

# ES2 WS1-11

**What is the link between SMS day-to-day activities  
and  
ATM Community wide indicators and targets?**

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**EUROCONTROL**





**We really have a problem....**

**no matter what we tell our staff the rate of occurrences keeps raising....**

**On one hand the traffic increase could explain this upward trend of occurrences**

**But is that all?**

**Are the measures (if any) taken to reduce the number of occurrences efficient and proactive enough (rather than reactive and just fixing the problems) e.g. is it clearly explained to the staff what behavioural change is expected from them in order to bring the rate of safety occurrences down?**

**I.e. away from the “be more vigilant” wishful wish.....**



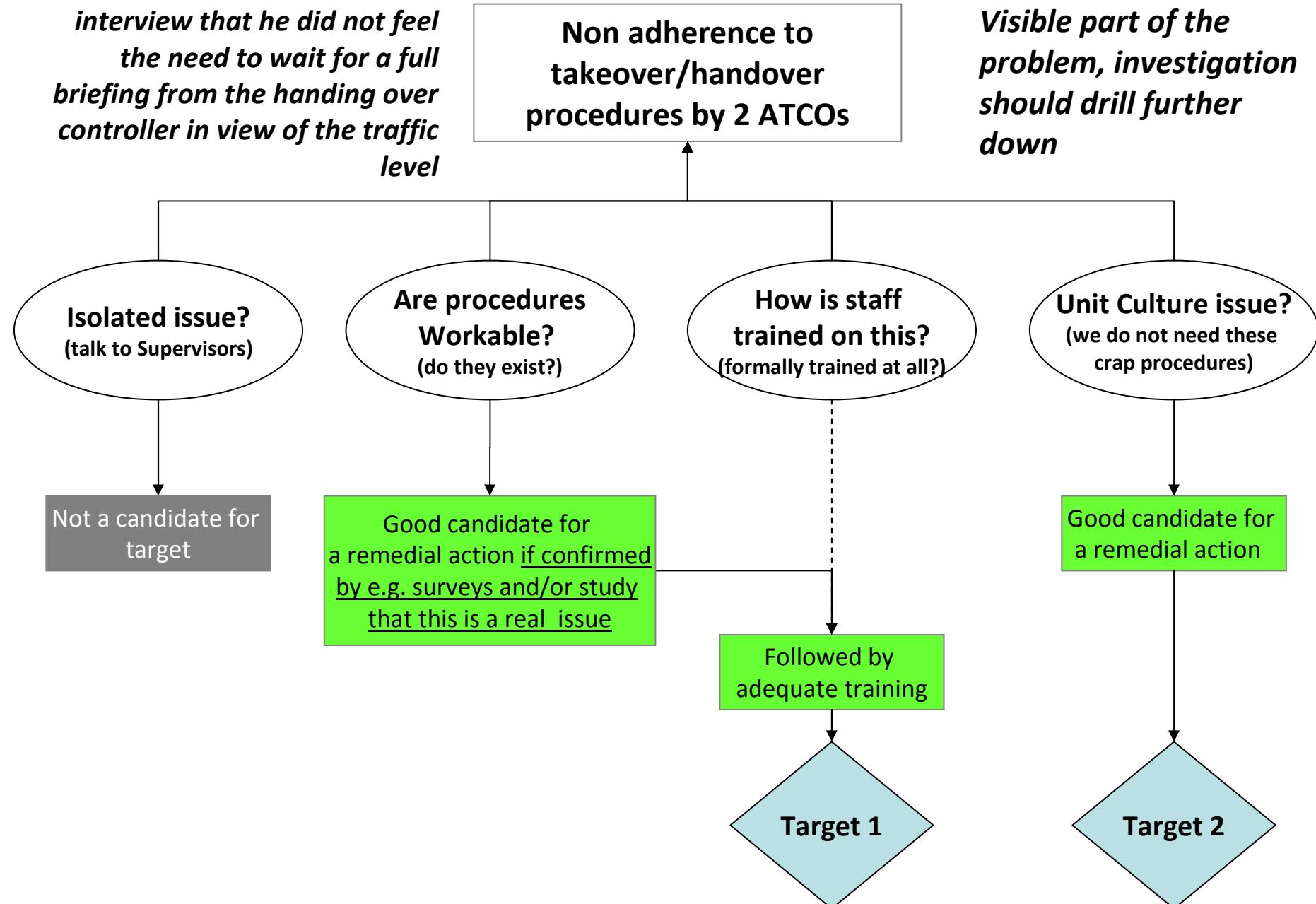
## **How can we achieve that?**

**It boils down the quality of the data that the SMS provides from its following processes:**

- Investigation: reliable causal factors (meaningful depth)**
- Surveys: sound findings (and further investigation results whenever was required)**

