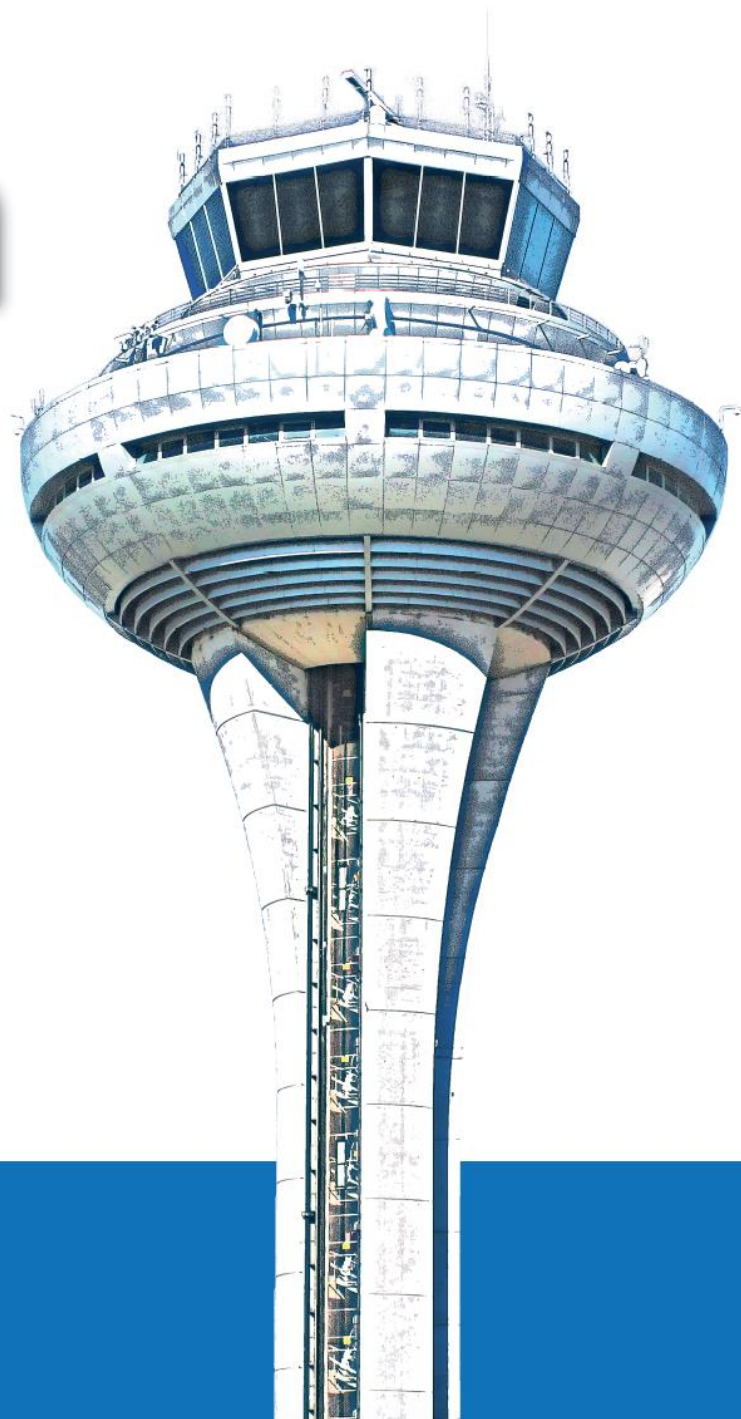




Asociación **profesional**
de **controladores**
de **tránsito aéreo**



www.aprocta.es

ATCO Resilience: Best Practices from Barcelona ACC

Guadalupe Cortés Obrero
Aprocta Human Factors Specialist

Eurocontrol Human Factors and System Safety Seminar
“Understanding Normal Work”
Barcelona, Spain, 5-7 October 2015





Asociación **pro**fesional de **co**ntroladores de **t**ránsito **a**éreo

- ✓ Spanish Professional ATCO Association.
- ✓ Non-profit and independent organization.
- ✓ Professional issues:

Safety, Operations and Training.

Our mission

To protect and safeguard the interests of the air traffic control profession in Spain.





THE LIGHT THAT BRINGS THE DAWN



"A man of the Night's
Watch lives his life for
the realm."

