

VOICES Program Overview

[Voluntary Information Contributory to Enhancement of the Safety]



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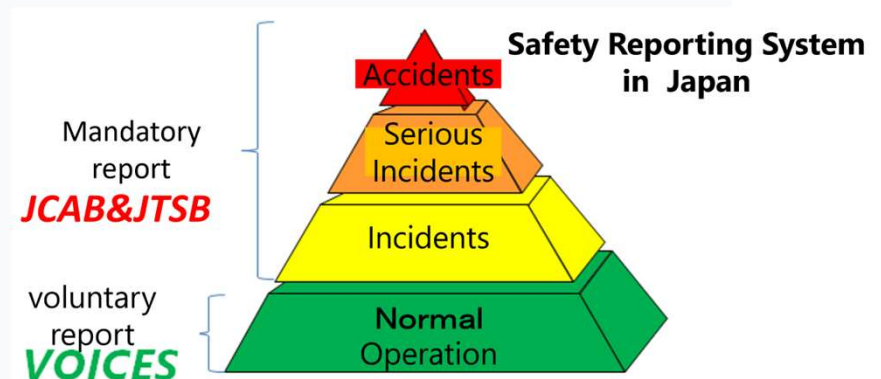
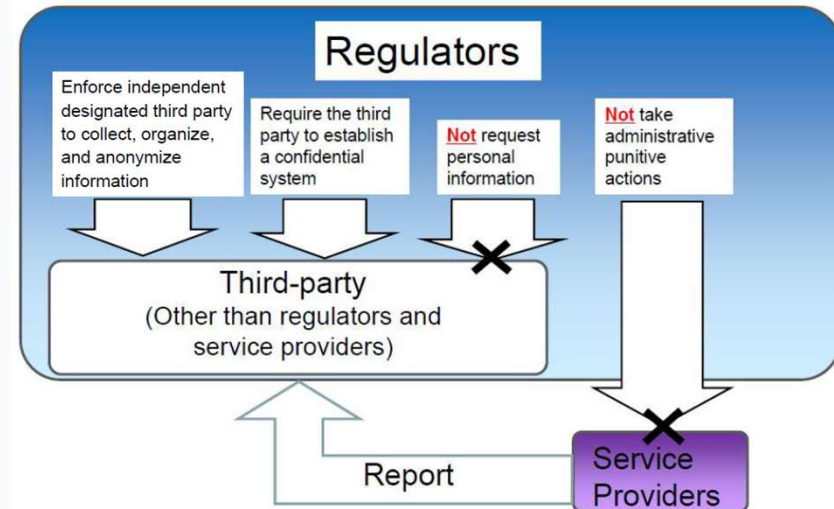
Core Functions and Establishment of VOICES

Voluntary Reporting System of SSP in Japan

In conformity with the State Safety Program (SSP), the Japan Civil Aviation Bureau (JCAB) established VOICES in July 2014. It serves as a brand-new voluntary reporting system covering all areas of civil aviation in Japan.

Core Function

Facilitate the collection and analyze information not readily available mandatory incident reports and share it with stakeholders to help implement proactive measures that prevent aircraft accidents and other safety-related occurrences.



VOICES Organizational Structure and Operational Process

Reporting

- Open to any individual or organization in aviation
- Multiple reporting methods
 - E-mail
 - FAX
 - Telephone
 - Website
- Reporter protection and information de-identification

Analysis

- Initial analysis and risk evaluation
- Review by Expert Teams
 - Assessment across 3 specialized fields
- Coordination by Analysis Committee
 - Root cause identification
 - Safety improvement proposals

Feedback

- Information sharing via ATEC website
- Formal reports and proposals to JCAB
- Strict confidentiality and non-punitive approach
 - No identifying data shared with JCAB
 - Reports not used for punitive action

