

**SASI WS 03-09**

# **Safety Surveys ✓**

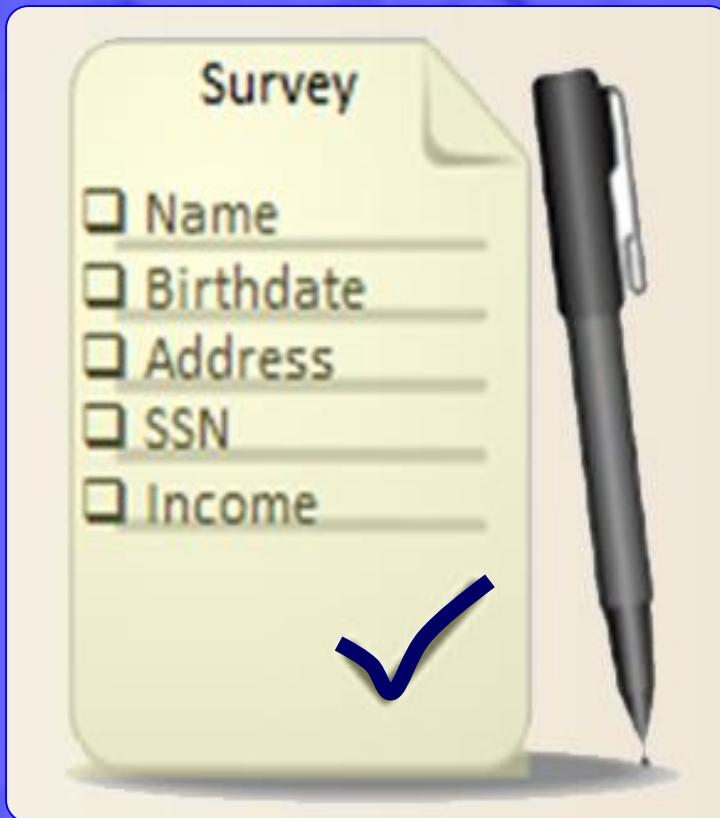
# Safety Surveys in SMS and in OPERATIONS

System, Continuous development, on-going operations, maintaining certification

		1000-1045	1045 1115	1115-1200	1200 1300	1300-1400	1400 1415	1415-1500	1500-1630
Thursday 17 SEP		Welcome Round table (FL/TL)	Coffee Break	Surveys In SMS (TL/FL)	Lunch	SMS Continuous Development Basic check (FL)	Coffee Break	Operational Safety Survey within an ANSO Day to day Observations (NATS)	Coaching surveyors on site real case Human factors in Surveys (FL - DVD)

	0915-1000	1000 1030	1030 1100	1100-1215	1215 1300			
Friday 18 SEP	Advanced check where are we wrt certification Tool & Application (TL)	CESAKIT (TL/FL)	The way ahead (TL/FL)	Coffee Break	Targeted surveys How to run Safety Culture Surveys and application (TL)	Session close- down & feedback (FL)		

# Who is who? Let's do a survey...



# Safety Surveys in ATM SMS

Tony LICU-Gilles LE GALO

ESP Programme Manager



Frederic LIEUTAUD

# Quick reminder, the regulatory framework

- ICAO
- SES CR
- ESARR3

Are about SURVEYS

But what is a safety survey? ✓

# Surveys defined in contrast to audits (how)

## Audit

(external & internal)

## Survey

Independence

Fresh eye

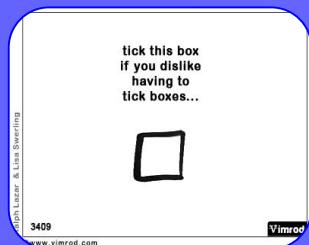
Non-compliances

Non-compliances

Best/good practices

Any other observation

Recommendations/solutions/share of practices



## Surveys defined in contrast to audits (why)

# Audit

(external & internal)

