkbox"/> Key Performance Indicators for NSSR Road Safety functions/processes/procedures |
| <input type="checkbox"/> Satisfiers/ Dissatisfiers Evaluation for functions/processes/procedures        |
| <input type="checkbox"/> Feedback and Surveys for functions/processes/procedures                        |
| <input type="checkbox"/> Complaints and Redressal for functions/processes/procedures                    |
| <input type="checkbox"/> Management Intervention for functions/processes/procedures                     |
| <input type="checkbox"/> Vehicle level escalation for functions/processes/procedures                    |

**Associated advisory – period:** Monthly/Quarterly/**Semi-annually/Annually/**

**Recommendation specific**

| <b>Sl No</b> | <b>Future Outcome or Event specific Recommendations</b> | <b>Nature of concern</b> | <b>Monthly</b> | <b>Quarterly</b> | <b>Semi-annually</b> | <b>Annually</b> |
|--------------|---|--------------------------|----------------|------------------|----------------------|-----------------|
| 1            | Method improvement                                      |                          |                |                  |                      |                 |
| 2            | Process improvement                                     |                          |                |                  |                      |                 |
| 3            | Technology improvement                                  |                          |                |                  |                      |                 |
| 4            | Vehicles-in-use Portfolio improvement                   |                          |                |                  |                      |                 |
| 5            | Project improvement                                     |                          |                |                  |                      |                 |
| 6            | Project Cash flow improvement                           |                          |                |                  |                      |                 |
| 7            | Overall strategy improvement                            |                          |                |                  |                      |                 |

**Appraisee comments:**

**Reviewers comments:**

**Agreement-comments:**

#### **4. Cost ownership Advisories (for the Q-R-S/SIL culture/Dashboard competency)**

**Period under review: From \_\_\_\_\_ To \_\_\_\_\_**

**Season: Summer/Spring/Monsoon/Winter/As applicable \_\_\_\_\_**

**Appraisal Date: \_\_\_\_\_ Last Appraisal Date: \_\_\_\_\_**

**Business Unit/Institution/Department/Team: \_\_\_\_\_**

**Employee/Student/Department/Team strength: \_\_\_\_\_**

**Associated advisory – period: Quarterly / Semi-annually / Annually / Recommendation specific**

| <b>Sl No</b> | <b>Cost ownership specific Recommendations</b>               | <b>Quarterly</b> | <b>Semi-annually</b> | <b>Annually</b> | <b>Recommendation specific</b> |
|--------------|--|------------------|----------------------|-----------------|--------------------------------|
| 1            | <u>Bridge financing for functions/ processes/ procedures</u> | -----<br>- -     | -----<br>- -         | -----<br>- -    | -----<br>- -                   |
| 1.1          | Solution/System Acquisitions                                 | -----<br>- -     | -----<br>- -         | -----<br>- -    |                                |
| 1.2          | Micro-targeting functions / processes                        |                  |                      |                 |                                |
| 1.3          | <u>Cost influencers</u>                                      | -----<br>- -     | -----<br>- -         | -----<br>- -    | -----<br>- -                   |
| 1.3.1        | Balance options to manage costs                              |                  |                      |                 |                                |
| 1.3.2        | Innovate to manage costs                                     |                  |                      |                 |                                |
| 2            | <u>Degree of risk in focus</u>                               | -----<br>- -     | -----<br>- -         | -----<br>- -    | -----<br>- -                   |
| 2.1          | Contingency funds  |                  |                      |                 |                                |

|     |                      |  |  |  |
|-----|----------------------|--|--|--|
| 2.2 | Late stage interests |  |  |  |
|-----|----------------------|--|--|--|

**Appraisee comments:**

**Reviewers comments:**

**Agreement-comments:**

**Balance options to manage costs:** Monthly/Quarterly/Semi-annually/Annually/Recommendation specific

| Sl No | Balance options to manage costs                      | Specific | Measurable | Achievable or Assurable | Relevant | Time related |
|-------|--|----------|------------|-------------------------|----------|--------------|
| 1     | Dashboard Function/Process/ Procedure level learning |          |            |                         |          |              |
| 2     | Dashboard Empowered learning                         |          |            |                         |          |              |
| 3     | Dashboard Continuous learning                        |          |            |                         |          |              |
| 4     | Process/System/ Technology learning                  |          |            |                         |          |              |
| 5     | Learnings from Dashboard Leadership                  |          |            |                         |          |              |
| 6     | Dialogue and Inquiry                                 |          |            |                         |          |              |
| 7     | Project learning                                     |          |            |                         |          |              |

**Appraisee comments:**

**Reviewers comments:**

**Agreement-comments:**

**Innovate to manage costs:** Monthly/Quarterly/Semi-annually/Annually/Recommendation specific

| <b>Sl No</b> | <b>Innovate to manage costs</b>  | <b>Specific</b> | <b>Measurable</b> | <b>Achievable or Assurable</b> | <b>Relevant</b> | <b>Time related</b> |
|--------------|--|-----------------|-------------------|--------------------------------|-----------------|---------------------|
| 1            | Focus on problems of practice  |                 |                   |                                |                 |                     |
| 2            | Active learning through process of Inquiry and Presentation                              |                 |                   |                                |                 |                     |
| 3            | Collective ownership   |                 |                   |                                |                 |                     |
| 4            | Appropriate to Q-R-S culture/Dashboard competency (related to strengths and weakness)    |                 |                   |                                |                 |                     |
| 5            | Appropriate to Q-R-S culture/Dashboard competency (related to opportunities and threats) |                 |                   |                                |                 |                     |

