

- Common Problems
 - Monopolistic Suppliers (e.g. Power, Telecom)
 - Certification
 - Maintenance (e.g. Competence, Records, Reporting)
 - Airports
 - Radar Data
 - Civil/Military Interface
- Local Ones
 - Spares for equipment/Guarantee period
 - Sub-contracting
 - Need to conduct an audit and how
 - Met Service
 - Security
 - A/G Coms

No Magic Solution

ANSPs NEED to:

- ***DO Homework*** (*Know Thyself*)
- ***GET Safety Evidence***
- ***USE Common Sense***
- ***TAKE Decision on Safety***



Possible way forward

1. Draw up your requirements
2. Set safety objectives
3. Put Requirements, Objectives & Details in contract
4. If supplier unable to meet them
 - Check what he is able to provide
 - Make gap analysis
 - Mitigate for difference as far as practicably possible
 - Address the risks as you can
 - Report on safety
 - Get CEO's decision (Accept/Not Acceptable)
 - Inform Regulator/NSA (find solution?)
 - Take matter higher (minister) if need be
 - Continue pushing for improvement
5. Continue Verification/Audit/Oversight of contractor
6. DO NOT GIVE UP

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REMEMBER

If service offered is still not considered safe enough even after putting mitigation measures then

RECOMMEND to CEO

DO NOT IMPLEMENT!



REMEMBER : “Know Thyself”

However

You do not know if you will ever known thyself

So

Keep working on yourself AND learn from past lessons (keep your documentation updated, records and use your experience)

Managing “External Services”

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