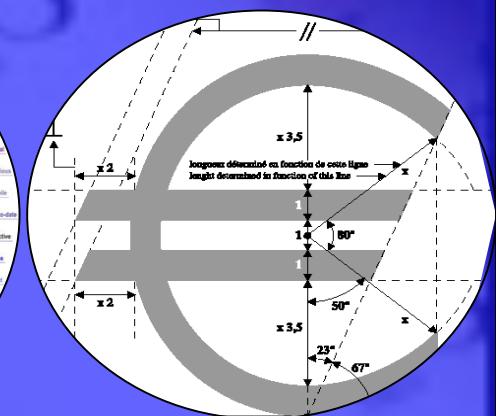
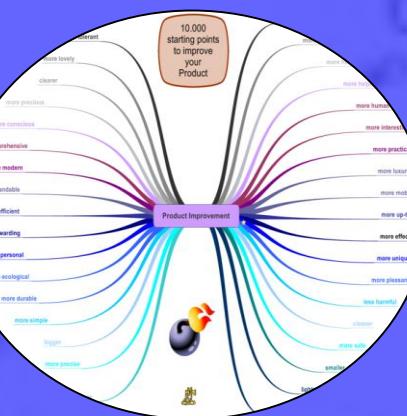
# Survey

## Accreditation/certification

# Improvement

# Efficiency

## Cost effectiveness



# Surveys defined in contrast to audits (requirements)

## Audit

(external & internal)

Trained/experienced  
Auditors



## Survey

Experts of the field trained  
to safety survey techniques 



# Survey / Audit



Non compliance / Non conformities



Evaluation of status

# Safety surveys scope

## SMS

knowledge  
understanding  
skills  
attitude

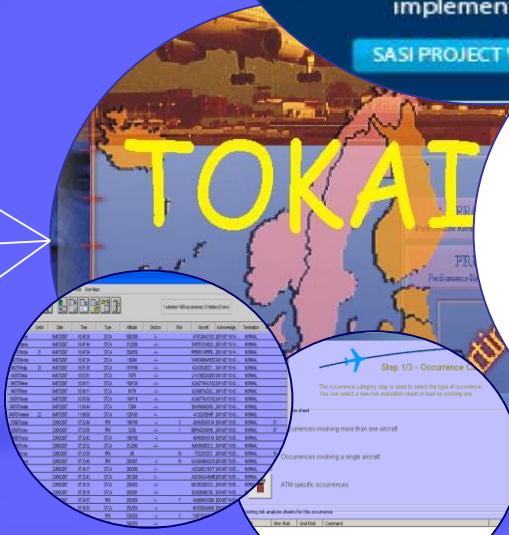


5 years of successful support by EUROCONTROL to ANSPs for Safety Management implementation.