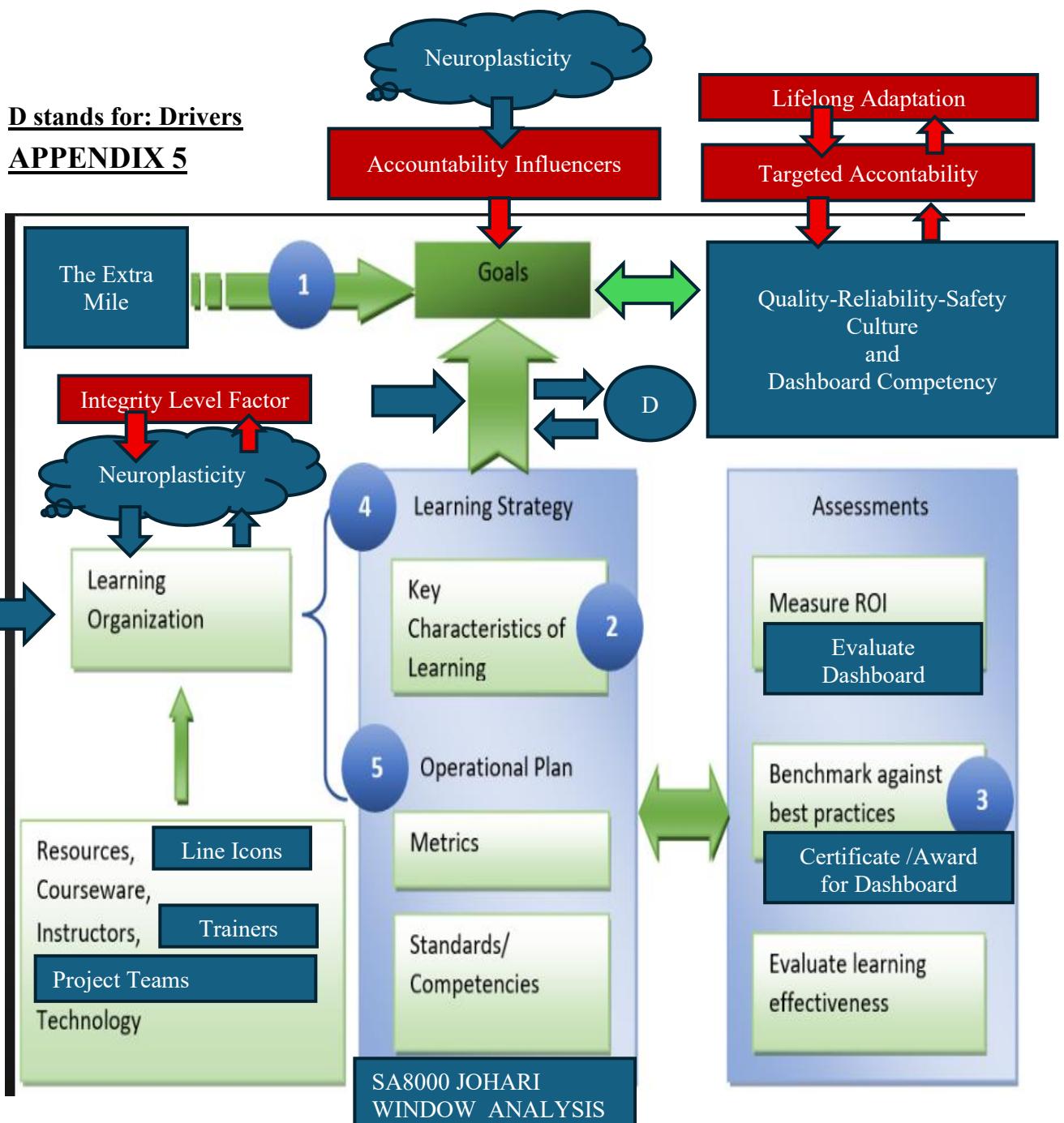
**Appraisee comments:**

**Reviewers comments:**

**Agreement-comments:**

**D stands for: Drivers**

## APPENDIX 5



Line Icons framework for improving Neuroplastic integrity levels for assisted adaptability and targeted accountability, say for road safety it could mean mitigating or controlling issues of

The emphasis here is for Line Icons to help action planning for

- Exercise
- Learning and Novelty
- Mindfulness & Meditation
- Sleep and Restful conditions
- Nutrition and Sustenance
- Integrity Level Factoring
- DRSS Assistants

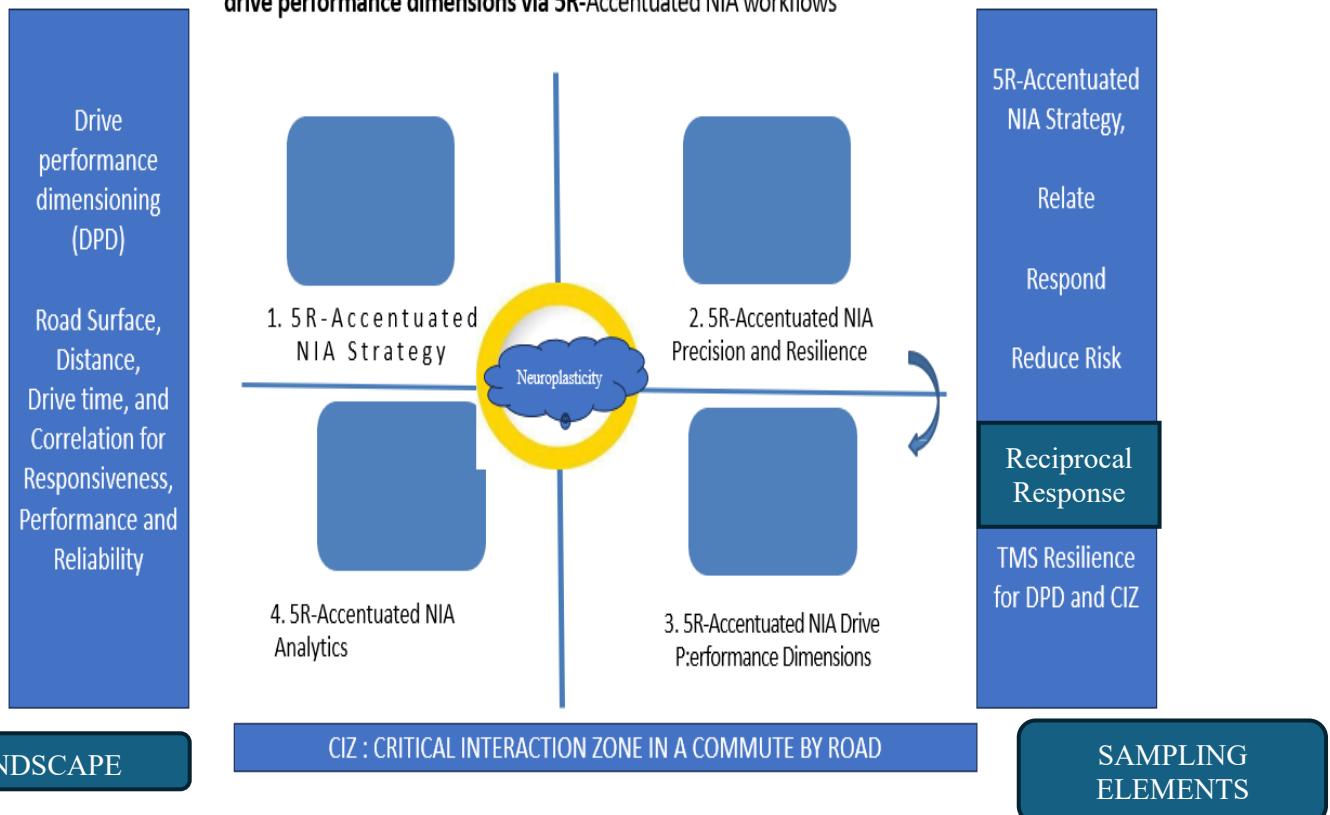
Duty capable of evolutionary association

- Disciplined person
- Normal person
- Adverse-Habits driven person
- Differently-able person
- Disabled person
- Afflicted person
- Destructive mentality person
- A Growing-up person for the needed mindset
- An Early stage person for the needed mindset

