ANALYZING THE PROGRESS IN THE APPLICATION OF RESILIENCE ASSESSMENT GRID

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Abstract
Nowadays, the organizations have become complex socio-technical systems that must operate under changing and abrupt working conditions. Thus, organizations must be prepared to achieve acceptable outcomes under these circumstances. Resilience Engineering was born to help organizations in this challenge. This new paradigm of safety provides a new understanding of safety and highlights the importance of resilient performance. In this context, it seems essential for organizations to measure their resilience in performance. In this way, they will be able to know what the current situation of the organization is and obtain feedback on their performance over time. Based on this, they will be able to establish measures or actions that help them progressively improve their resilience. In order to do so, Hollnagel (2011) proposes the Resilience Assessment Grid (RAG) as a tool to measure resilience using a questionnaire that assesses the four potentials or abilities for resilient performance. The aim of the present work is to analyze the available scientific publications focused on applying the RAG to an organization, activity or team as well as developing new methods or tools based on the RAG. For this purpose, a systematic review of the literature was conducted, which provided an overview of the current state of research on RAG. The results indicate that publications in this sense are still not very numerous. However, the RAG could be a key tool to support resilient performance management of organizations, although it is still necessary to continue working on its application and development.