



nokscoot

SMS Implementation Challenges

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About NokScoot



Joint venture airline formed in 2014

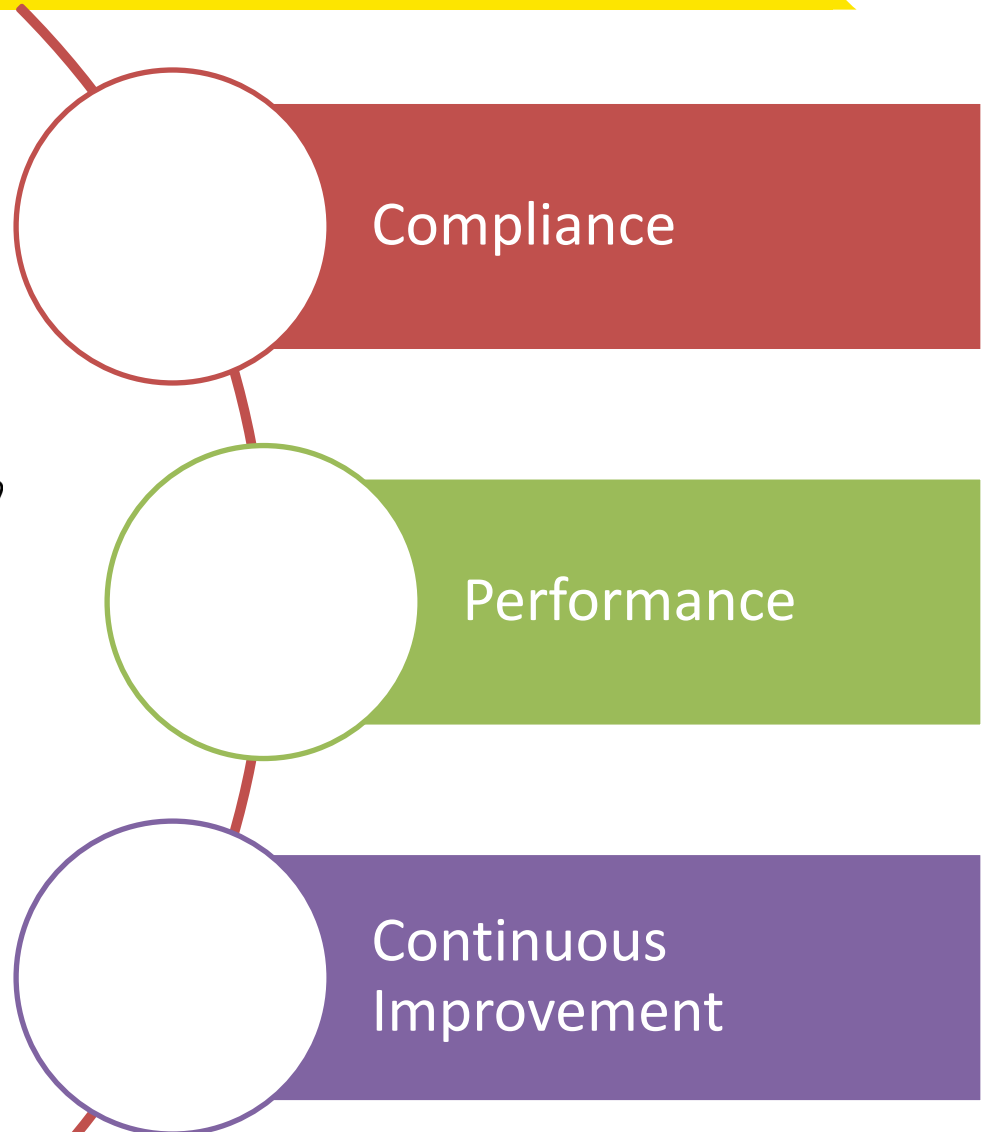
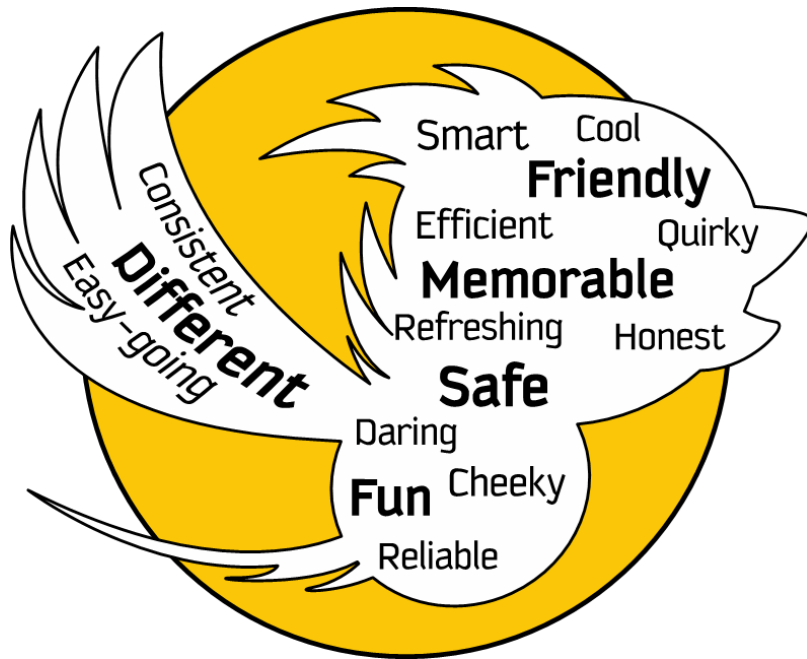
Key focus is medium to long haul operations