**QUALITY of INVESTIGATION and SURVEYS is key**

**Incident occurred 5 mins after taking over, the taking over controller stated that in the interview that he did not feel the need to wait for a full briefing from the handing over controller in view of the traffic level**





### Target 1

The number of incidents in which non adherence to the Handover/takeover procedures to be eradicated (**OUTCOME Target**)

How will this be achieved? By changing the **behaviour** of ATCOs through:

- More acceptable procedure
- Training
- Awareness (why the change of procedure)
- Monitoring and feedback

**(ACTIVITY Targets)**

**Overall this will contribute to the LAGGING INDICATORS at ANSP level as well as ECAC level thanks the reporting arrangements**



## Target 2

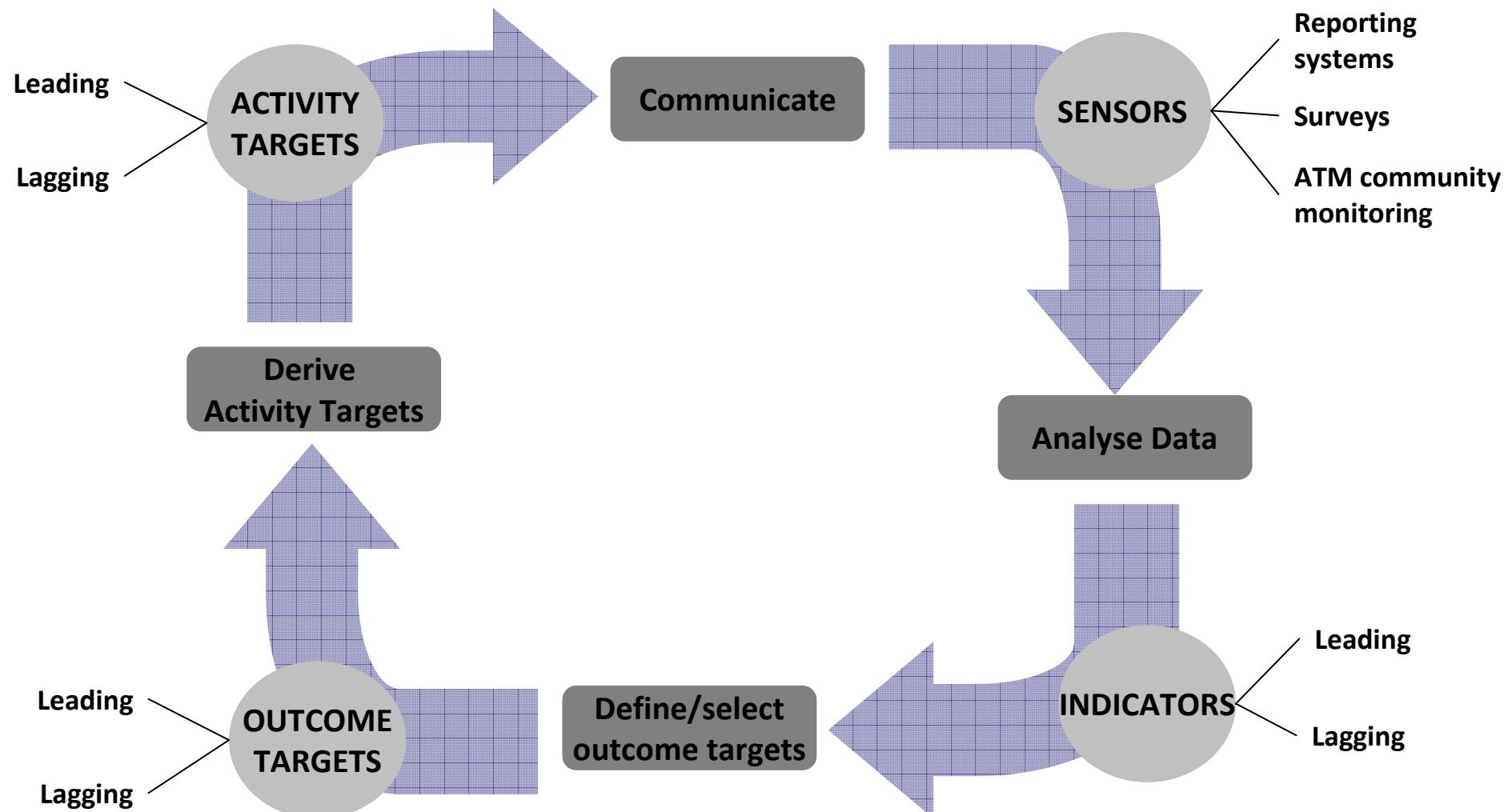
The Safety Culture should make significant improvement wrt adherence to procedures (**OUTCOME Target**)

