

# SASI WS 02-08 External Services

- 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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