

ARE WE READY YET FOR SAFETY-II?

WORK-AS-DONE vs. WORK-AS-IMAGINE: THE ROLE OF AIR TRAFFIC CONTROLLERS PROFESSIONAL ASSOCIATIONS

Today's work environments require that we look at Work-As-Done rather than Work-As-Imagined, hence at systems that are real rather than ideal

Source: Safety-I to Safety-II: A White Paper (EUROCONTROL)



***SYSTEMS SHOULD BE BASED
ON AN UNDERSTANDING
OF WORK AS DONE WHEN
THINGS GO RIGHT***

Mr. Hollnagel



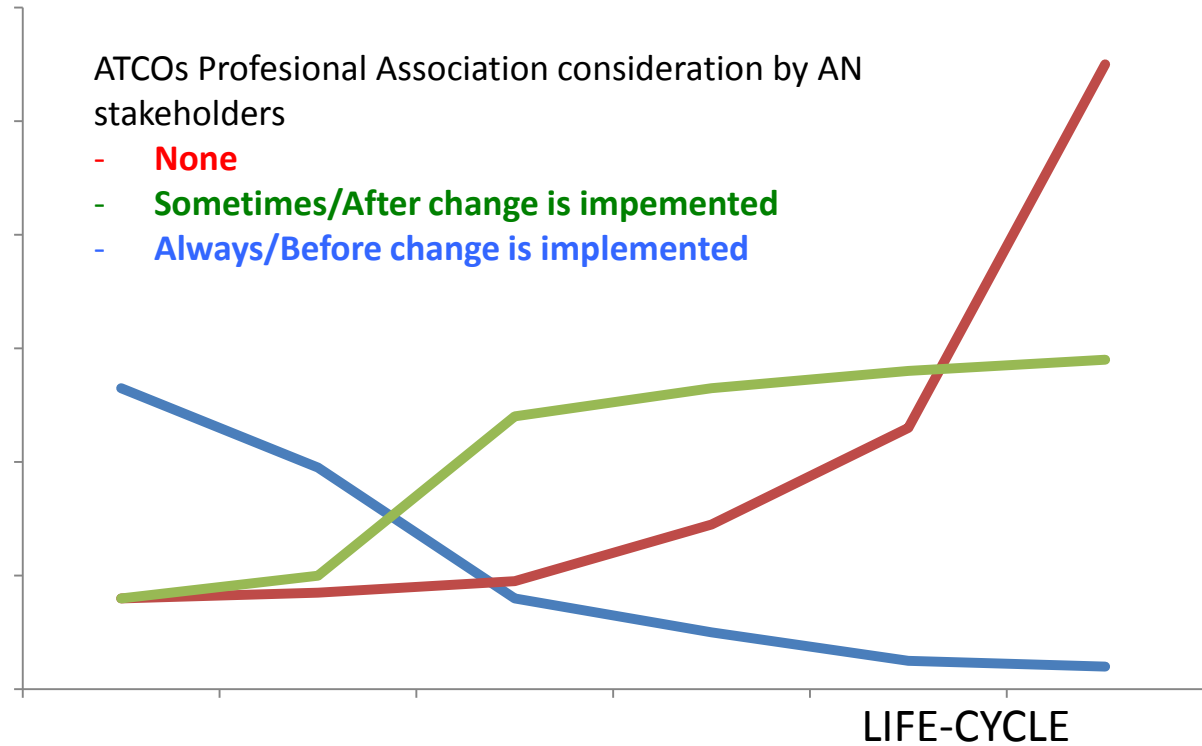
Mr. Safety-II?

	Safety-I	Safety-II
Definition of safety	That as few things as possible go wrong.	That as many things as possible go right.
Safety management principle	Reactive, respond when something happens or is categorised as an unacceptable risk.	Proactive, continuously trying to anticipate developments and events.
View of the human factor in safety management	Humans are predominantly seen as a liability or hazard.	Humans are seen as a resource necessary for system flexibility and resilience.
Accident investigation	Accidents are caused by failures and malfunctions. The purpose of an investigation is to identify the causes.	Things basically happen in the same way, regardless of the outcome. The purpose of an investigation is to understand how things usually go right as a basis for explaining how things occasionally go wrong.
Risk assessment	Accidents are caused by failures and malfunctions. The purpose of an investigation is to identify causes and contributory factors.	To understand the conditions where performance variability can become difficult or impossible to monitor and control.

Source: Safety-I to Safety-II: A White Paper (EUROCONTROL)

HUMAN INVOLVEMENT WITHOUT SAFETY ISSUES

COST/PERFORMANCE



Based on ICAO's Doc. 9758. Human Factor Guidelines for Air Traffic Management (ATM) Systems



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