Challenge of setting up an SMS in existing organizations

Paul Erway: Runway Incursions Integration of many organizations

SMS occurred in other countries and we had the benefit of learning from their experiences

Flight standards side just getting started, building up body of knowledge

TC: Issues with small carriers

Communications sharing information, resistance to new ideas, Was it wrong before? No

ATOS: is it SMS?

Structure of systems to communicate and describe risk.

Risk threshold

Control and eliminate and identification and track risks

Integrates individual processes, creates a roof on top of different systems that already exist. Evaluating major and minor issues

Systems approach/philosophy

Total Quality management (Demming on safety)

Systems view (controller has just as much opportunity to impact solution)

Integration of all SMS systems

Regulators role changing to Auditing function

Reporting systems (Tracking mitigations and/or current system)
Feedback to the reporter is critical

Tailored level of acceptance? Minimum level of acceptance,
Target level of safety?

Need a starting point or we never get moving forward
Divide problems into small and large problems (evaluate & prioritize)

BPR view –

SMS – question all

Assuming all is acceptable may be an issue if the current system is perceived to be unsafe

Define some TLS, assign (accept) some level of cost associated with that TLS

TLS = 2 worlds (numbers (Objective) and qualitative (Subjective))

Operations (experiential data & some operational (numbers) data)

Approached – goal of 0 tolerance, each operating area will set goals based on previous operating experience

Voluntary reporting system - identifying latent hazards

System monitoring systems to enhance understanding of system

How to get to real world applications: It's how you deliver the message, understanding and communication is critical, it feels like extra work but there really is value Why are we doing this?

Must sell Mgmt on economic model, ROI is critical

Look for simple easy success stories to assist in selling system, building on success

ORM lessons learned my apply to SMS; however, using low hanging fruit may give wrong impression as to maturity.

Challenge of compliance (safety office as inspectors).

Safety had procedures, quality inspectors (separate group) would oversee

Integrity of reporting system? Pressure to manage information in the system (no reds?)

Firewall between what FAA is inspecting and what we (as a company) are doing Regulator/regulated relationships Part 193 issues need to be studied and decided upon (favorably)

Fox in the henhouse an issue?

Legal vs. Safety

Strategy to successfully implement system

Don’t forget to srart this up front in your process

AMS & relationship to SMS

SMS builds on AMS

SMS Definitions

Intranet.faa.gov/ats/atq

Hazard: event is currently part of the definition, event is a post activity and should be removed from the definition.

SMS Regulated requirement

ATM – ICAO & Hill

AVR - ?

Resources:

Within FAA people are limited to implement, will improve over time. “build a little, test a little, grow a little (if appropriate)”

Will take NAS experts (harness current NAS resources) and train them in Safety. Budgeted for training on System Safety and SRM

Information sharing across Organizations

Get buy-in early from all organizations that are knowledgeable and will ultimately play in the output

Buy-in from Senior Mgmt and budget to go with it.