SASI PROJECT WEB

**EUROCONTROL GENERIC  
SAFETY MANAGEMENT MANUAL  
(EGSMM)**

appropriateness  
correctness  
usage

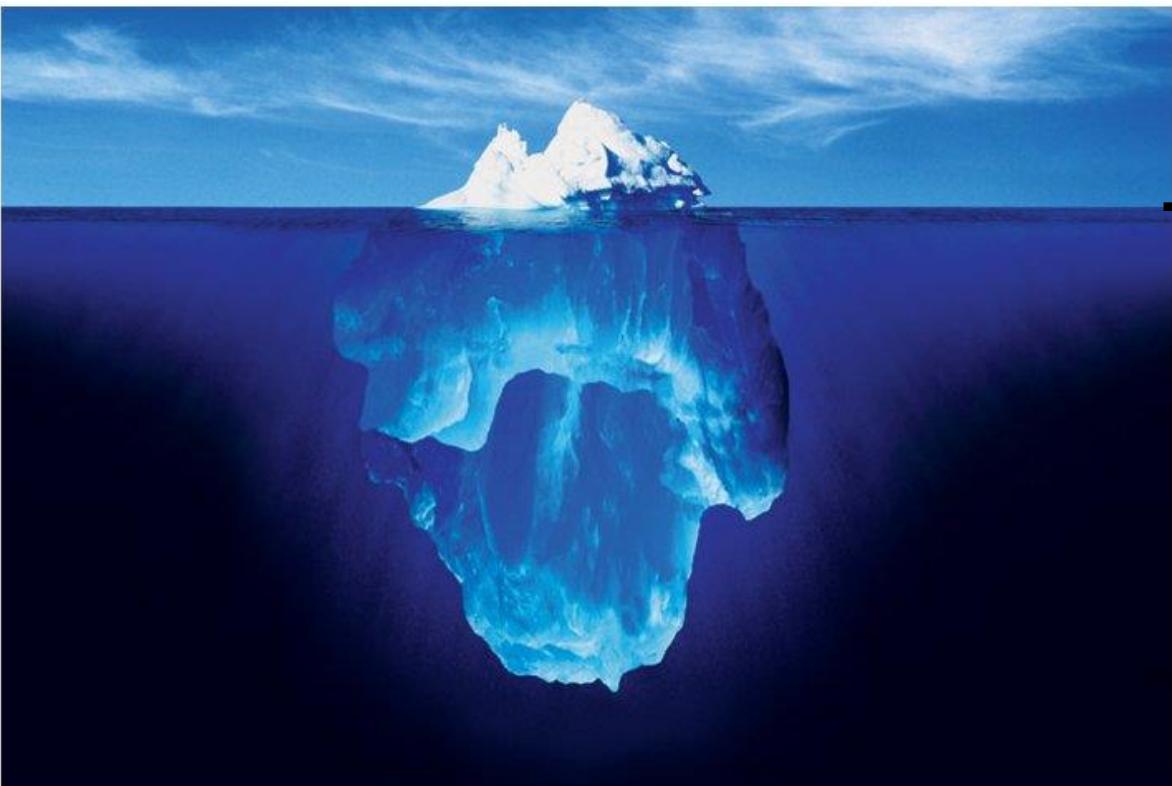


SASI WS 03-09  
Brussels 17-18 September 2009



completeness  
useability  
correctness ✓

# How much do we know



External View

Internal View

Hidden in the  
system!

It is about Visibility

Then How deep are Findings

# Surveys do work....

NASA refuses to disclose air safety survey

Survey shows twice as many reports of bird strikes, near mid-air collisions

MOFFETT FIELD, Calif. - Anxious to avoid upsetting air travellers, NASA is withholding results from an unprecedented national survey of pilots that found safety problems like near collisions and runway interference occur far more frequently than the government previously recognized.

NASA gathered the information under an \$8.5 million safety project, through telephone interviews with roughly 24,000 commercial and general aviation pilots over nearly four years. Since ending the interviews at the beginning of 2005 and shutting down the project completely more than one year ago, the space agency has refused to divulge the results publicly.

Just last week, NASA ordered the contractor that conducted the survey to purge all related data from its computers. 

# EUROCONTROL experience with ANSPs show that surveys do work

- One ANSP found a good number of non-compliances
- An ANSP redesigned its communication strategy for SMS
- Some ANSPs embarked on the «soft issues» i.e. safety culture measurements
- One ANSP decided to revisit the training of its surveyors
- One ANSP decided to revisit its Crisis management and Contingency planning arrangements
- Some ANSPs decided to have the Safety Board develop a Corporate Strategic Safety Plan and appoint champions from the Board members on various safety threads...
- ...

## So Survey do work

So much so that their scope can be successfully extended to operations as will be demonstrated later (NATS presentation).

Surveys can also be used as complement/substitution to safety assessment. One ANSP performed a survey of its new ACC building in lieu of a safety assessment which did not take place in time for various reasons. ✓

# Role of the NSA

NSAs should:

- Support Surveys
- Welcome the findings of surveys

NSAs should NOT look for responsibilities (too late!)

NSAs will (most certainly) closely monitor remedial actions 

## Other issues:

Quality and safety, integrated systems and the rest...

Just some remarks/advice:

- Aiming at having/developing an Integrated Management System may require significant efforts, is it justified?;
- Solutions may be found to have the two system work hand in hand where possible; and
- Clear delineation between scopes must be made.

## End of presentation survey

1. Questions?

YES  NO

2. If YES above, were questions interesting?

YES  NO

3. If YES in 1 and NO in 2 above were the ANSWERS interesting?

YES  NO

4. If NO in 1 above does this mean the presentation was NOT interesting?

YES  NO

5. If NO in 1 above does this mean the presentation was very clear and complete?

YES  NO