- DRUNK DRIVING
- DISTRACTED DRIVING
- RECKLESS DRIVING
- WEATHER CONDITIONS
- ROAD CONDITIONS
- SPEEDING
- TAILGATING
- RUNNING RED LIGHT

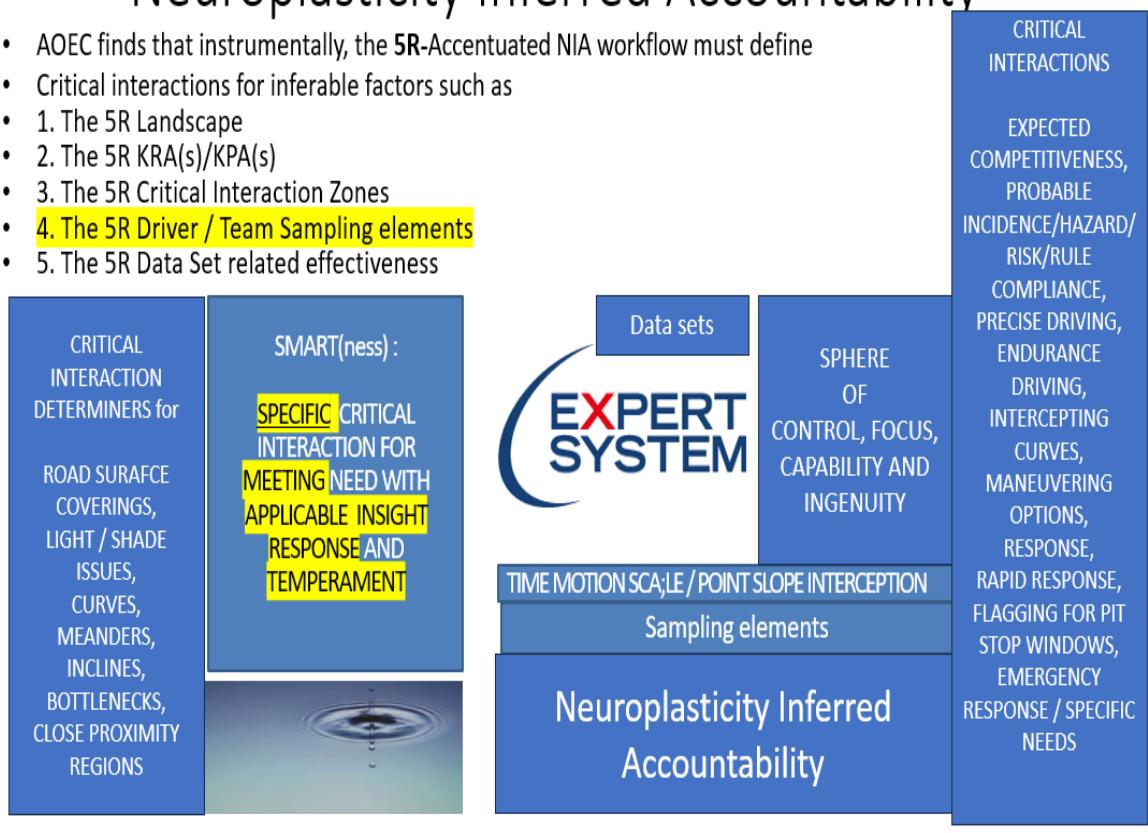
# Neuroplasticity Inferred Accountability

- AOEC finds that for safe & sustainable driving, the driver & co-driver team, will need to infer integral expectations for different road conditions from drive performance dimensions via 5R-Accentuated NIA workflows



# Neuroplasticity Inferred Accountability

- AOEC finds that instrumentally, the **5R**-Accentuated NIA workflow must define
- Critical interactions for inferable factors such as
- 1. The 5R Landscape
- 2. The 5R KRA(s)/KPA(s)
- 3. The 5R Critical Interaction Zones
- **4. The 5R Driver / Team Sampling elements**
- 5. The 5R Data Set related effectiveness



LANDSCAPE

KEY ROLE ASSIGNMENT (KRA)

# Neuroplasticity Inferred Accountability

- NIA data sets and virtual POINT SLOPE INTERCEPTION can make it simpler to identify the tangible correlation between drive performance dimensions for a road / road system/ road network with the **5R**-Accentuated NIA workflows to help and improve accountability for road safety/targeted adaptability.
- This **5R**-Accentuated NIA workflow plus assisted effectiveness can
  - Record-or-review,
  - Relate to help and improve accountability ,
  - Reduce risk,
  - Respond and
  - Regulate response for sampling elements that happen to matter for a road/road system/road network and its dimensions like the road surface, distance, drive time, drive safe and reliably factors, where there is agile point slope interception via strategic displays/condition monitoring/traceable fault tolerance/preventive and corrective action, where this effectiveness can help a NIA team categorize a NIA index for a road/road system/road network/TMS radius, where the index can be simply (1), (2), (3), (4) or combinations of them

# Neuroplasticity Inferred Accountability

- (1) **NIA1**:= where this workflow will need to address History of interaction & Foreseeable needs
- (2) **NIA2**:= this workflow will need to address Critical Interaction Zone needs
- (3) **NIA3**:= this workflow will need to address Road/Road system/Road network dynamics
- (4) **NIA4**:= this workflow will need to address Advanced AGILITY needs (like air quality, rotational/unregulated acceleration, temperature/humidity, road or road system or road terrain safety, with more than expected NIA driving style for accountability, reliability, and safety)



5

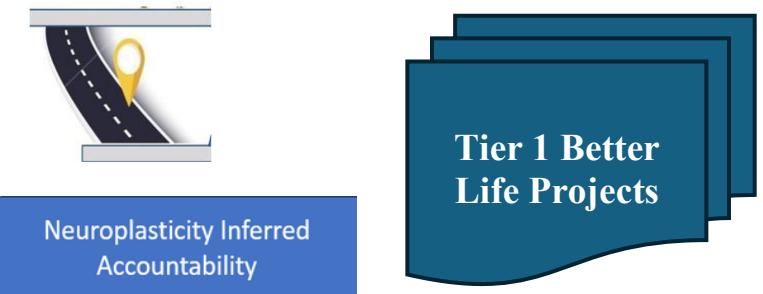
## The Process of Creating Use Cases in

Neuroplasticity Inferred Accountability

| Elements of a Use Case |                  |                  |
|------------------------|------------------|------------------|
| Actor                  | Goals            | Actions          |
| Basic (Success) Flow   | Alternative Flow | Exceptional Flow |

1. Identify Target User Groups
2. Define Goals and Objectives
3. Create Wireframes or Prototypes
4. List Actions and Scenarios
5. Conduct Usability Testing

