

Service-Based Safety Assurance: Considering the Principles of Safety Assurance for the Services we deliver – 14 January 2026

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This webinar introduced the concept of service-based safety assurance, explaining why safety assurance must extend beyond individual systems or products to the services that support and operate them. The speaker outlined how services are difficult to define consistently across industries and therefore proposed focusing on their shared characteristics, such as multi-layered delivery, evolving configurations, multiple stakeholders, and contractual service relationships.

The session presented six service assurance principles, including defining service-based requirements, identifying and managing unintended behaviours, and applying assurance proportionately to the level of risk. A key theme was that services often form hierarchies of services, where assurance must flow across interfaces between providers and consumers, supported by service level agreements and assurance “wrappers” when suppliers cannot provide sufficient safety evidence.

Practical examples were drawn from multiple sectors, including defence, air traffic management, rail, healthcare, and the maritime industry. A detailed marine case study described a ferry engine fire following maintenance activities, illustrating how inadequate consideration of service assurance—particularly around maintenance, configuration control, and accountability—contributed to the incident.

The speaker concluded that applying service-based safety assurance principles can improve visibility of risk, strengthen assurance across complex service chains, and help prevent incidents across safety-critical industries.

If you are a SaRS Member and would like to watch the recording of the webinar please [click here](#).