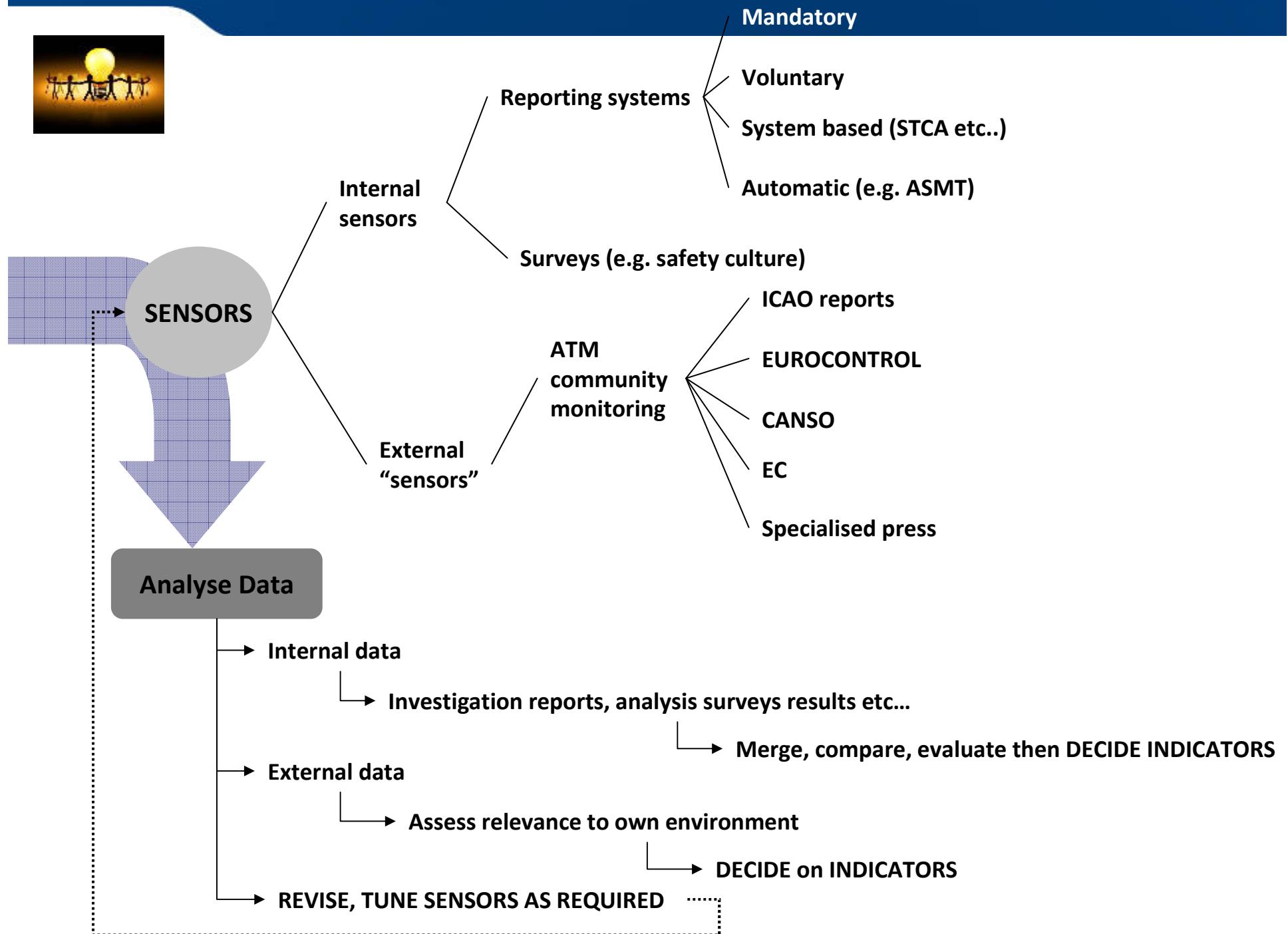
How will this be achieved? By changing the **behaviour** of ATCOs through:  
-Development by themselves (possibly following a Safety Culture Measurement) of the awareness material and initiatives  
(**ACTIVITY Targets**)

