

LESSONS FROM AVIATION

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Lessons from Aviation

- SMS Phases
- Company snap shots
- Industry data
- Future outlook



Savik Ramkay

Aviation Safety Consultant specializing
in Safety Management Systems and
Quality programs



1 – SMS PHASES

INFRASTRUCTURE

- Strong foundation –plan , resources, database,
- Strong leadership - CEO
- Develop reporting program



1 – SMS PHASES

COMPOTENCIES

- Identify key staff in each department,
- Train and develop their skills
- Mentor and foster growth
- Encourage team work and trust



1 – SMS PHASES

DOCUMENT PROCESSES

- Write your internal procedures
- Look for road blocks



1 – SMS PHASES

COMPANY PROGRAM

- Train staff on SMS program,
- Set safety goals
- Communicate to the team and company
- Management review



2 – COMPANY SNAPSHOTS

INDUSTRY SAMPLES COMPANY A

- 705 Operator
- Five years in development
- Good reporting all paper based

INDUSTRY SAMPLES COMPANY B

- 703 Operator
- Three years in development
- Good reporting all electronic based



MEASUREMENTS

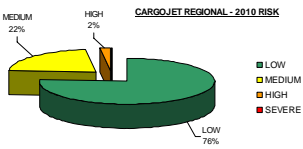
- “An organization’s measurement system strongly affects the behavior of people both inside and outside the organization. If companies are to survive and prosper... they must use measurement and management systems derived from their strategies and capabilities.”

The Balanced Scorecard®, Robert S. Kaplan and David P. Norton, Harvard Business School



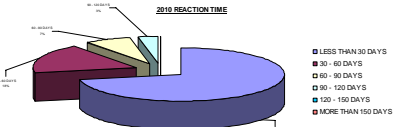
COMPANY B – RISK PROFILE

CARGOJET REGIONAL - 2010 RISK		
LOW	39	76%
MEDIUM	11	22%
HIGH	1	2%
SEVERE	0	0%
TOTAL	51	



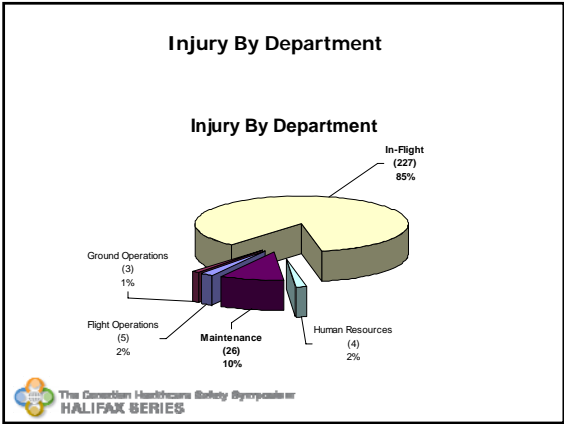
COMPANY A – REACTION TIME

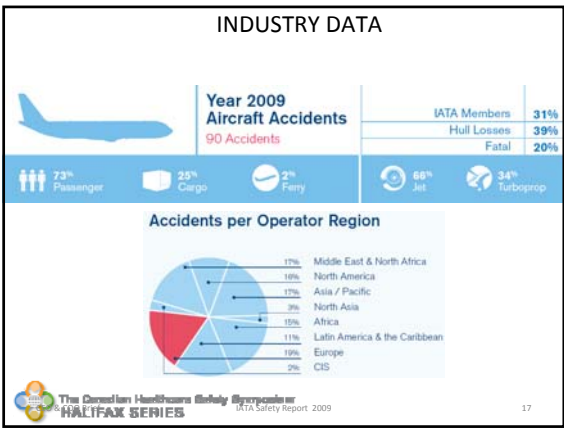
REACTION TIME FOR CLOSED ITEMS 2010		
LESS THAN 30 DAYS	49	72%
30 - 60 DAYS	12	18%
60 - 90 DAYS	5	7%
90 - 120 DAYS	2	3%
120 - 150 DAYS	0	0%
MORE THAN 150 DAYS	0	0%
TOTAL	68	

