

Promoting a Positive SAFETY CULTURE



**ICAO Regional Safety Management
Symposium
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Safety Culture & Its Influence On Safety Reporting

- ❖ Reporting is very important tool to emphasis on, because it measures how the staff are understanding SMS .
- ❖ Culture sometimes Prevent the staff from reposting some hazard.
- ❖ The SMEs are very important in SMS, so we acquired and recruited a number of senior staff from other departments in the Airline to be permanent members of the SMS.
- ❖ We used many types of reporting methods, like WhatsApp, Linked Inn & Online beside the formal methods.

SMS Process



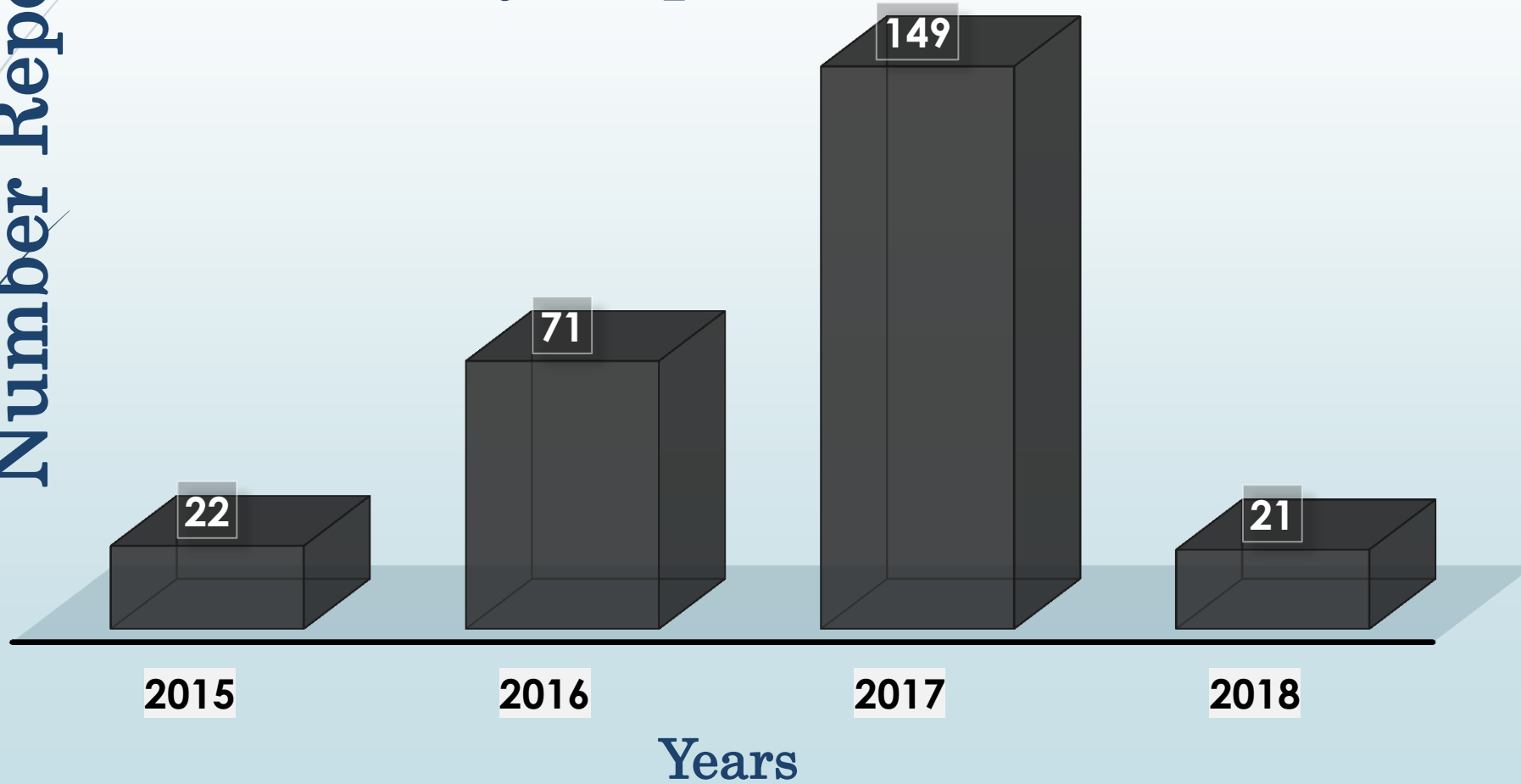
Developing A Positive Safety Culture

- ❖ The initial campaign of the SMS project concentrated on the feedback from the staff.
- ❖ The number and quality of SMS reports we are continually receiving is a positive reflection of the safety culture stage that we have reached.
- ❖ Highlight the difference between Safety Report & A Complain.

Safety Data Improvement (2015-2018)

Number Reports

Safety Reports



Monitoring Safety Culture

- ❖ Safety Assurance!!, this is the most difficult pillar of SMS, because reaching the peak is achievable, but staying there needs a Big effort.
- ❖ SMS Project is a recent issue in aviation, we need to treat it with dedication just like human factors.
- ❖ Improving SMS team by recruiting additional staff from different department with different type of experience.
- ❖ To monitor the changes in the number and nature of reports.



Role Of The Individuals

- ❖ Communication with the staff regarding SMS without their contributions will not improve our safety standards.
- ❖ SMS reports and feedbacks makes the correct impression about the company Safety Policy and NON-Punitive Policy.
- ❖ Without the individual's Safety reports, we will not have the required data (Bottom Of The Iceberg Voluntary Data) and a lot of latent HAZARDS will remain (Unidentified).

Interaction Between State & Service Providers

- ❖ Kuwait Airways SMS team and State SMS team work in Harmony.
- ❖ Direct line of communication between KAC & The State.
- ❖ We are always pleased to work with our local authority and benefit from their direct engagement with ICAO.
- ❖ Local authority may even take our recommendation and pass it to other aviation service provider in my country.

A word of Appreciation

From this symposium, we would like to thank our authority, Directorate General of Civil Aviation Kuwait (DGCA) for all the support and for giving the chance for Kuwait Airways to share their experiences of Safety Management System (SMS) with you all Dear Colleagues.

**Thank you
&
Fly Safe**



Capt. Meqdad Malallah