- Lord Commander
Jeor Mormont

HBO GAME OF THRONESSM


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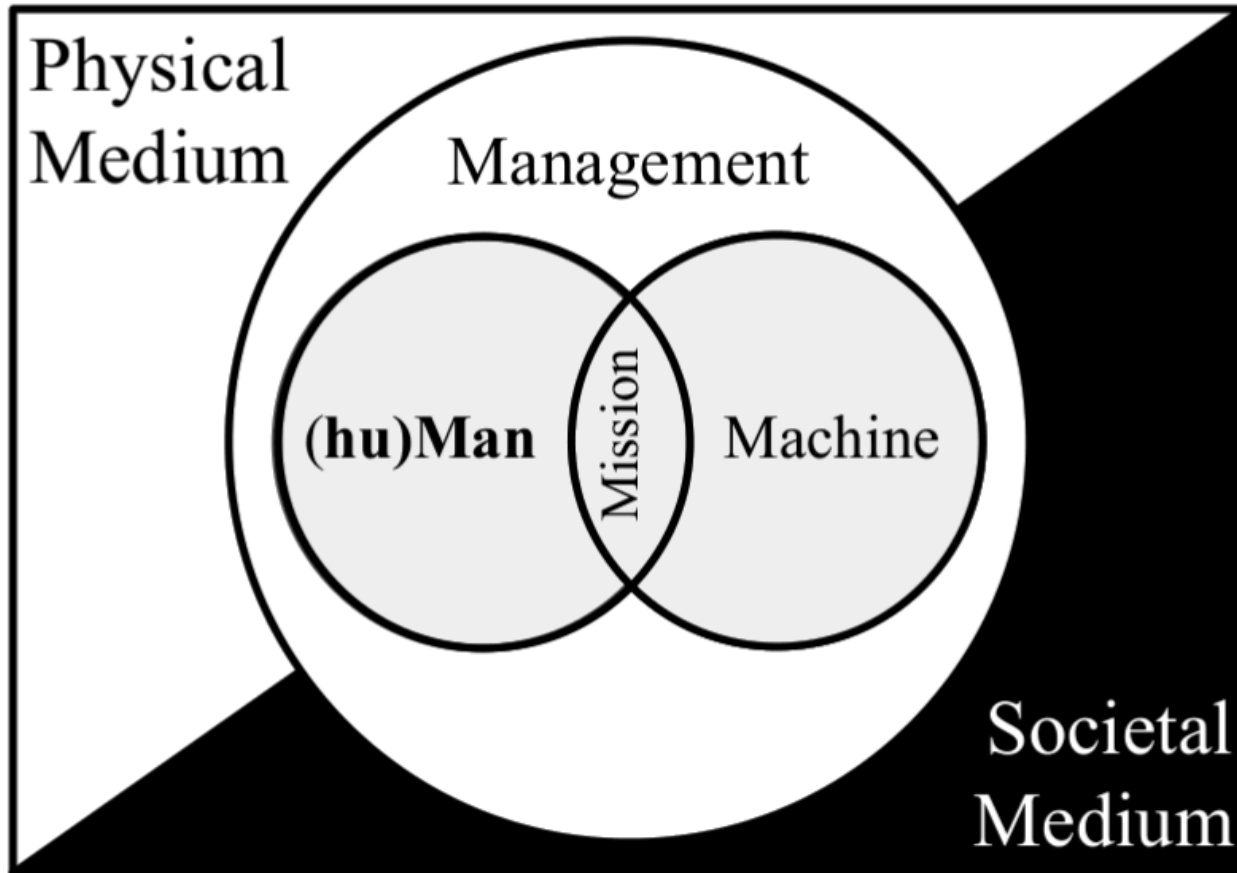


HOUSE
LANNISTER
«HEAR ME ROAR»

- 
1. Human Factors
 2. Safety I and Safety II
 3. Work as Done and Work as Imagined
 4. Resilience
 5. Local Practices



1. Human Factors



The Five Ms Model

(Harris 2011, Figure 1.1: page 8)

Harris, D. (2011). *Human Performance on the Flight Deck*. Farnham: Ashgate.