Operate on Low Cost Carrier business model

Operate a fleet of 3 B777-200, all on operating lease

Initial Market North Asia and Expanding

Safety is in our DNA



Safe. Full Stop

SMS Implementation Challenges



Problem Areas

SMS Roles & Responsibilities

Hazard Identification

Risk Assessment

Safety Performance Indicators / Targets

Service Providers' SMS

Emergency Response Plan

Change Management

SMS Integration

Quality of SMS Training

SMS Maturity / Safety Culture

Solutions to be discussed during
the Breakout Session

Understanding SMS Roles and Responsibilities



- ✈ Who is Accountable?
- ✈ Who is Responsible for Safety? / Who is Responsible for SMS?
- ✈ Role of the Safety Department and Safety Manager?
- ✈ Roles and Responsibilities of Line Managers?

Hazard Identification



- Understanding the sources of hazard information
 - Internal sources
 - External sources

- Developing a reporting culture / utilization and access of relevant sources of information

- What are the Triggers for hazard Identification
 - By Whom, How and When?

- Maintaining a hazard registry

- Effective investigation... root cause analysis



- How to prioritise hazards from the organization's hazards register for systematic SRM process
- How to objectively derive Likelihood
- Risk Assessment Tools – technology does not guarantee proper risk decisions
- Expanding the Risk Categories beyond Property & Life



Safety Performance Indicators / Targets



- ✈ Are they derived from organizational safety performance goals?
- ✈ What should we measure
 - ✈ Represent the safety / quality performance of the organization?
 - ✈ Or Cut and paste from other references
 - ✈ Are we measuring both processes as well as outputs?
- ✈ Are our targets SMART?
- ✈ Where does the data reside to populate the metrics?
- ✈ How to gain the agreement of the Regulator?
- ✈ Follow up actions for unacceptable performance?

Service Providers' SMS



- ✈ Part of Service Level Agreement?
- ✈ Is it being monitored?
- ✈ How to integrate?

Emergency Response Plan



- ➔ Roles and responsibilities defined and clearly understood?
- ➔ Initiation and Notification process in place and tested?
- ➔ Arrangements with other agencies confirmed?
 - ➔ Airport / GHA / Emergency responders
- ➔ Prepared for various crisis scenarios (e.g. public health emergencies)
- ➔ Allocation of resources to handle the crisis and business continuity?



- ➔ Procedure to assess internal / external changes?
- ➔ Process applied regularly and consistently?
- ➔ Are all stakeholders involved?
- ➔ Assessing organizational fitness for change?