Three Core Principles of VOICES



Confidentiality

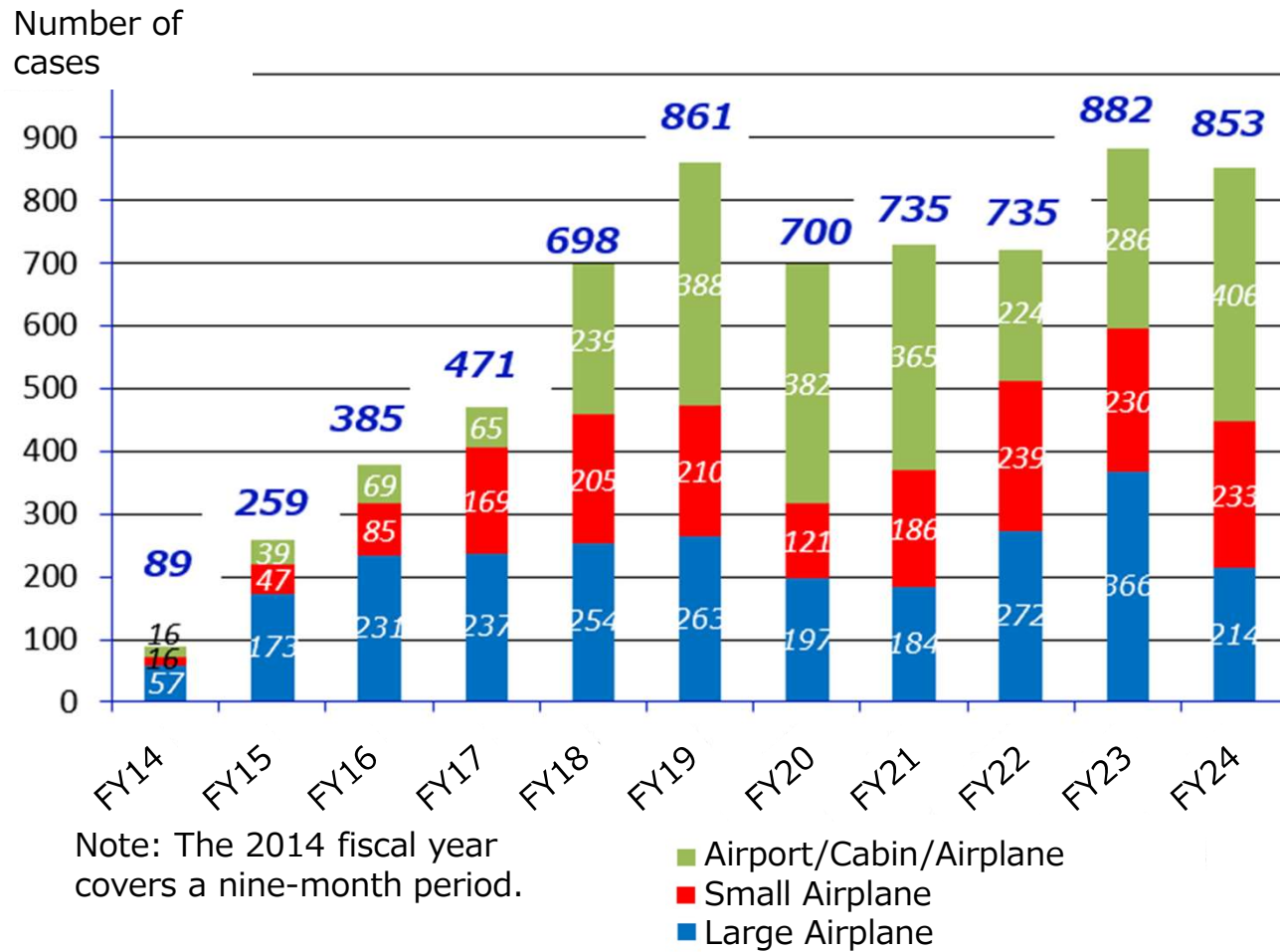


Non-Punitive



Information Sharing

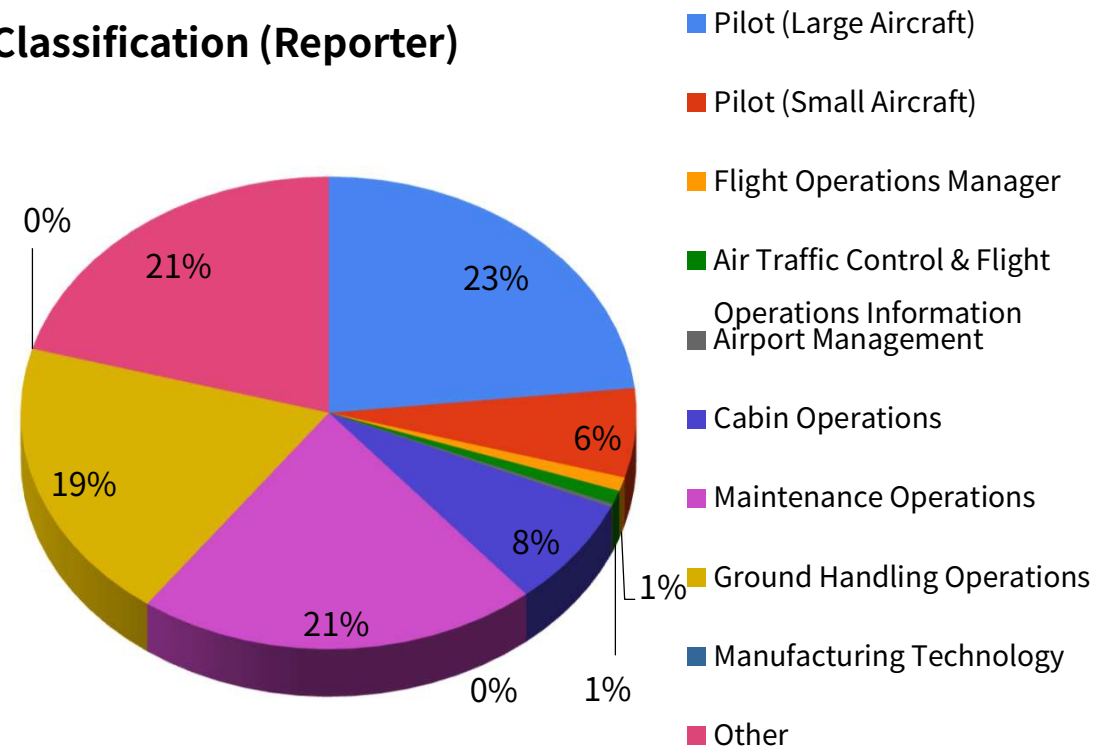
VOICES Operational Status (Report Volume Trends)



VOICES Organizational Issues

Classification (Reporter)	Number of Cases
Pilot (Large Aircraft)	199
Pilot (Small Aircraft)	52
Flight Operations Manager	8
Air Traffic Control & Flight Operations Information	8
Airport Management	2
Cabin Operations	63
Maintenance Operations	180
Ground Handling Operations	165
Manufacturing Technology	0
Other	176
TTL	853

Classification (Reporter)



There are few posts from air traffic control.

FY2024 Key Recommendations

Haneda Airport RWY22 Construction

Status: Open

Issue: Long-term lighting construction causing operational threats.

Recommendation:

Implement GAPPRI-based risk management:

- Pre-evaluate runway incursion risks
- Report construction impacts
- Optimize temporary lighting visibility

Authority Response: Implementing comprehensive runway safety plan with proper SMS risk assessment and stakeholder communication.

RWSL System Improvements

Status: Open

Issue: Discrepancies between RWSL indications and controller instructions.

Recommendation:

Enhance system effectiveness:

- Review VMS installation locations
- Re-evaluate lighting timing
- Clarify pilot procedures for discrepancies

Authority Response: Reviewing VMS placement. Pilots should follow AIP procedures: notify controllers and await confirmation.



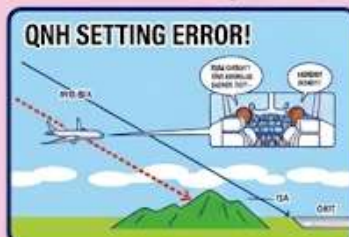
YOUR VOICE SAVES COLLEAGUES REPORT FOR SKY SAFETY

YOUR REPORT LEADS (RETHINK)

YOUR REPORT LEADS TO IMPROVEMENT! EXAMPLE:



YOUR REPORTS ARE FED BACK TO COLLEAGUES! (IMAGERY BASED ON REPORTS)



REPORT NEAR MISSES, GIVE FEEDBACK HERE!

