ICAO

NACC/DCA

North American, Central American and Caribbean Directors of Civil Aviation

Feedback from ICAO Safety Management Symposia and workshops

International Civil Aviation Organization (ICAO)

Agenda Item 5 - P/12
in line with WP/15

Eighth Meeting of the North American, Central American and Caribbean Directors of Civil Aviation (NACC/DCA/08)
Ottawa, Canada, 28 to 30 August 2018

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Regional Safety Management Symposia and Workshops

European and North Atlantic	**EUR/NAT**-Estonia, 16 - 18 October 2017
South America	**SAM/NACC**-Peru, Lima / 13 -14 March 2018
North America, Central America and Caribbean	
Asia and Pacific	**APAC/MID**-Singapore, 23 - 26 April 2018
Middle East	
Eastern and Southern Africa	**ESAF/WACAF**-Kigali, RWANDA, 22-25 May 2018
Western and Central Africa	

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Regional Safety Management Symposia and Workshops

The delivery of four events :

- ✓ **Forum** for Professionals involved in safety management
- ✓ **Symposia** exchange ideas and operational experiences
- ✓ **Workshop** with hands-on exercises
- ✓ **Contribute** to the implementation of safety management

https://www.icao.int/safety/SafetyManagement/Pages/SymposiaandWorkshops.aspx

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Symposium and Workshop

16-18 October 2017
12-16 March 2018
23-26 April 2018
22-25 May 2018

250 Symposium EUR/NAT
73 Workshop EUR/NAT
159 Symposium SAM/NACC
148 Seminar SAM/NACC
138 Symposium APAC/MID
142 Workshop APAC/MID
248 Symposium ESAF/WACAF
98 Workshop ESAF/WACAF

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3.Which Panels did you find the most relevant?- *Symposium*

Opening session
Panel 1 – International aviation: What are the next challenges?
Panel 2 – Safety management: Why? Where are we? What's coming next?
Panel 3 – Integrated risk management
Panel 4 – Interaction between SSP and SMS ♥
Panel 5 – The protection of safety data, safety information and related sources ♥
Panel 6 – Scalability ♥

EUR/NAT

Opening session
Panel 1-Benefits and challenges of safety management from state and service provider
Panel 2-Interaction between SSP and SMS
Panel 3-Safety Promotion ♥
Panel 4-The protection of safety data, safety information and related resources ♥
Panel 5-Scalability
Panel 6-Management of change
Panel 7-SMS acceptance ♥

NACC/SAM

Opening session
Panel 1-Benefits and challenges of safety management ♥
Panel 2-SSP scope
Panel 3-Management of change
Panel 4-Interaction between SSP and SMS ♥
Panel 5-Scalability
Panel 6-The protection of safety data, safety information and related resources ♥
Panel 7-Promoting a positive safety culture ♥

APAC/MID

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4. What were you key takeaways from this event?-*Symposium*

- Point to review the SMS and give a new development impetus. (EUR/NAT)
- There is a strong need for performance-based regulation and development of standards for the introduction of what we currently call technology disruptions (drones, AI), but without removing completely the human component - soft skills and critical thinking cannot be replaced by automated means. (EUR/NAT)
- The big picture, e.g. the topics that are most prominent on the ICAO safety radar, the information regarding the ICAO SMS guidance. (EUR/NAT)
- risk based oversight (EUR/NAT)
- Leadership, Just culture are things we think we have done yet in our experience, many organizations are struggling with these very issues. (EUR/NAT)
- The complexity and challenge of Safety Information Protection. (NACC/SAM)
- It was clear that the region has matured significantly on its implementation of safety management practices. Great examples and best practices were presented and discussed with the audience. (NACC/SAM)
- SMS and SSP always go with each other. An effective SSP will be instrumental to having a successful SMS. There should be sufficient harmonization between regulators and service providers. (APAC/MID)
- The benefits of SMS are well-known a long time ago. More importantly what's next after the implementation.(APAC/MID)

EUR/NAT NACC/SAM APAC/MID

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6. Any additional comments regarding the Symposium Panels or overall programme?- *Symposium*