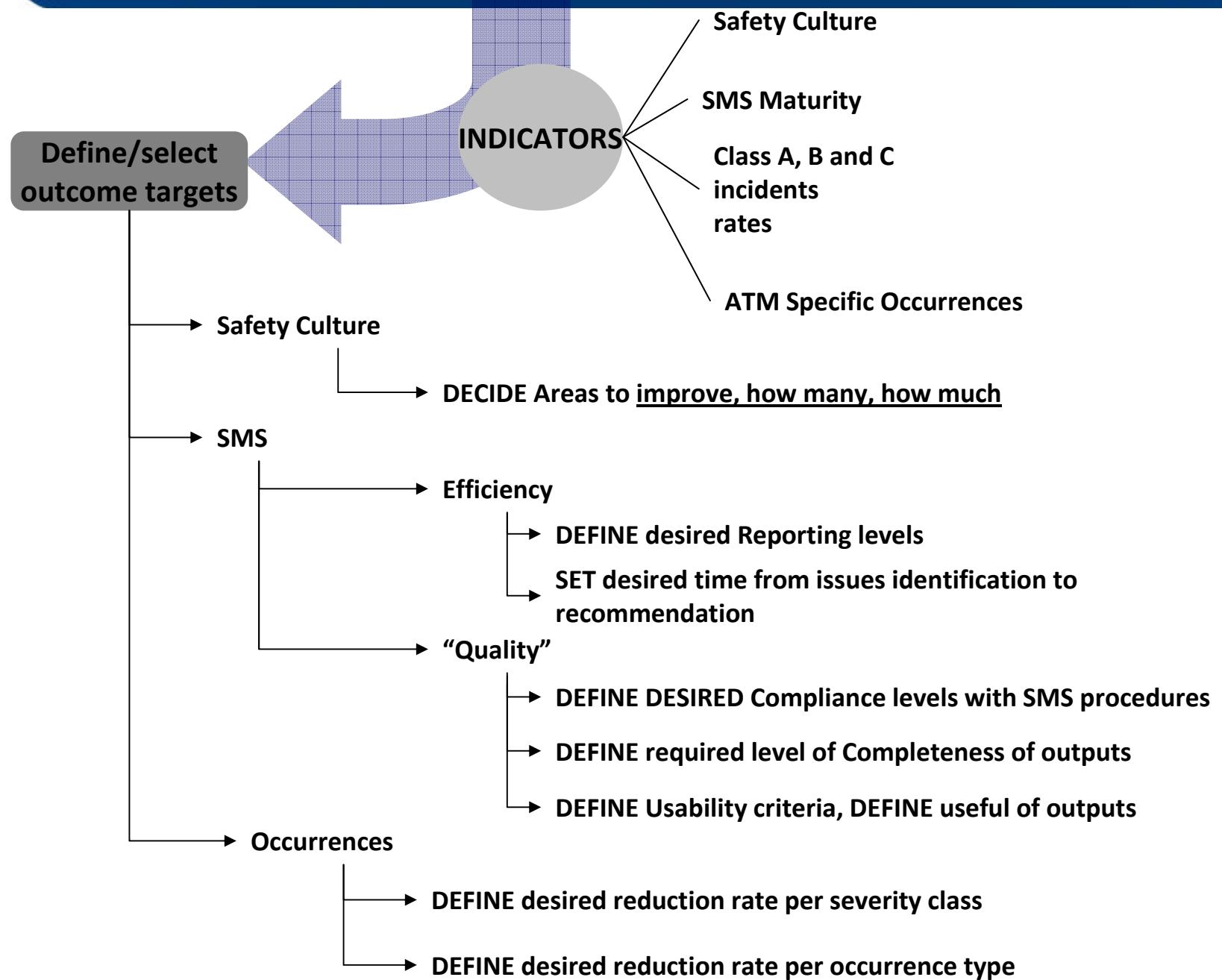
**Overall this will contribute to the LEADING INDICATORS at ANSP level as well as ECAC level thanks the reporting arrangements**