VOICES

SEARCH

<https://www.jihatsu.jp>

VOICESは航空員から専用をされた(受付)航空輸送技術研究センター(ATEC)が運営しています



THAT'S A NEAR MISS! THOUGHT AVOIDED! THAT'S GREAT!

REPORT FOR YOUR COLLEAGUES...

YOUR REPORT LEADS TO IMPROVEMENT! EXAMPLE:



YOUR REPORTS ARE FED BACK TO COLLEAGUES! (IMAGERY BASED ON REPORTS)



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Airlines Perspective on Safety Information

CULTIVATING A SAFETY CULTURE

1. Safety Culture is the set of enduring values, behaviors and attitudes regarding safety, shared by every member at every level of an organization. Safety Culture includes **Reporting culture** that encourages employees to divulge information about all safety Hazards they encounter, **Just culture** that treats employees with justice, **Flexible culture** that adapts flexibly and effectively to changing demands, and **Learning culture** that learns from uncovered Hazards.
2. Organizations shall promote a positive Safety Culture with the aim of proactively managing safety risks.
3. All employees shall act as safety professionals and contribute to the safety of operations with knowledge, skills and abilities commensurate with their experience and training. To achieve these, the organization provides employees with appropriate environment, tools, training and procedures.
4. All employees' safety decisions and acts are respected and tolerated, regardless of the outcome. However, **gross negligence, acts deemed reckless behavior or willful misconduct including falsehood or concealment are not tolerated.**

transporting dangerous goods that are prohibited by the Civil Aeronautics Law, Article 86-1 is correspond to Article 111-4 of Civil Aeronautics Law. (For those dangerous goods carried with the passenger that are allowed to be transported under certain conditions, no report is required for cases when those conditions were not met.)

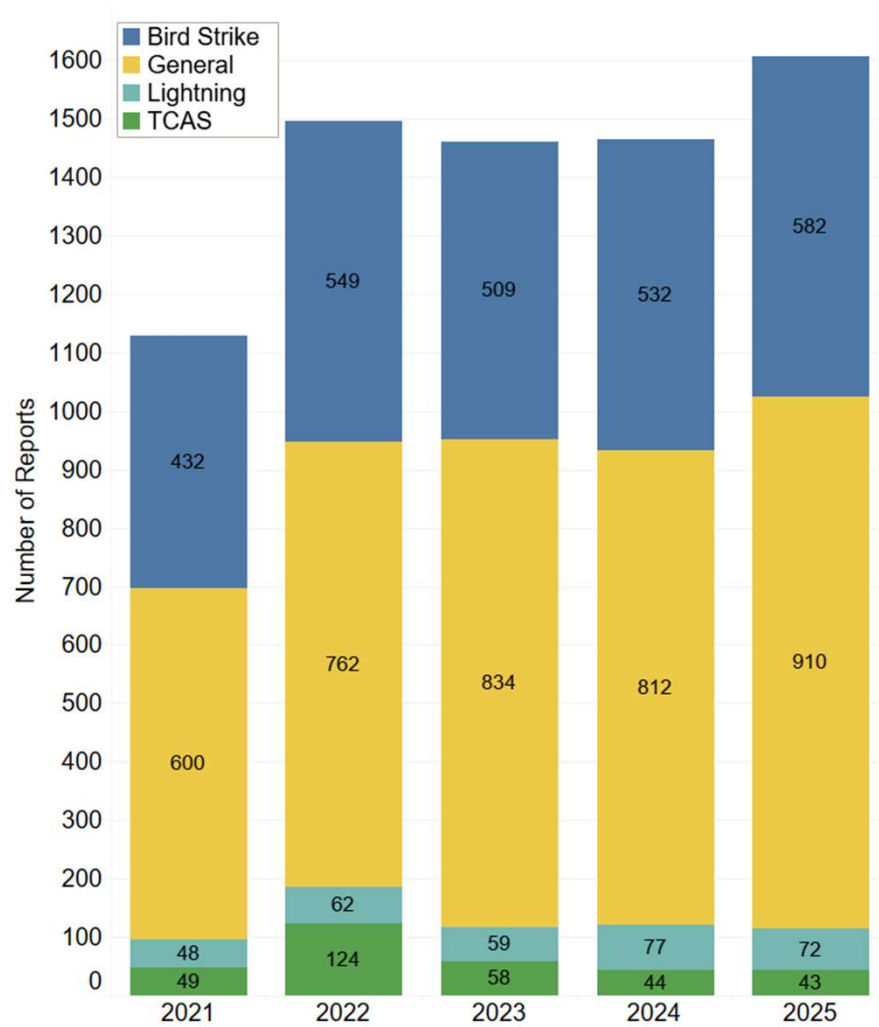
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(1 6)	Overweight takeoff or landing
(1 7)	Confirmation before departure
a.	Establishment of confirmation based on false information.
b.	Operation of an aircraft with misapplication of MEL
(1 8)	Safety disruptive behavior