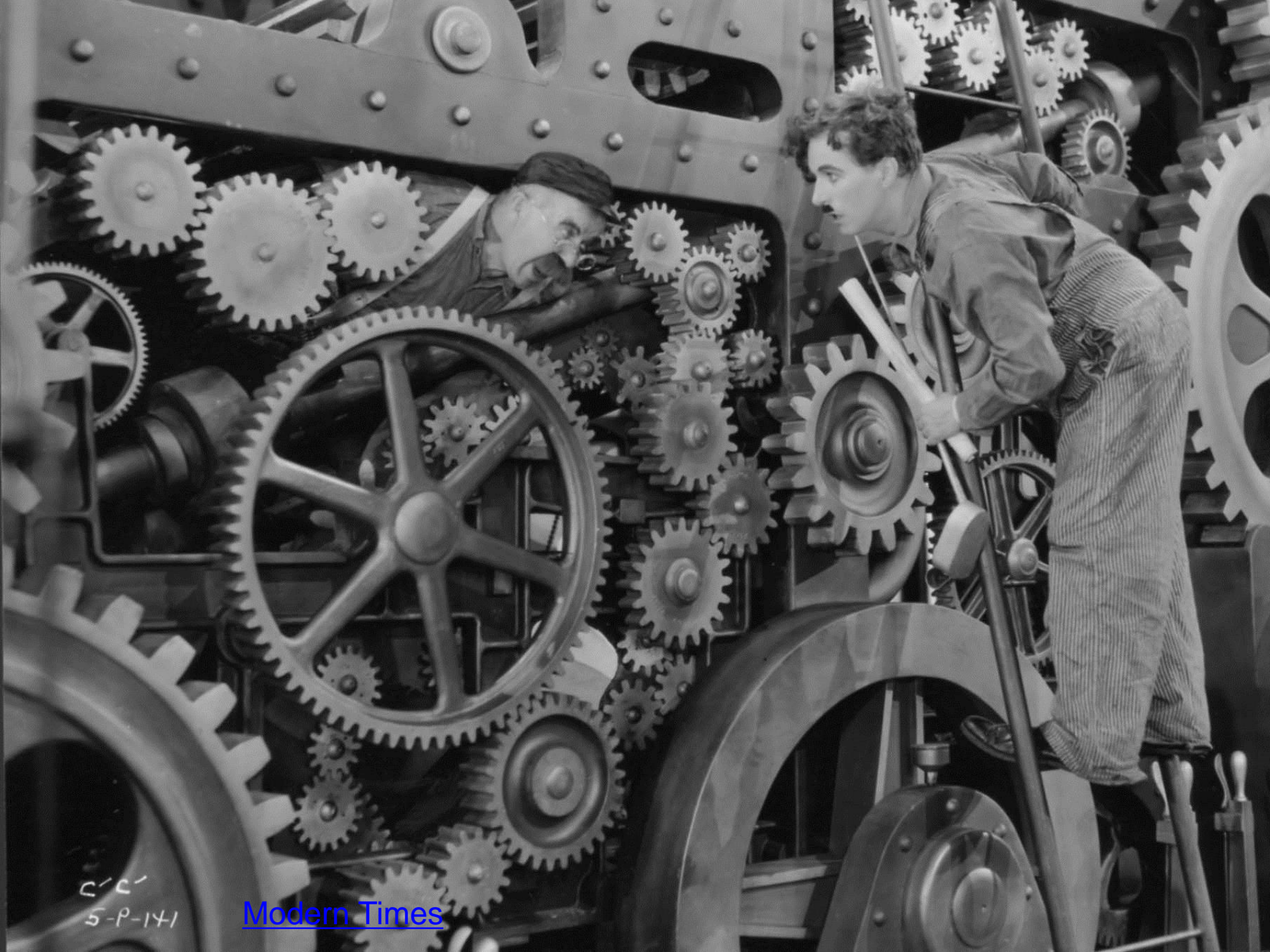




© Eurocontrol (2014). *Systems Thinking for Safety: Ten Principles. A White Paper*. Brussels: Belgium.