## The Extra Mile – Tier 1 Better Life Projects



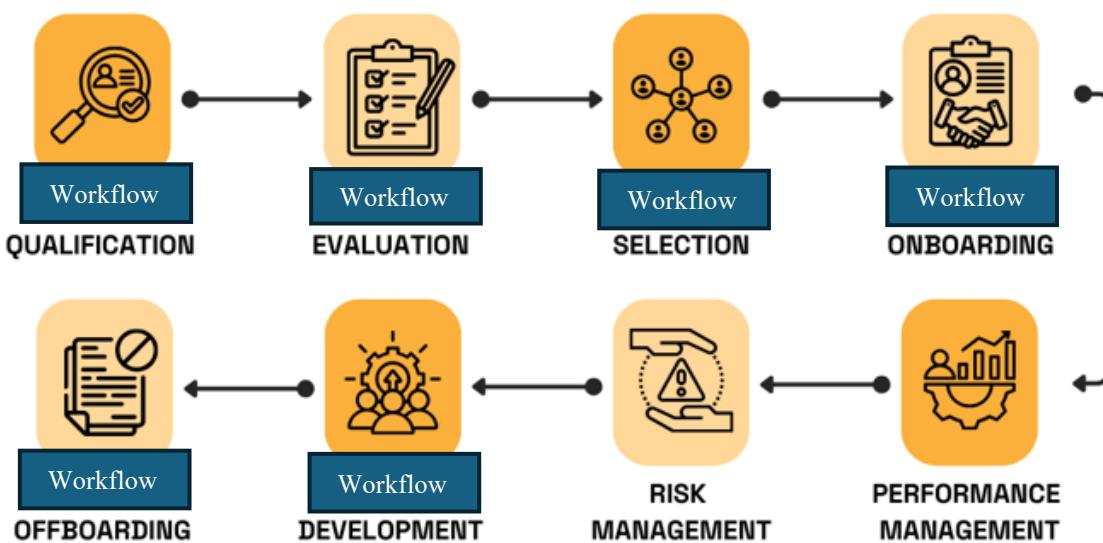
### NIA Unique Characteristics

- Distinct epoch/stage
- Disciplined person
- Normal person
- Adverse-Habits driven person
- Differently-able person
- Disabled person
- Afflicted person
- Destructive mentality person
- A Growing-up person for the needed mindset
- An Early stage person for the needed mindset

## CHARACTERISTICS OF PROJECT MANAGEMENT



## Neuroplasticity inferred Accountability and Workflow enabling for Use Cases



## Neuroplasticity inferred Accountability and Use cases for road safety/targeted adaptability

1. Prevention Use Cases
2. Mitigation Use Cases
3. Preparedness Use Cases
4. Response Use Cases
5. Reciprocal Response Use Cases
6. Rescue/First Aid Use Cases



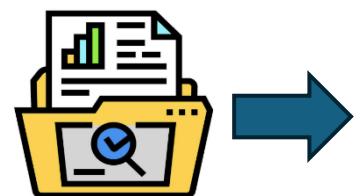
## Neuroplasticity inferred Accountability and Use cases influencers

- General conditions
- Affected conditions
- Light affected conditions
- Characteristic conditions
- Regulated conditions
- Disaster like conditions
- Virtual View enabled conditions
- Data integrated conditions
- Collision Avoidance conditions
- Geo-fenced conditions



## Neuroplasticity inferred Accountability and Use cases Analysis

- Neuroplasticity Cause and Effect Analysis
- Neuroplasticity Effect Analysis
- Neuroplasticity Development Analysis
- Neuroplasticity related Unique Need Analysis
- Neuroplasticity related Vehicle Analysis
- Neuroplasticity related Next Generation Vehicle Analysis
- Neuroplasticity Continual Improvement Analysis
- Neuroplasticity Project Management Analysis



## Reactive training needs analysis



# NEEDS ANALYSIS

**Neuroplasticity inferred Accountability and Workflow enabling for roads/road systems/road networks or different vehicle conditions (like 4W/2W/CMMV/Specific Need vehicles)**

- 5R Accentuated Workflow enabling via Road Safety Level Cards
- 5R Accentuated Workflow enabling via Profile Connected Road Safety
- 5R Accentuated Workflow enabling via Health parameterized Road Safety
- 5R Accentuated Workflow enabling via Dashboard Connected Road Safety
- 5R Accentuated Workflow enabling via Dataset Related Road Safety
- 5R Accentuated Event enabled Workflow for Road Safety
- 5R Accentuated Context enabled Workflow for Road Safety

KRA(S)

- 5R Accentuated Vehicle condition dependent Workflow for Road Safety

CRITICAL  
INTERACTIONS  
  
EXPECTED  
COMPETITIVENESS,  
PROBABLE  
INCIDENCE/HAZARD/  
RISK/RULE  
COMPLIANCE,  
PRECISE DRIVING,  
ENDURANCE  
DRIVING,  
INTERCEPTING  
CURVES,  
MANEUVERING  
OPTIONS,  
RESPONSE,  
RAPID RESPONSE,  
FLAGGING FOR PIT  
STOP WINDOWS,  
EMERGENCY  
RESPONSE / SPECIFIC  
NEEDS