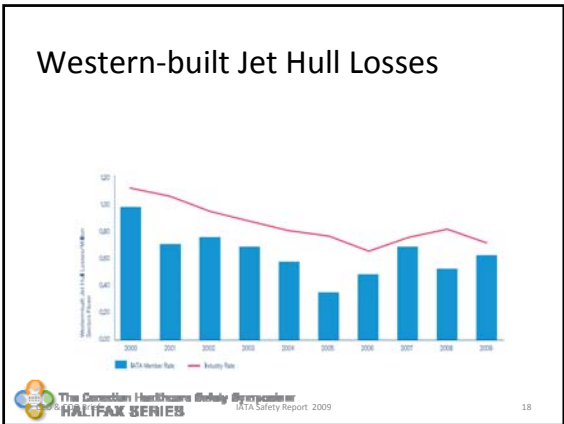


SETTING GOALS & REVIEW

- The most important continual improvement program
- Must be achievable
- Eventually will bring value to company
- Review will be the accountability trail



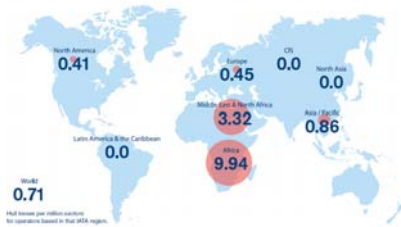




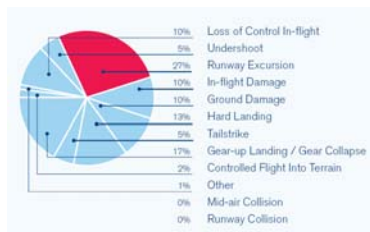
Overview of 2009 vs. 2008

	Jet	Turboprop	Western-built Jet Hull Loss Rate	Fatal Accidents	Fatalities
2009	59	31	0.71	18	685
2008	66	43	0.81	23	502

Regional Rate: Western-built Jet Hull Losses



Breakdown: Accident Categories



Top 5 Safety Issues & Prevention Strategies



IATA
SAFETY REPORT 2009
April to Oct 2009
46th Edition

The Canadian Healthcare Safety Symposium
HALIFAX SERIES
IATA Safety Report: 2009

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Runway Excursions Prevention

- Runway excursion was most frequent type of accident in 2009
- 43% resulted in hull loss
- 9% involved fatalities
- Top contributing factors:
 - Flight crew handling errors
 - Deficient airport facilities
 - Meteorological conditions

Strategy

- Expansion of the 2009 IATA Runway Excursion Risk Reduction Toolkit to include airport and Air Navigation Service Providers factors.

The Canadian Healthcare Safety Symposium
HALIFAX SERIES
IATA Safety Report: 2009

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Airmanship & Automation Management

- Aircraft handling was a factor in 33% of all accidents
- Automation management was a factor in 24% of all accidents
- Hard landings increased from 6% in 2008 to 12% in 2009

Strategy

- IATA Training and Qualification Initiative (ITQI) to address training issues that are leading factors
 - Go-around decision process
 - Multi-Engine Pilot License (MPL) operations relative to specific aircraft type

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Safety Management System & Training

- 23% of accidents involved deficient safety management
- 86% of accidents involving deficiencies in the Operator's safety management also implicated deficient regulatory oversight by the State
- Flight crew training was a factor in 20% of all accidents

Strategy

- IATA will deliver a SMS Implementation Guide that builds on the IATA SMS Introduction Guide launched in 2009
- IOSA Standards Manual will be updated with ICAO compliant SMS implementation specifications

FUTURE OUTLOOK

- AVIATION – FUEL AND CHARGES
- COMMITMENT TO SAFETY
- STUDENT POPULATION WILL EXPECT IT
- HIGHER DEPENDANCE ON QUALITY ASSURNACE
- INDEPENDENT REVIEW

THANK YOU

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