



Network Manager
nominated by
the European Commission



Safety Survey Training

ES2 Safety Survey Workshop

Luxembourg 21-22 November 2012

Roger GOODWYN
Senior ATM Expert
EUROCONTROL
roger.goodwyn@eurocontrol.int



Agenda

- Review of Survey Training at IANS, Luxembourg.
- Current Survey Training.
- Feedback from 7 years of Survey Training:
 - What is a Safety Survey?
 - Survey Pitfalls.
 - Positive Aspects.
- Questions.



Roger GOODWYN

- British.
- Worked in aviation since 1975.
- ATCO since 1983.
- Systems analyst/designer (1989-1993).
- EUROCONTROL 1999.
- ASM/F&CM.
- Safety Management.

The views expressed in this presentation are entirely my own and are not necessarily those of EUROCONTROL



Review of Survey Training by IANS

- Initiated in 2004.
- Survey on “Survey Best Practice”:
 - Nuclear, petrochemical, rail and aviation industries.
- ESARR3.
- Guidance Material - 2 volumes:
 - 1 - General Principles.
 - 2 - Guidance and Examples.
- Pilot Course Sep 2005.
- 3-Stage Training:
 - Introduction - Actual Survey - Review.



Current Survey Training

- Safety Management Survey Course (SAF-SAS).
- 3 days:

Day/Time	0900	1000	1100	1200	1300	1400	1500	1630
Tuesday	00 Course Introduction	01 Safety Assurance within an SMS		Lunch	02 Safety Survey Overview			
Wednesday	03 Survey Process			Lunch	03 Survey Process		04 Survey Techniques	
Thursday	04 Survey Techniques			Lunch	05 Lesson dissemination	06 Course Conclusion		

- Nominally 4 courses per year.



Feedback from 7 Years of Survey Training

- Over 320 Participants.
- 36 States, EUROCONTROL and NATO
- Civil and Military.
- ANSPs and Regulators.
- En-route, APP, Airports, AIS, MET.
- Reviewed over 90 Safety Surveys.





Feedback from 7 Years of Survey Training

- What is (not) a Safety Survey?
- Pitfalls.
- Positive Aspects.



What is a Safety Survey?

Survey:

The act of viewing, examining, or inspecting in detail, esp. for some specific purpose; usually *spec.* a formal or official inspection of the particulars of something, e.g. of an estate, of a ship or its stores, of the administration of an office, etc.
(Oxford English Dictionary)

18.10.2011

EN

Official Journal of the European Union

L 271/23

COMMISSION IMPLEMENTING REGULATION (EU) No 1035/2011

of 17 October 2011

laying down common requirements for the provision of air navigation services and amending
Regulations (EC) No 482/2008 and (EU) No 691/2010

(Text with EEA relevance)



What is a Safety Survey?

3.1.3. *Requirements for safety assurance*

Within the operation of the SMS, a provider of air traffic services shall ensure that:

safety surveys are **carried out as a matter of routine**, to **recommend improvements** where needed, to **provide assurance** to managers of the safety of activities within their areas and to **confirm compliance** with the relevant parts of the SMS (safety surveys).

Assurance:

“A positive declaration intended to give confidence”.
(Oxford English Dictionary).

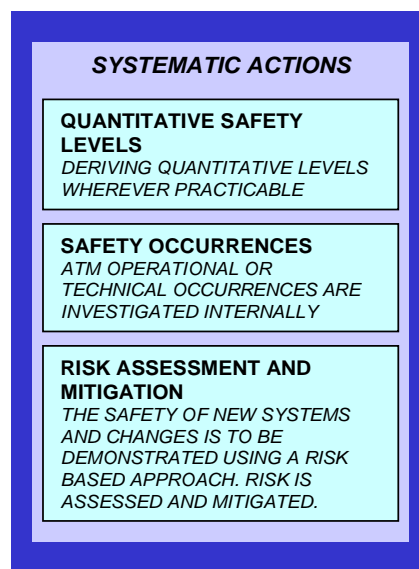


What is a Safety Survey

- Four key points:
 - A routine activity.
 - Recommend improvements (where necessary).
 - Assure managers of (functional) safety within their areas of responsibility.
 - Confirm compliance to SMS.
- Complimentary to monitoring.
- Focus on:
 - Delivery of functional safety to the customer.
 - Understanding why the system is safe (positive/success).
 - Assuring that safety is managed as expected.



What is (not) a Safety Survey



Incident Investigation
Safety Assessment
Quality Audit
Performance Review
Cost Reduction Analysis
Environmental Analysis
Competency Assessment
Find Individual Fault (blame)
Develop Solutions
Hazard Identification
Health and Safety Assessment



Network Manager
nominated by
the European Commission

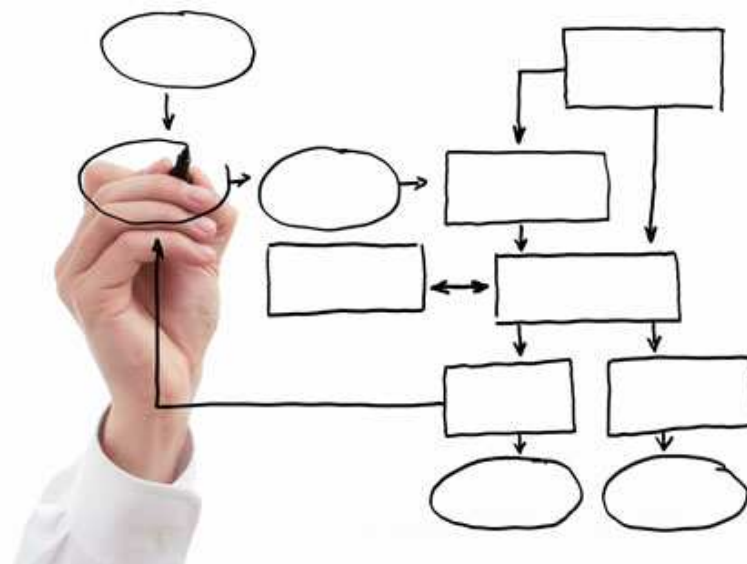


Pitfalls





Pitfalls - Process



- No clear (effective) survey process.
- No clear definition of the role of the surveyor(s).
- No effective process for deriving recommendations.
- No effective process for deriving/implementing actions.



Pitfalls - Focus



- Focus on safety achievement.
- Assumption that the SMS is correct / appropriate.
- Assumption that Quality ensures Safety.
- Limited objective data collection; subjective approach.



Pitfalls - Surveyors



- Inappropriate mindset of surveyors:
 - Auditors.
 - Inspectors.
 - Looking for “non-conformities”.
- Competencies:
 - Inter-personal skills.
 - Professional competency.
 - Respect / Credibility.



Pitfalls - Added Value



- Tick a regulatory requirement / address a non-conformity.
- Difficulty / reluctance to identify things that are good.
- Limited link to monitoring (lead and lag indicators).



Positive Aspects



- Internal, “informal”.
- Looks to see what is working well.
- Identifies SMS shortcomings.
- Involves staff.
- Does not require specialist skills (common sense).
- Quick win.
- Relatively cheap.
- Can formalise the 99.999% + “success”.



Network Manager
nominated by
the European Commission



Questions?

roger.goodwyn@eurocontrol.int



Network Manager
nominated by
the European Commission



Safety Survey Training

ES2 Safety Survey Workshop

Luxembourg 21-22 November 2012

Roger GOODWYN
Senior ATM Expert
EUROCONTROL
roger.goodwyn@eurocontrol.int