## KEY PERFORMANCE/INFLUENCING ASSESSMENTS

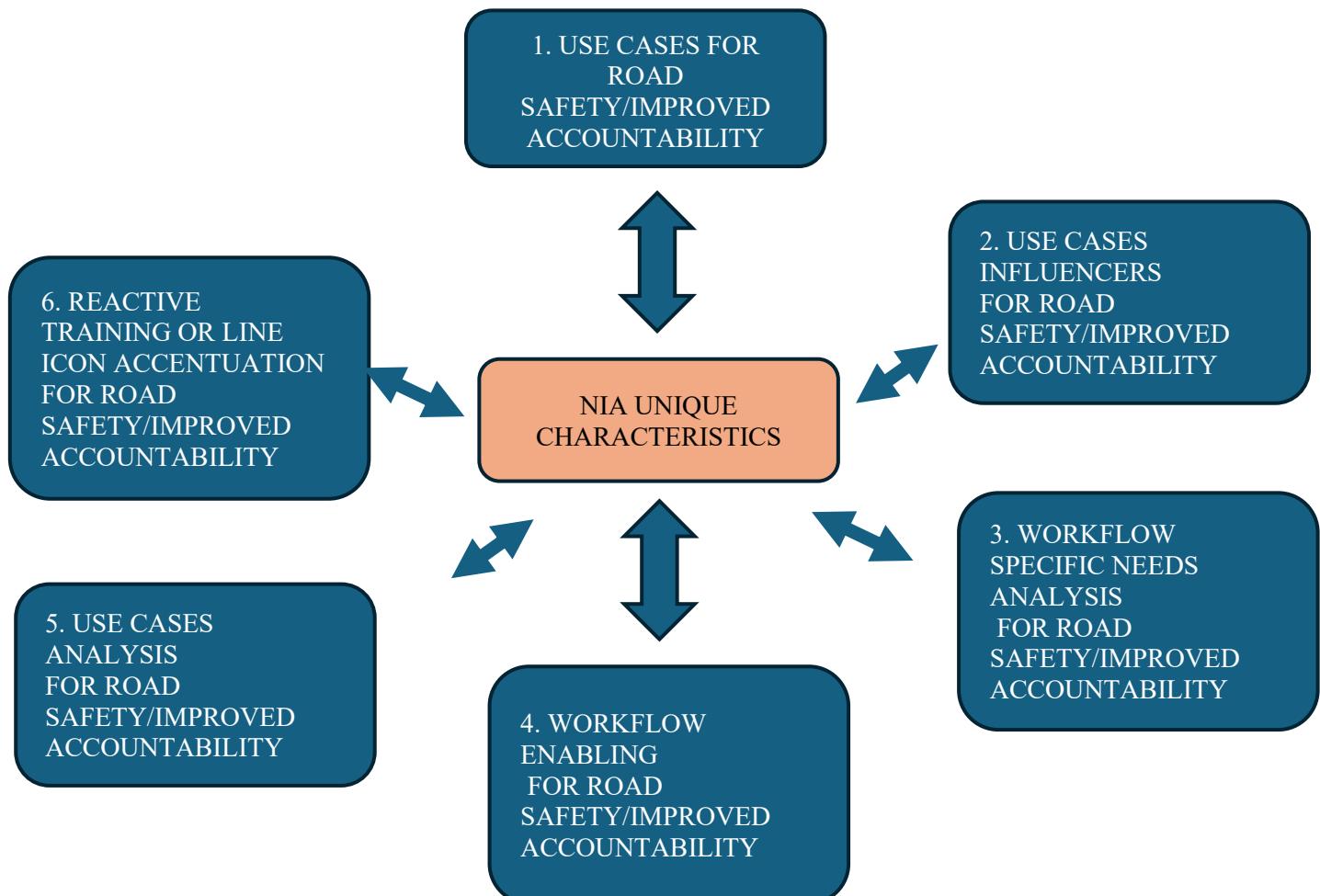
The emphasis here is for Line Icons to help Profile dependent workflow / action planning for

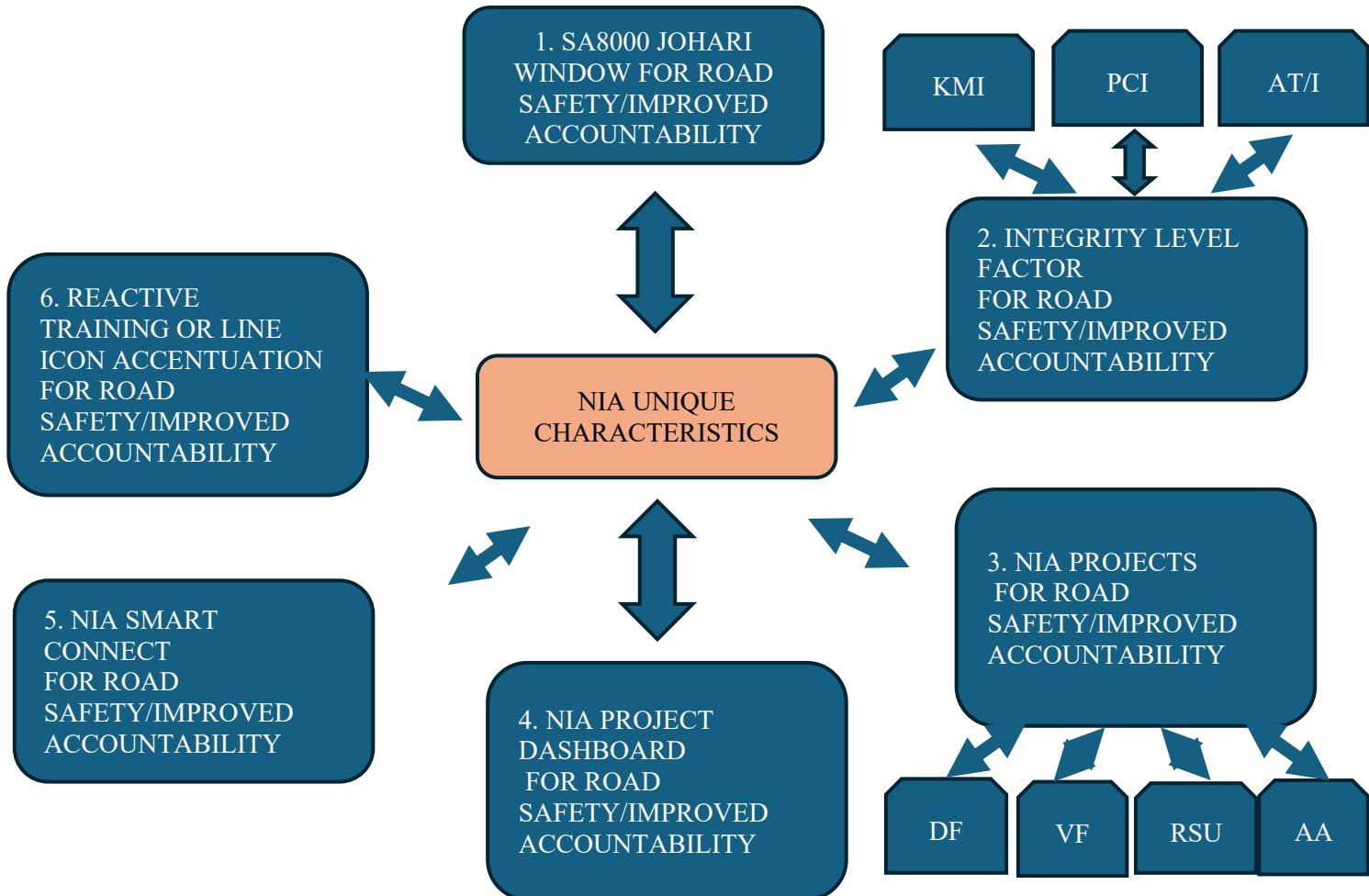
- Exercise
- Learning and Novelty
- Reactive training
- Mindfulness & Meditation
- Sleep and Restful conditions
- Nutrition and Sustenance
- Integrity Level Factoring
- DRSS Assistants
- DRSS Project Proposals