## Safety Monitoring Loop









**LOOK** at safety culture stoppers and **SET** a strategy to remove them

Safety Culture

SMS

Efficiency

**LOOK** at reasons for less than desired Reporting levels and **DEFINE** an action plan

Quality

**LOOK** at reasons for non compliance and **DEFINE** actions

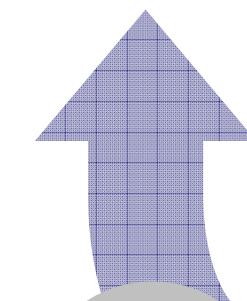
**LOOK** at reasons for delays and **DEFINE** ways to reduce them

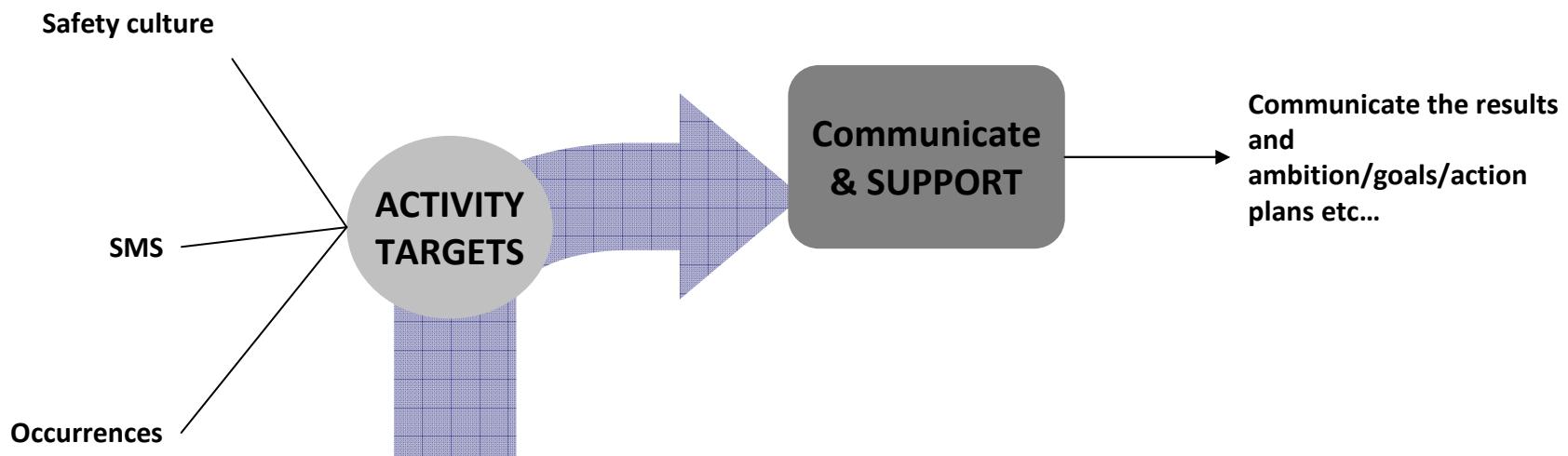
Occurrences

Derive Activity Targets

**LOOK** at causes and **DEFINE** reduction rate per CAUSE(s)

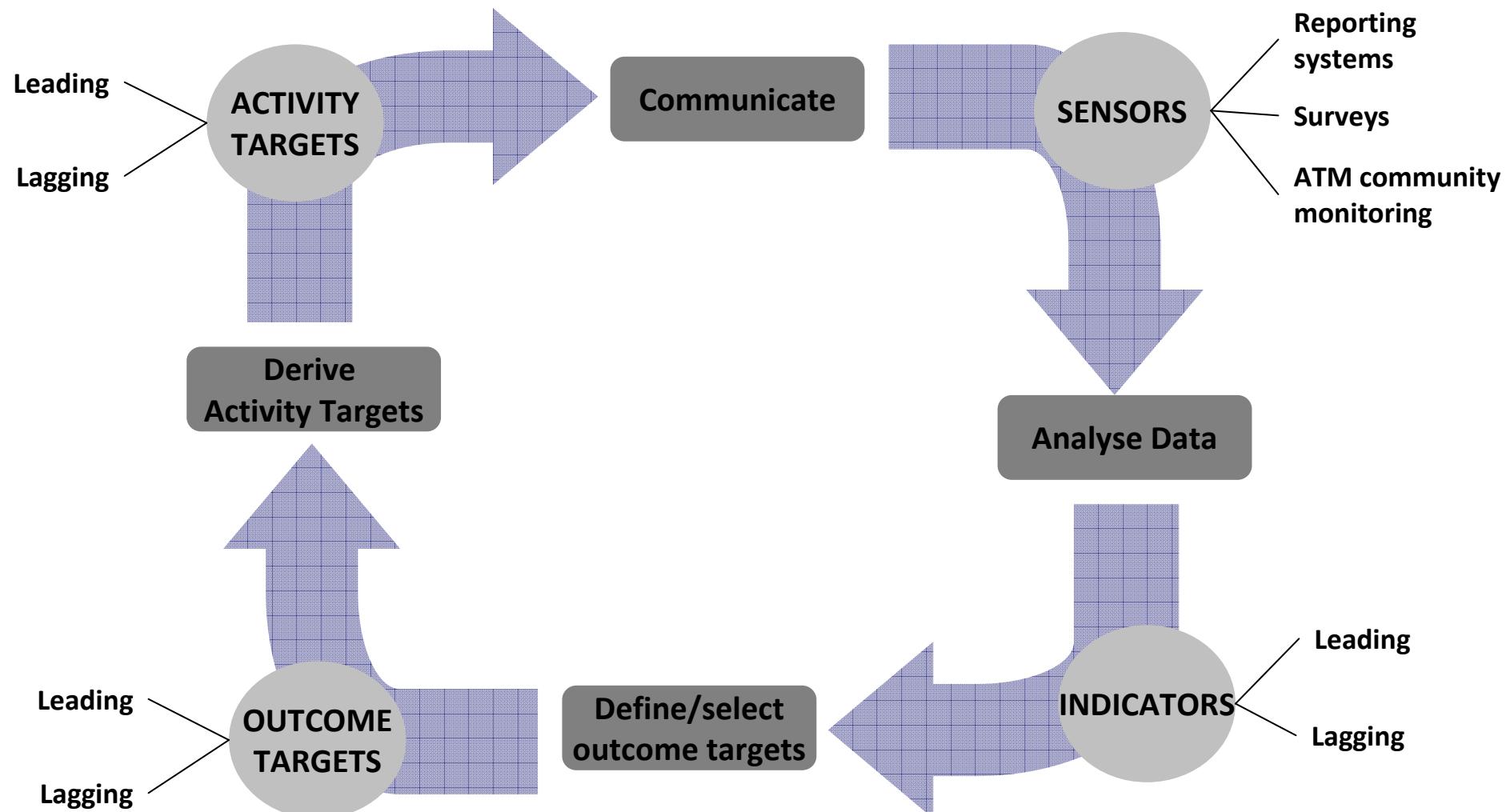
OUTCOME TARGETS

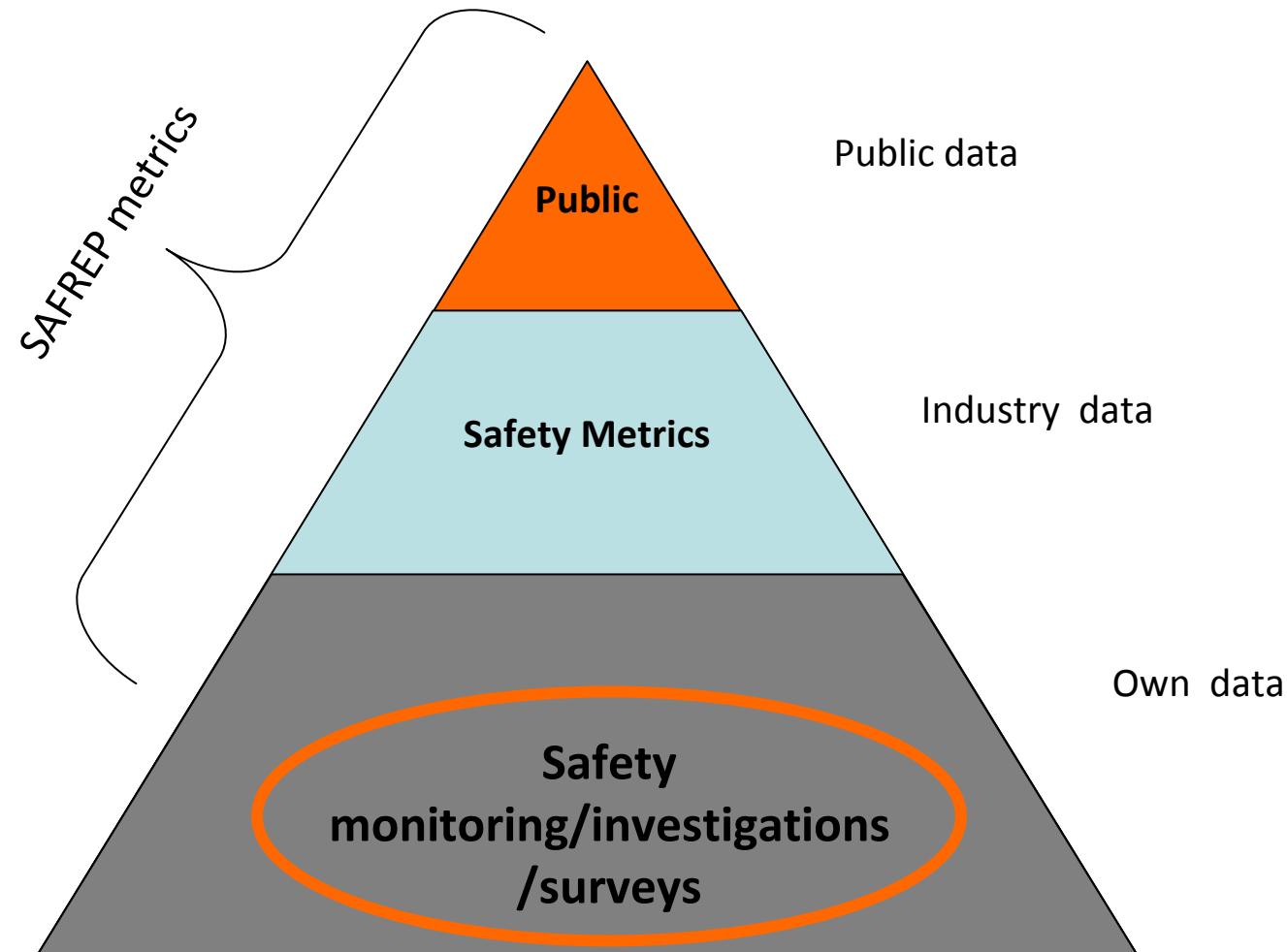






## Safety Monitoring Loop





What happens here contributes to the higher levels



## **To Conclude**

**Local day-to-day indicators and targets and  
ATM Community indicators and targets is a continuum**

**Which only works well**

**if the QUALITY of INVESTIGATIONS and SURVEYS and subsequent  
MONITORING activities allow to make the link i.e. are efficient**

# Questions welcome

# Thank you for your attention