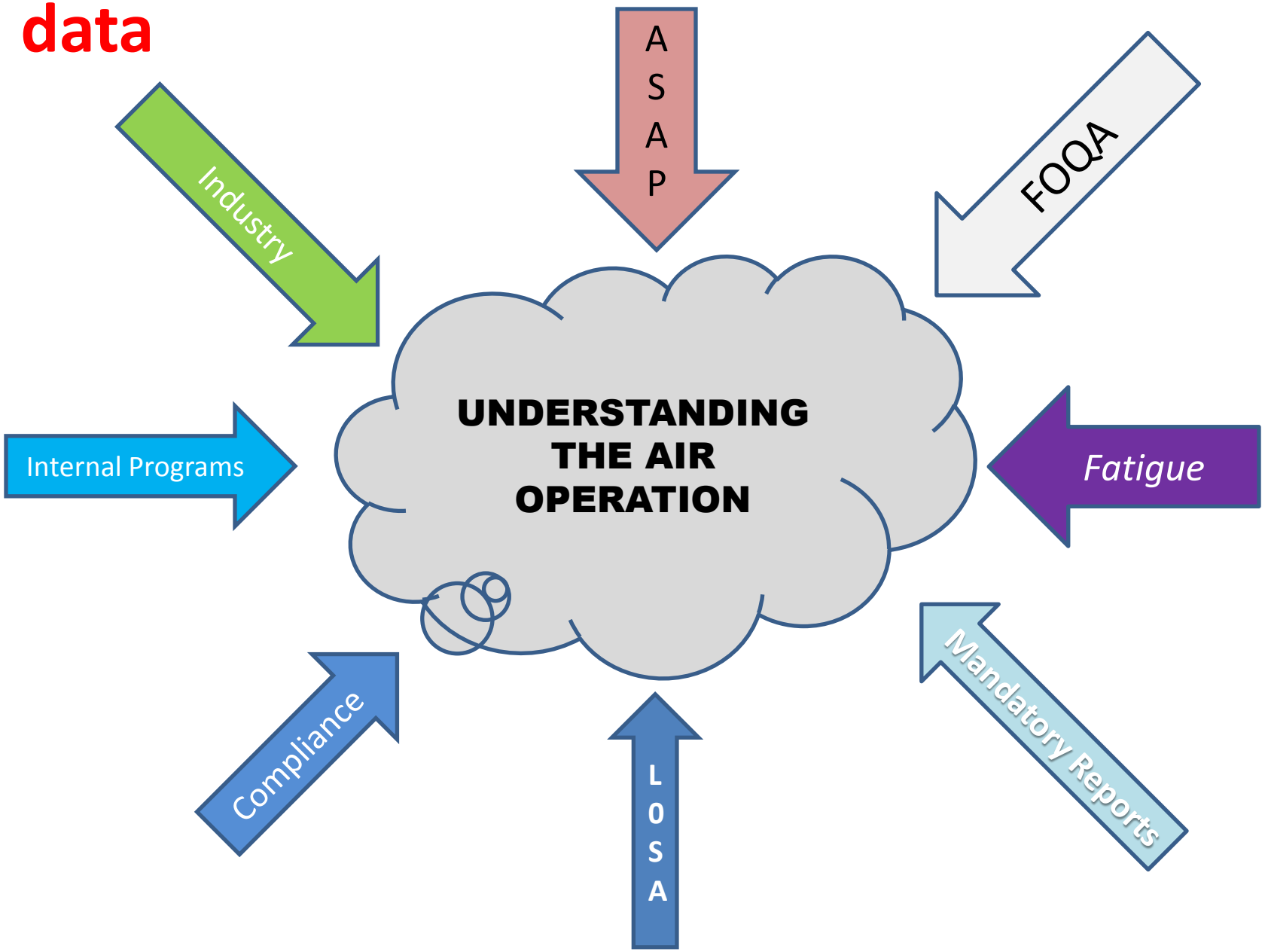
800,000

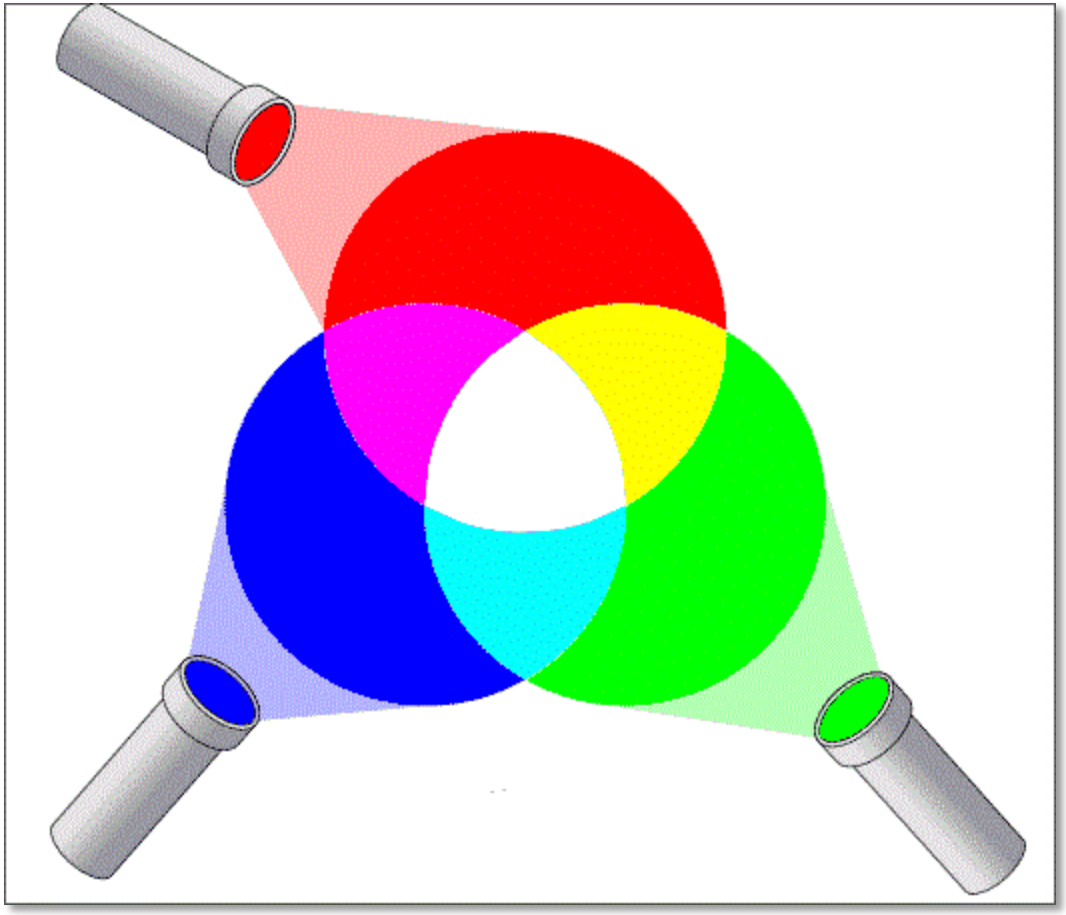
# data


Industry
ASAP
FOQA
Internal Programs
UNDERSTANDING THE AIR OPERATION
Fatigue
Compliance
LOSA
Mandatory Reports

*Data rich,*
*intel poor*

# synthesis

*…a combination of two or more entities that together form something new…*



# investigation's role

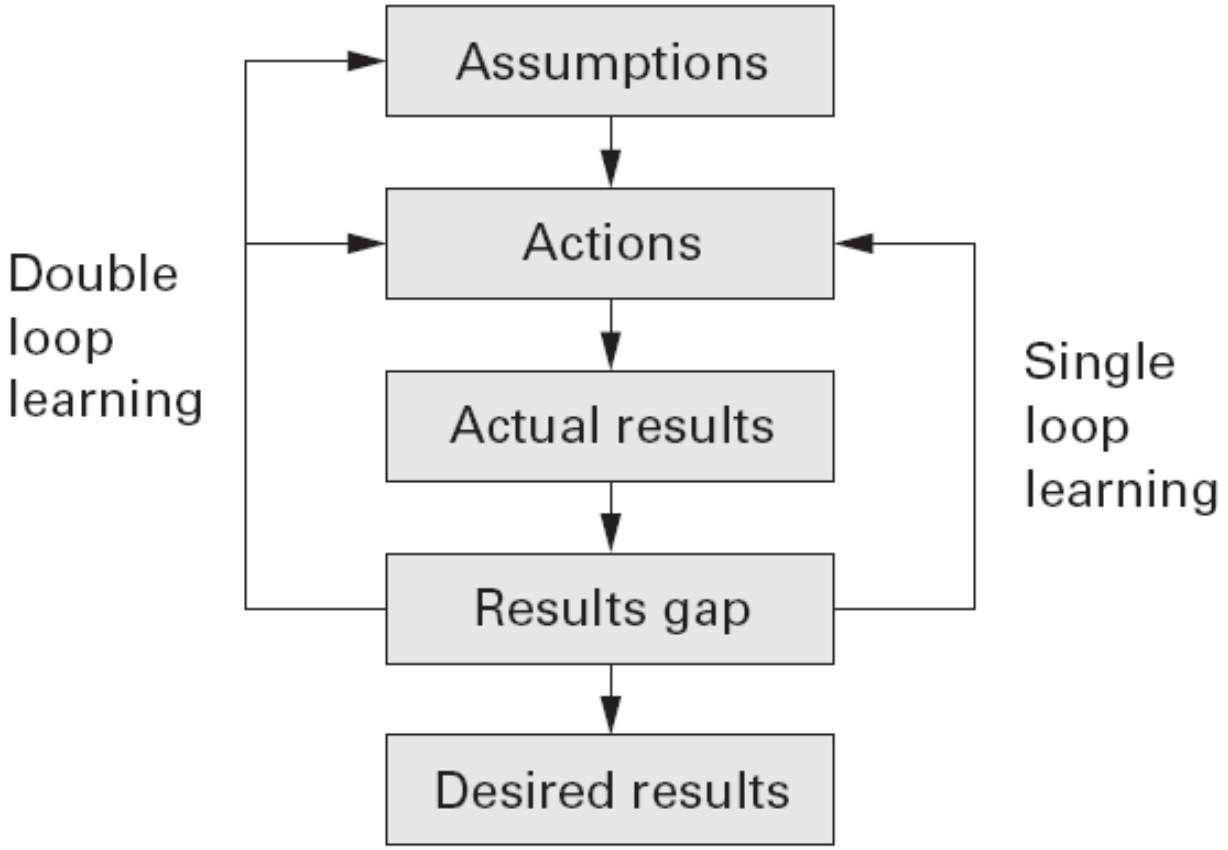



*Figure 3* *Single loop versus double loop learning.*

# learning for change

- Step 1 – Everything is fine, except outcomes
- Step 2 – Everything is fine, except outcomes and reported undesired events
- Step 3 – Understanding system behavior
- Step 4 – Normal people, normal work, normal day

# learning for change

## Discreet

- Short term change
- Treats the symptom
- Chasing the data via outcomes
- Reactive
- Tactical, point fixes

## Holistic

- Long term change
- Treat the disease
- Investigation as the guide, supported by data
- Proactive & predictive
- Strategic, comprehensive solutions

change