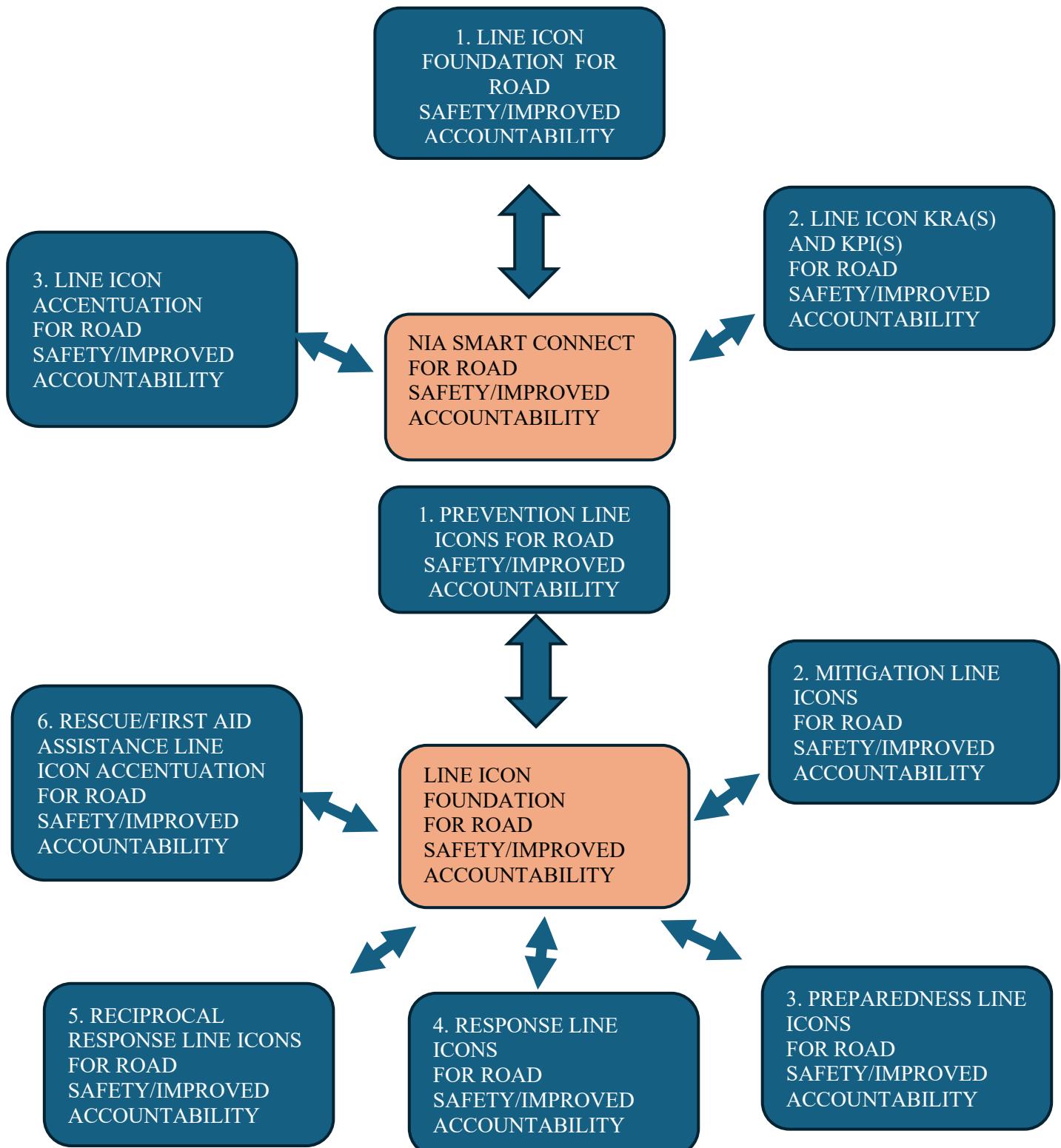
### Neuroplasticity Inferred Accountability

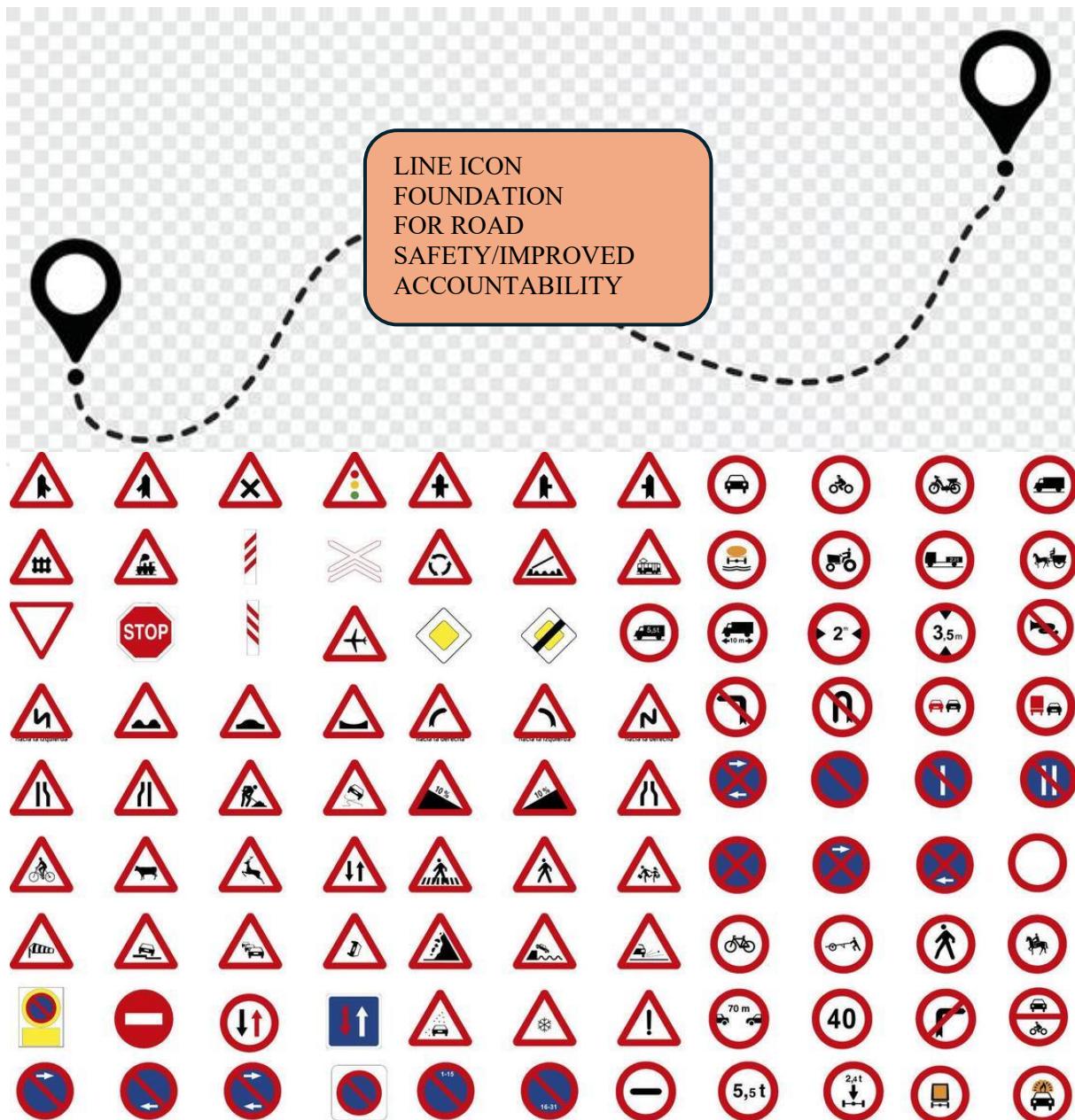
- DRUNK DRIVING
- DISTRACTED DRIVING
- RECKLESS DRIVING
- WEATHER CONDITIONS
- ROAD CONDITIONS
- SPEEDING
- TAILGATING
- RUNNING RED LIGHT