			(except use in normal operation)
	(10)	Runway or taxiway incursion	(4) Exceedance of operating limitations
	(11)	Deviation from the assigned route or altitude	(5) Over running, undershooting or running off the side runways or taxiways
	(12)	Near mid air collision (PIC has recognized during flight that there was the danger of collision or near collision with another aircraft)	(6) Irregularities such as over, diversion or re-route to the departure airport however the case of weather condition is excused

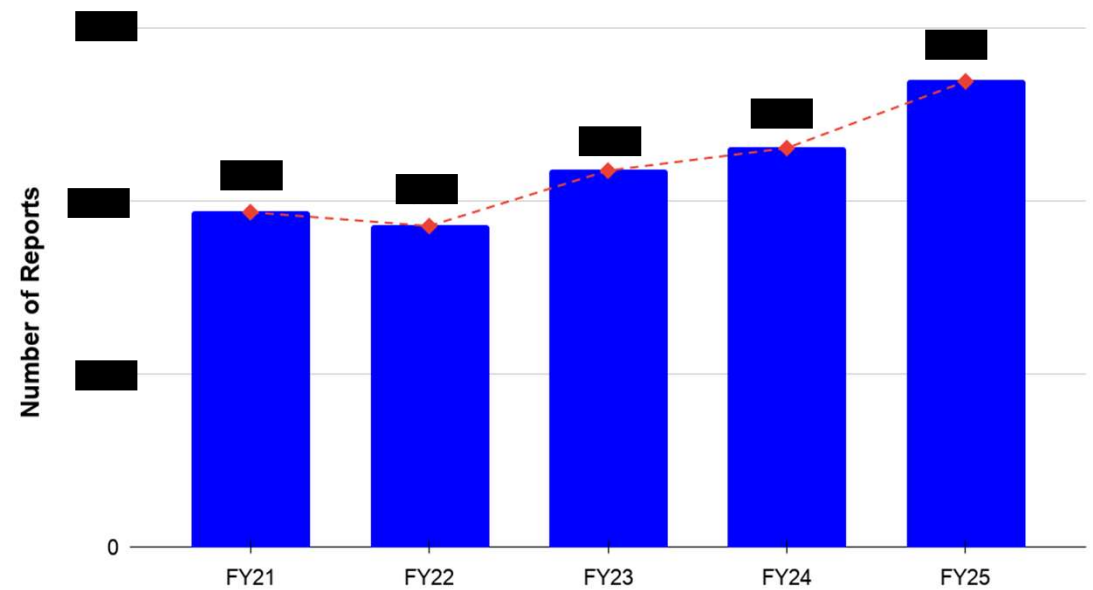
1.	Crash, Collision, or other aircraft, or object on taxiway
2.	Death, Injury or Passenger, Cr

Over 21 Categories 60 Items



MOR Trend (FY21 – FY25)

Safety Report Trend (FY21 - FY25)



Good Trend Coming !

- ✓ Promoting the value of "**Good Reports**" is proving effective, leading to an increase in submissions.
- ✓ Moving forward, our focus should be on voluntary "**Good Reports**"
- ✓ As Safety Reports, "**Good Reports**" can serve as a source of information for hazard identification
- ✓ While mandatory reporting should remain focused on accidents and serious incidents, we should make **voluntary reporting the centerpiece**
- ✓ The breakthrough lies in asking the frontline staff, "**What went well?**" This is the knowledge we need for success

Long and Endless Journey

Questions?