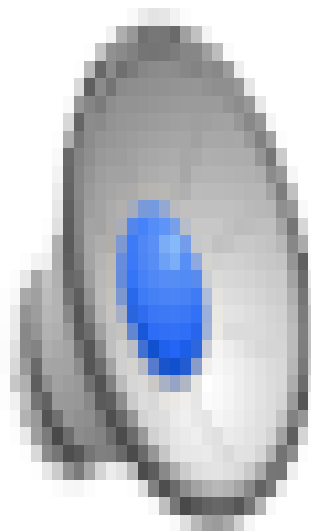


© Eurocontrol HF Case (2011).
Support Material for Human Factor Case
Application, 3rd edition. Brussels, Belgium.



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5-P-141

[Modern Times](#)









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2. Safety I and Safety II









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3. Work as Done / Work as

Imagined



Robert Baron, Ph.D
The Safety Space and Practical Drift. ©2014
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4. Resilience



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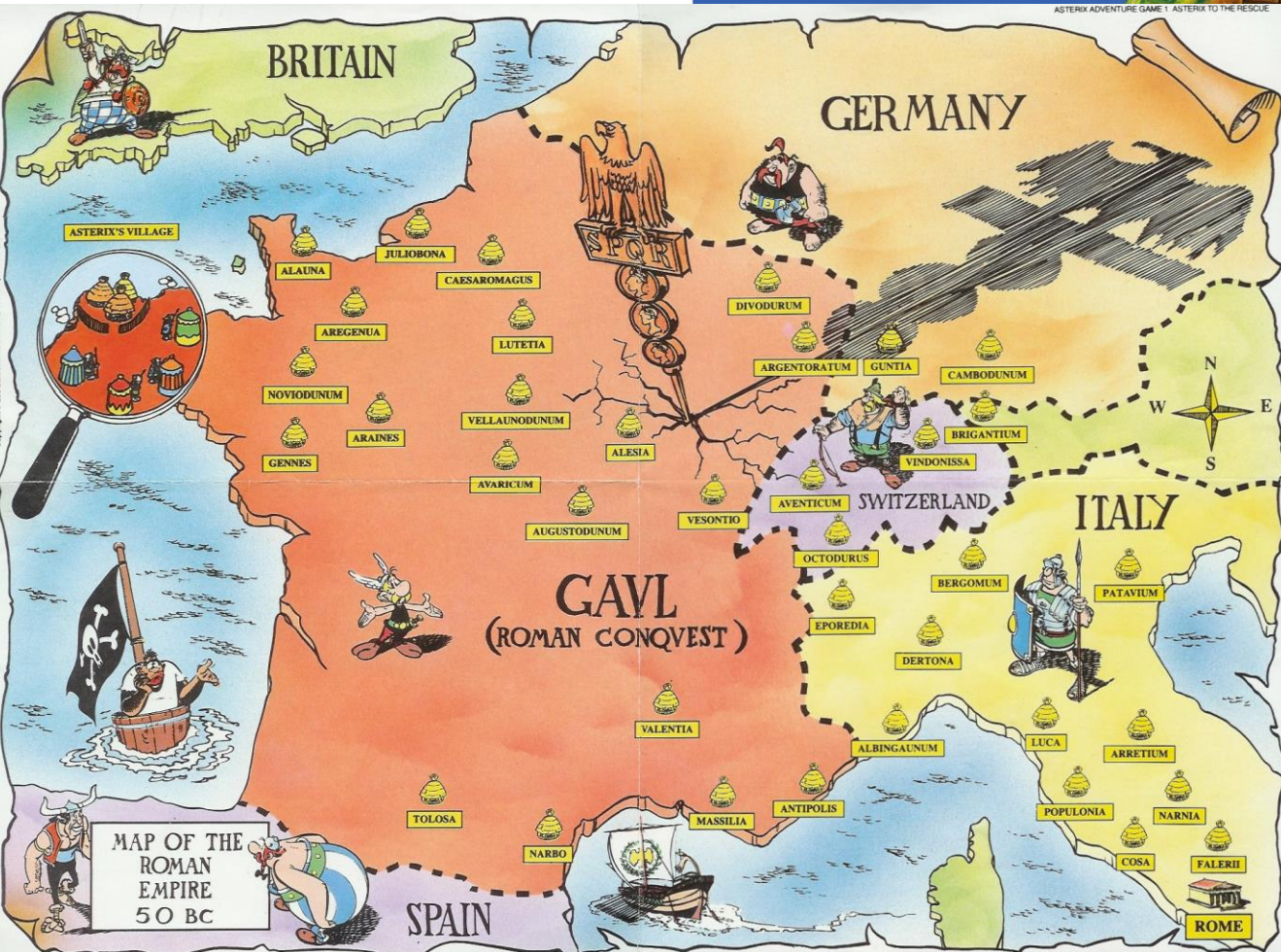




“As God is my witness, as God is my witness, they're not going to lick me! I'm going to live through this, and when it's all over, I'll never be hungry again - no, nor any of my folks! If I have to lie, steal, cheat, or kill, as God is my witness, I'll never be hungry again.”