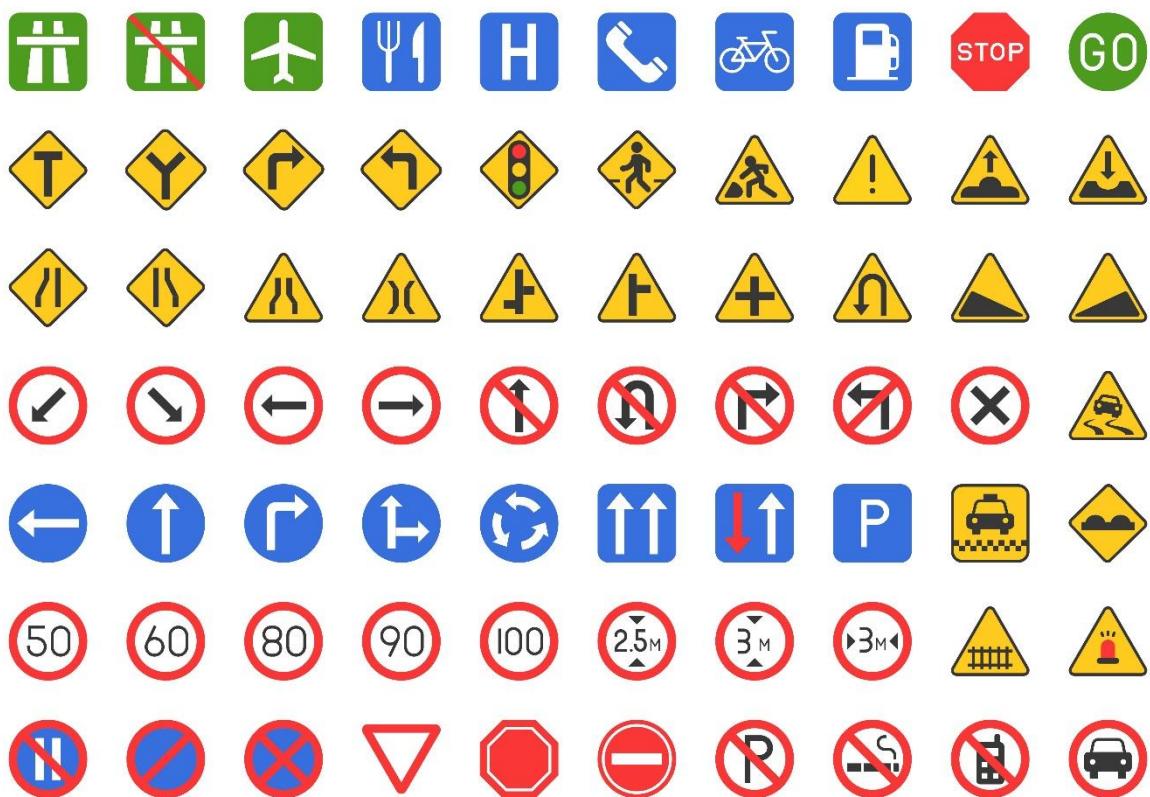
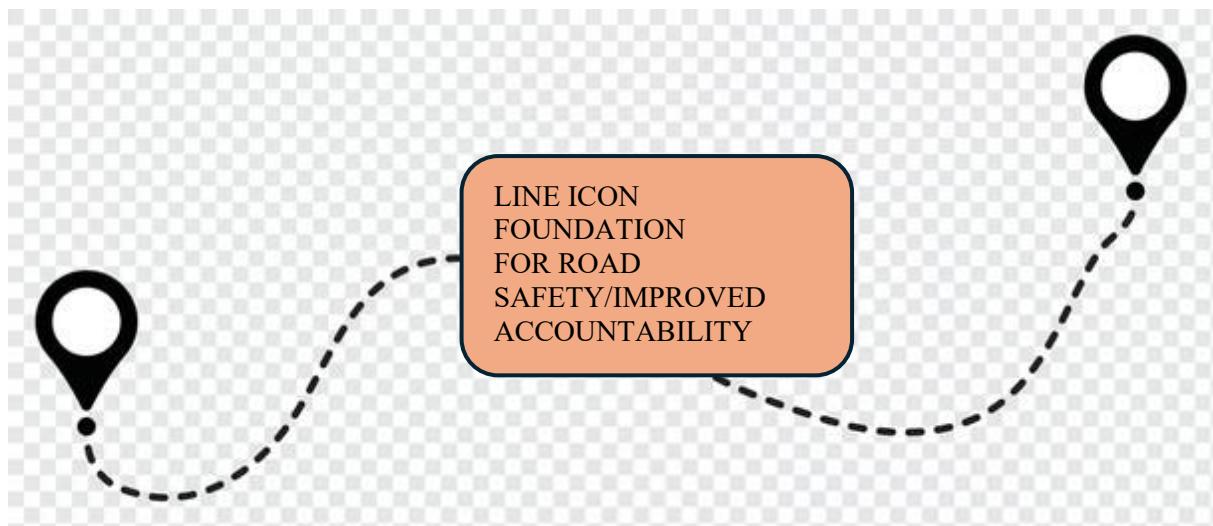
Quality-Reliability-Safety Culture and Dashboard Competency