- ✈ Quality management system (QMS)
- ✈ Human Factor and Error Management System (HFEM)
- ✈ Environment management system (EMS)
- ✈ Occupational health and safety management system (OHSMS)
- ✈ Security management system, etc.
- ✈ Operational Departments (FLT, CAB, DSP, GRH)



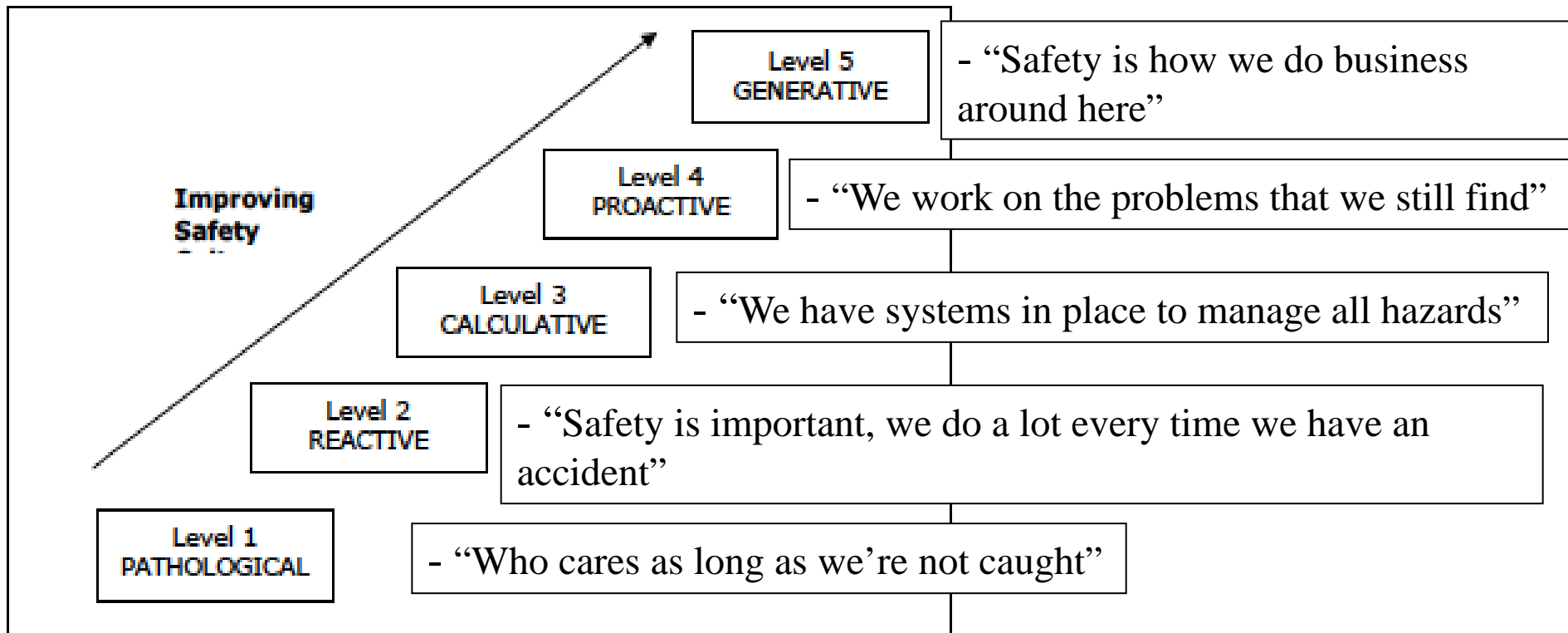
- ✈ Personnel trained and competent to perform their SMS duties
 - ✈ At a level appropriate to the individual's involvement in the SMS

- ✈ Availability and Quality of SMS Experts & Trainers
 - ✈ Theory rich / Practical application poor

- ✈ Documentation Vs Implementation
- ✈ Procedural and organizational changes in introducing a SMS are relatively straightforward
- ✈ The main challenge lies in bringing about the necessary changes in company **safety culture** and discipline of making SMS an integral and fundamental part of our business



Assessing Safety Culture Maturity





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✈ FLY SAFE!!!

✈ FLY AWESOME!!!