Asterix





[Spanish ACC](#)






Rinn na Spáinneach
SPANISH POINT


© Guadalupe Cortés

5. Local Practices


ENROUTE - PP2 SECTOR



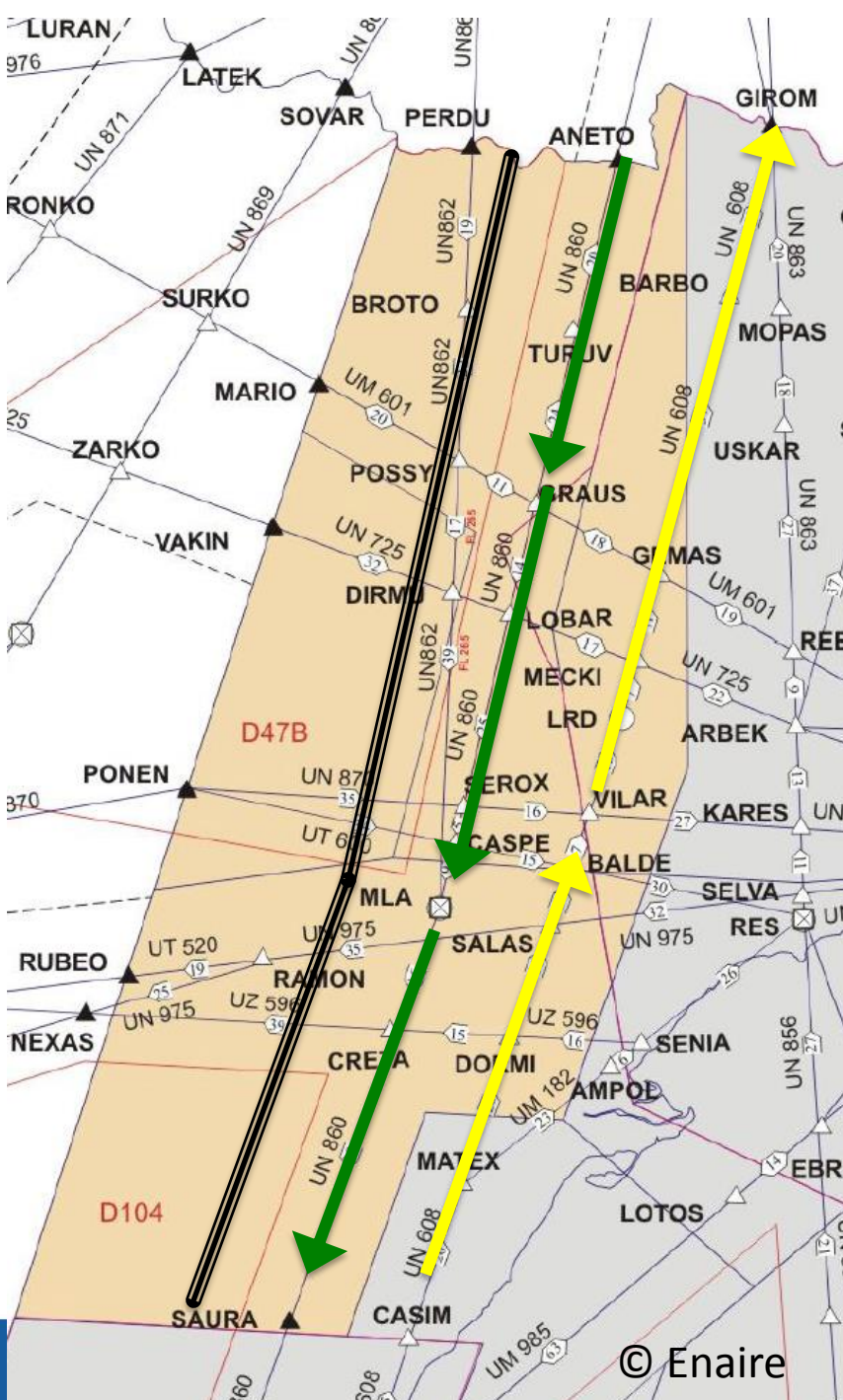
NORTHBOUND TRAFFIC



