



# ***Normal Operations Safety Surveys: The Canadian Experience***

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# Overview



- Review of our SMS
- NOSS at NAV CANADA
- Benefits of NOSS

# NAV CANADA Safety Management System



## NAV CANADA Safety Philosophy

### NAV CANADA SAFETY POLICY LEVEL

**Safety  
Objective**

**Safety  
Priority**

**Safety  
Responsibility**

**Safety  
Management**

### KEY ELEMENTS OF THE SAFETY MANAGEMENT SYSTEM

**Safety  
Planning**

**Operational Risk  
Management**

**Exchange of  
Safety  
Information**

**Safety  
Performance  
Measurement**

**Safety  
Management  
Assurance**

# Adding to the Toolbox



- Event reporting
- Investigations
- Unit evaluations
- Safety reviews
- Change management hazard identification and risk assessments

# NOSS at NAV CANADA



- 2005-06  
Vancouver ACC Enroute Trial
- 2006-07  
Vancouver ACC Terminal Trial
- 2007-08  
Moncton ACC - Underway  
Gander ACC - Underway



## **Snapshot of Normal Operations**

Systems are designed or intended to operate in a specific manner

- NOSS provides data on how your operation is actually functioning
- Example – Position Relief Checklists
  - When checklists were used, no briefing errors were present
  - The countermeasure is working

# Benefits of NOSS



## **Identifies operational strengths**

- How line personnel manage the errors important component
- Indicates the strengths of how line personnel manage T/E/US

# Benefits of NOSS



## **Risk Management**

- Proactive identification of hazards and risks
- Converging lines of evidence
- Identification of things being done well

# Benefits of NOSS



## **Relationship with Regulator**

- Fosters cooperation with regulator
- Demonstrates organization's safety commitment and SMS maturity

# Benefits of NOSS



## **Exchange of safety issues**

- With airline customers (LOSA)
- With other ANS (NOSS)

# Benefits of NOSS



## **Engaged workforce**

- Voluntary participation
- Peers observing peers
- Controllers involved in all aspects

# Benefits of NOSS



## Trust

- Joint management/controller association endorsement
- Voluntary participation
- Trusted data collection site

# What has NOSS achieved?



## **Vancouver ACC**

- Improvements to airspace design
- Introduction of STARS / SIDS at secondary airports
- Reduced airspace / procedures complexity
- Revised position relief checklists
- Baseline data for future NOSSs

# Conclusion



- NOSS provides:
  - Rich source of data
  - Impetus for discussion and enhancement
  - Individual and organizational awareness/learning
- Committed to active participation in the development and use of NOSS as a safety management tool



“NOSS created the trust to permit other projects such as the Just Culture Initiative to proceed at NAV CANADA.”

**Greg Myles**

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