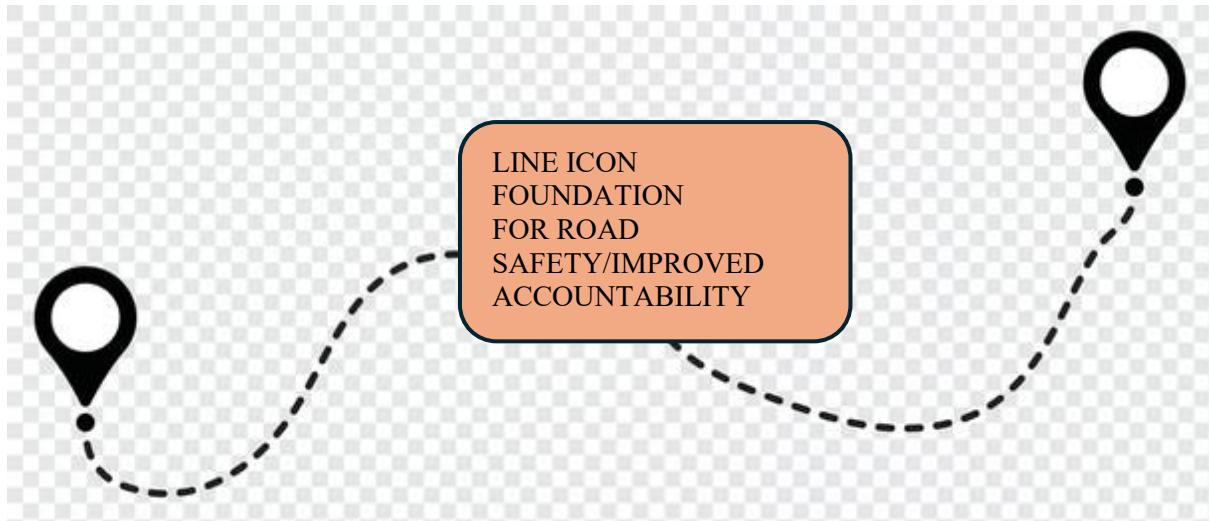












We reason via what we call as an Integrity Level Factor that influences our existential decision-making or thinking for process development, incorporation or improvement... but the emergence in climate change, dynamics and neuroplasticity can affect culture flow and supportive thinking for goodwill in Quality of Life solutions.

AOEC at the project level is involved in Road Safety and Allied Support as a Quality of Life deciding factor, as it influences our living needs, our business needs, our governmental & security needs and more advanced needs, but at this value endearing step for Key-Indicating-Questioning for furtherance we ask...what do we see in today's allied development / designing of life

The solution finding for this furtherance is detailed via our LINE ICON FOUNDATION FOR ROAD SAFETY/IMPROVED ACCOUNTABILITY

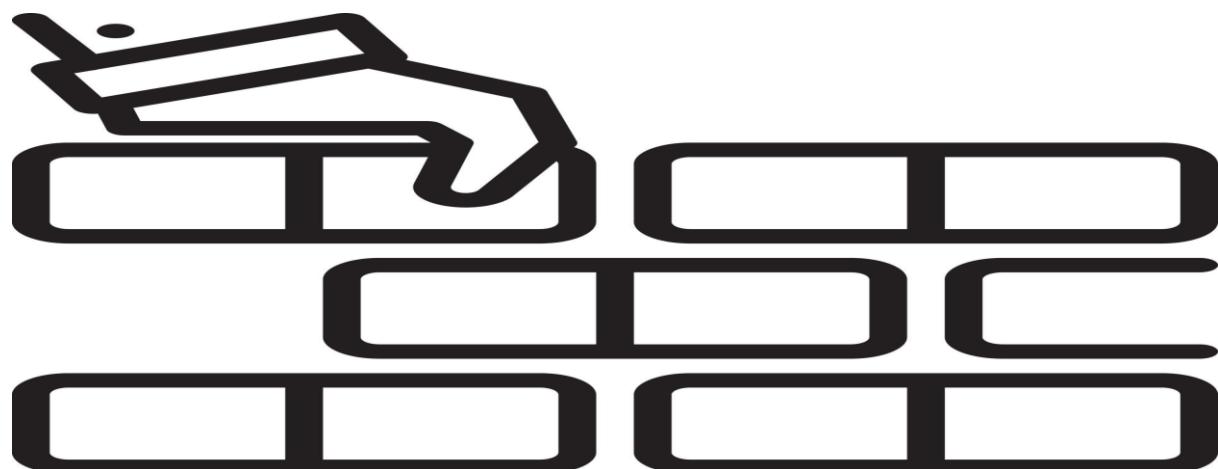
## THE LINE ICON FOUNDATION FOR ROAD SAFETY AND IMPROVED ACCOUNTABILITY

As a foundation, AOEC is working on today is Road Safety and Allied Support via niche Dashboards that report zero traffic issue expectations at an institutional, or organizational, or operations management level.

The value endearment is to connect to the traffic and safety issues of children, students and working communities, with an expectation to develop first priority interest for valuing life while commuting or for adapting to the different guidelines, regulations, and controls for safer and fitter commuting.

The value endearment is also being accentuated by the concept of using brain mapped techniques to relate to what factors achieve effective understanding and involvement like Driver Fitness, Vehicle Fitness, Road System understanding and Alpha Assistance, where each factor depends on assisted/targeted adaptation and accountability by formative thinking and positivity in doing/driving/commuting as per the rules, and regulations or for a dashboard set for each year, or season while in academic curriculums, or in employment, or in doing business or supporting demand/supply expectations.

The next step for value endearment is to use certificates and awards of excellence as management or process rewards for conscious sense-making & social accountability while commuting, despite the dynamics at work.



As a foundation, AOEC is detailing this solution finding via

- A Line Icon Fact Sheet
- A Line Icon Value Illustration Sheet
- A Line Icon KRA/KPA/KPI Sheet
- A Line Icon First priority interest Sheet

## **Quality of Life solution (or Quality-Reliability-Safety Culture in commuting or driving)**

For this solution finding, AOEC states we need to embark on the following Value Development

### **Value development:**

Help relate to the conditions of our road systems and traffic control via NSSR Themes enabled transformative surveys, assessments, and questionnaires “To Co-Evaluate, To Empower, To Engage and To Enable analysis and detailing of reports that can be submitted to Centres of Excellence for Road Safety, the RTO, Fire and Emergency Services Departments, Centres for SMART Governance, Urban and Rural Local Government bodies for Road Infrastructure Projects, and Traffic Engineering etc.

As this open-ended interaction may take time, AOEC has designed 2 frameworks to help implement the Extra Mile for Road Safety and Support

The 2 frameworks are the Line Icon Foundation, that helps use 5 classifications of visual aids or value illustrations (called Line Icons) to map what a department/institution/organization/dashboard team can improve via defining what traffic signs/traffic conditions/traffic concerns they need to address competently, for the month/season/year/responsively to meet expectations of Road Safety in terms of

- Key Role Areas/
- Key Performance Assessments/
- Key Performance Metrics/
- First Priority Competence/
- Neuroplastic Inferred Accountability / Health Parameterized Accountability

KMI: KNOWLEDGE MANAGEMENT INDEX

PCI: PROCESS CAPABILITY INDEX

AT/I: ACCOUNTABILITY TYPE/ISSIES





The 5 classifications of visual aids or viral illustrations are

Prevention Line Icons that help prevent known types of road accidents/incidents/concerns

Mitigation Line Icons that help mitigate occurrences of known types of road accidents/incidents/concerns

Preparedness Line Icons that help prepare action-plans/strategies to control/reduce occurrences of known types of road accidents/incidents/concerns

Response Line Icons that help respond to address/relate to/manage occurrences of known types of road accidents/incidents/concerns

Reciprocal Response Line Icons that help react-in-reciprocal thinking to/manage occurrences of known types of road accidents/incidents/concerns

First Aid/Rescue Line Icons that help plan/provide first aid or remedial healthcare actions for occurrences of known types of road accidents/incidents/concerns