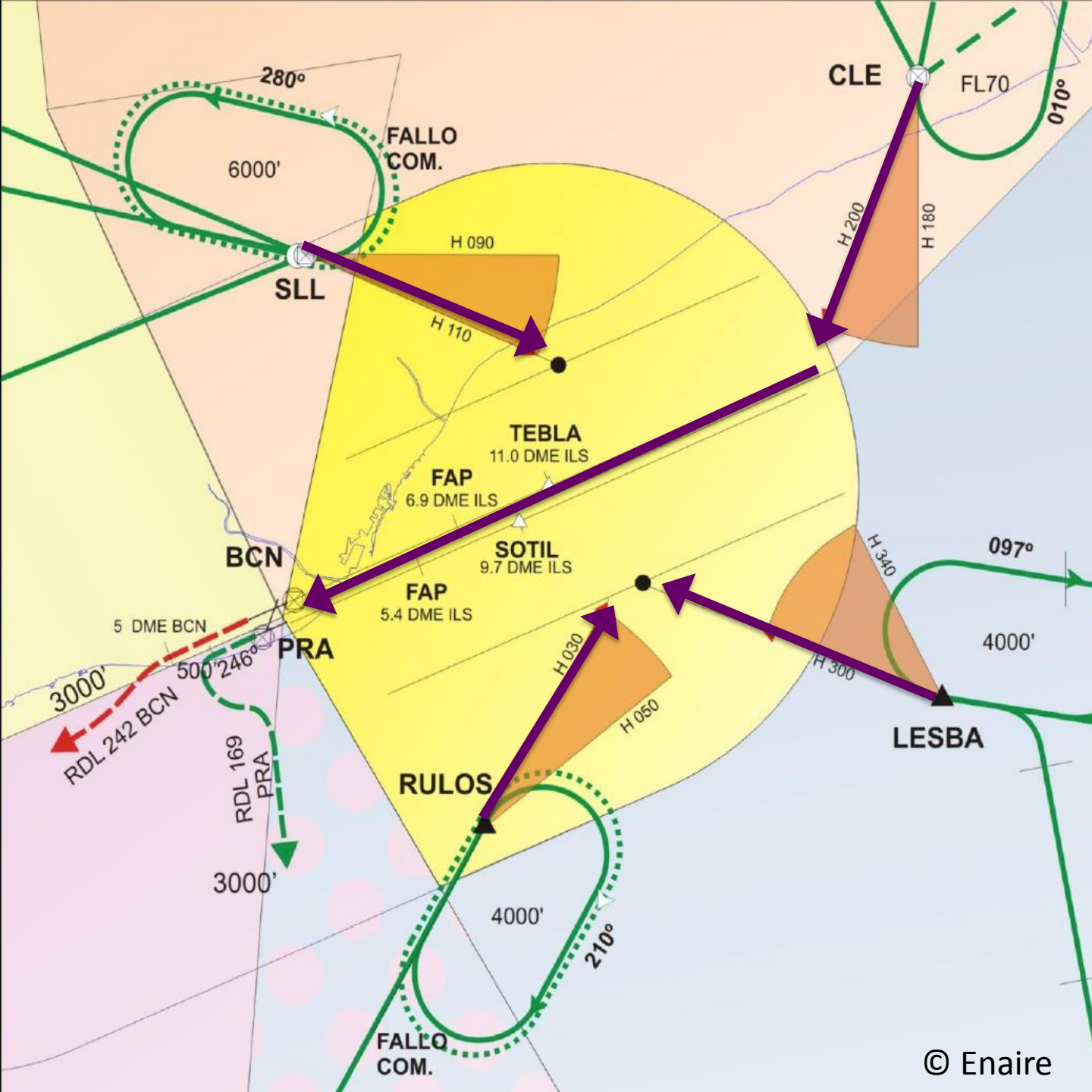
SOUTHBOUND
TRAFFIC



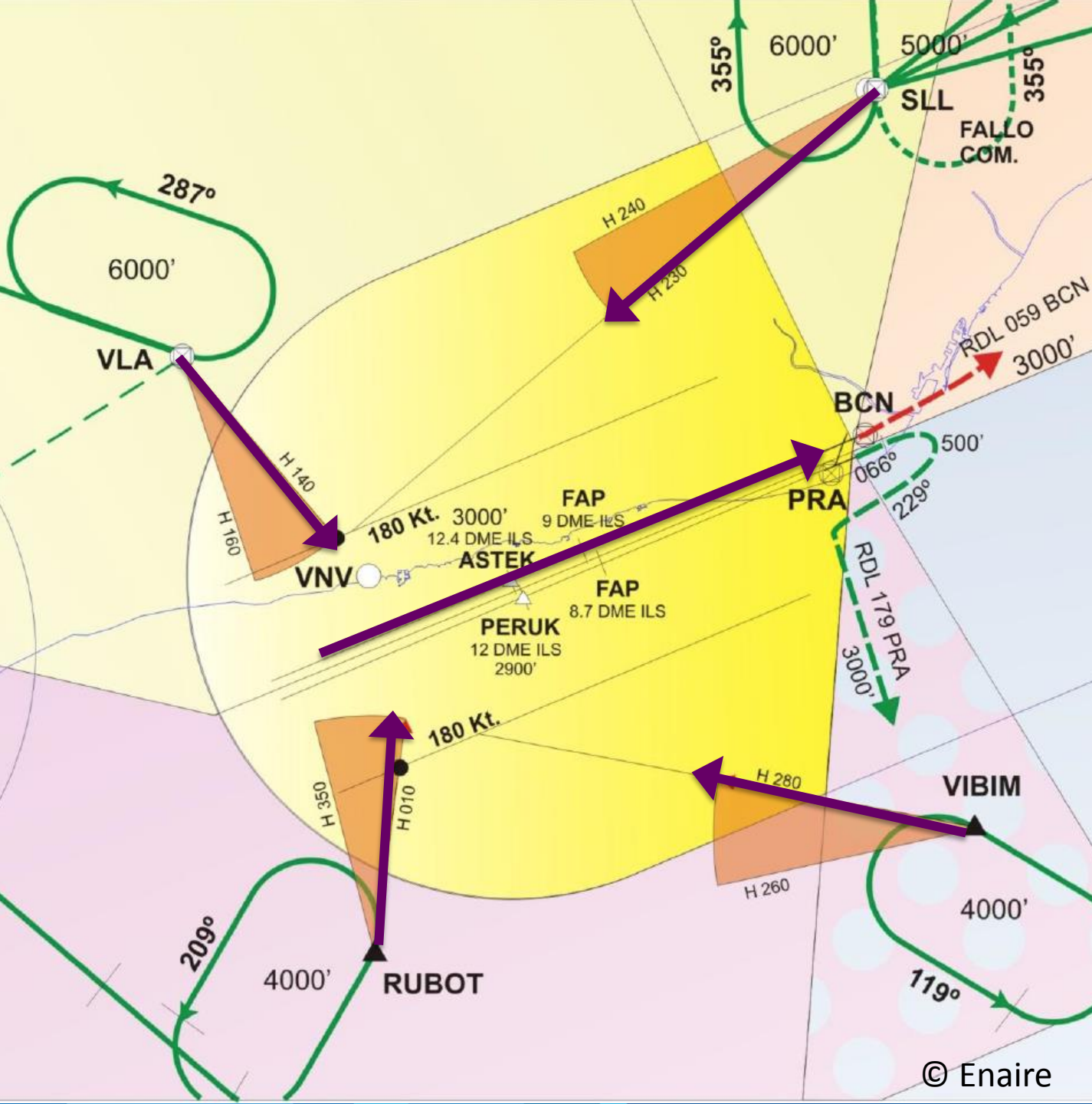
OFF-SET ROUTE



BARCELONA TMA WEST Configuration Final Sector Rwy 25



BARCELONA TMA EAST Configuration Final Sector Rwy 07



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Questions?

Guadalupecortes



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