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Establishing Voluntary Safety Programs

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Voluntary Safety Programs give Insight to our Operations

Getting a perspective otherwise impossible to capture

» Where is the risk in the system?

- Flight Operations
- Maintenance
- FAA Air Traffic
- Ground Handling
- Inflight

» What do we know about those risks from precursors?

- Despite continuing training improvements, there is still errors, mishaps
- Redundancies and system design are effective to capture most errors
- Some reports expose potential weaknesses not related to errors
- Getting the information from front line staff is invaluable

» Overwhelming majority of employee reports – not known from other sources



Perceptions of Data Monitoring and Analysis

What are they really doing with the data?

Who is Concerned

- Employee to Employee
- Frontline to Supervisor
- Company to Regulator
- Regulator to Oversight Agencies and Congress
- Industry to the Public

What are their fears

- Punitive response— loss of employment
- Reputation will be tarnished
- Future potential diminished in others eyes
- A price is paid somehow for admitting a mistake
- Managers viewed as less effective for mistakes within their operation
- If you don't fix all the errors/issues you're ineffective



Voluntary Safety Programs are solving risk issues

Programs must continue to demonstrate value to keep trust

» Airlines solve their own unacceptable risks

- Event review committees / teams
- Some airlines have coupled lessons learned from Safety Reports and Flight Data
- Raw data from the aircraft and employees compliments other safety data for hazard and risk identification

» CAST uses national data targeting most problematic subjects

- Loss of Control Events
- RNAV off the ground
- Runway Excursions

» The world has been following the CAST lead at many levels

- Regional Groups work to implement some of the very same solutions
- Data analysis through ASIAs like efforts are spawning in other parts of the world.



Summary

- » **Knowing is far better than not knowing**
- » **Protection of the data will always be a concern**
- » **We are all accountable to reduce the risk**





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