- Thank you for taking the important topics in the programme!(EUR/NAT)
- I think it is a very static way of hosting discussions and panels. It would be interesting to work on the format of the symposium.(EUR/NAT)
- I would recommend that ppt. presentations be translated into both English & Predominant language of the attendees. This has been very effective in China Safety Symposiums I have attended. I know it is considerable work, however. (NACC/SAM)
- Congratulate the work of ICAO and enhance SSP/SMS with the amendments of Annex 19 and Doc 9859.
- Try to respond to more questions from the pigeon hole please. (APAC/MID)
- Panel members should present a power point in order to deliver their statements. Verbal statements without power point not effective to convey message across to audience. (APAC/MID)
- Symposium panels discussion is too general, expected more details sharing . (APAC/MID)

EUR/NAT NACC/SAM APAC/MID

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11. Do you have any general feedback for the *symposium*?

- I'd like speakers to have more time to speak and show presentation.(EUR/NAT)
- First of all, congratulations for putting together such an event. I fully understand that this was the first edition, so the "better organisation" refers only to the workshop side. From my point of view, it looked like the Stream B moderators were a bit unsure and uncoordinated overall. I feel that the exercises could reach their full potential if the moderators are more assertive and if the time is better managed. (EUR/NAT)
- Very good effort. Keep up the good work. (NACC/SAM)
- It was very informative. (NACC/SAM)
- Some panels members should address more in relevant topics. (APAC/MID)
- Met my expectations and acquired more knowledge. (APAC/MID)

EUR/NAT NACC/SAM APAC/MID

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3.Which sessions did you find the most relevant?- *Workshop*

WORKSHOP STREAM A States
WORKSHOP STREAM B Industry

Session 1A - SSP Foundation ♥
Session 2A - Safety management competencies
Session 3A - SSP scope and safety objectives
Session 1B - System description and SMS interfaces ♥
Session 2B - Assessing the effectiveness of SMS ♥
Session 3B - Safety performance indicators (SPIs) ♥
Session 4 - Towards achieving an acceptable level of safety performance (ALoSP) ♥

EUR/NAT

Session 1-SSP implementation tools ♥
Session 2-Safety management interfaces ♥
Session 3 Protection of safety information
Session 4 State safety objectives
Session 5 Safety performance indicators and achieving an ALoSP ♥
Session 6 Safety management competencies ♥

APAC/MID

Session 1-SSP implementation tools ♥
Session 2-SSP implementation plan ♥
Session 3-Updating universal safety oversight audit programme (USOAP) corrective action plans on the online frame work (OLF) ♥
Session 4-Safety management competencies ♥
Session 5-Protection of safety information ♥
Session 6- Towards achieving an acceptable level of safety performance (ALoSP)

NACC/SAM

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4. What additional topics would you like to see covered at a future *workshop*?

- Defining MRO risks and reducing risks, defining best practices for SPIs(EUR/NAT)
- How to determine your ALoSP (EUR/NAT)
- Interaction between States and airports(EUR/NAT)
- Emergency plan in the industry realized in an event focused on airlines only
- Share experiences in the implementation of SMS through the participation of authorities and industry
- Capacity and Training forms for service providers
- Human error
- SSP office function and existing technical department including coordination and implementation in the field.(APAC/MID)
- SMS Effectiveness - How is it being managed by member States (examples need to be presented to help developing States) (APAC/MID)
- SMS implementation plan(APAC/MID)

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5. What were you key takeaways from this event?-*Workshop*

- The different iStars apps (Which could just as well have been presented at a stand in the foyer)(EUR/NAT)
- Criteria to define ALoSP & Safety Objectives (EUR/NAT)
- Methodology to develop efficient SPI s and ALoSP (EUR/NAT)
- Integrated risk management (EUR/NAT)
- It's very important to see the points of view and experiences of other States in order to adapt the implementation of SSP in each States according to their characteristics and specifications, the result was very interesting and helped us to situate ourselves in this process and become more efficient. Risk analysis helps us to become more efficient and reach acceptable levels of safety. (NACC/SAM)
- SMS is no different than other management systems implemented in the industry and this experience contributes to a successful implementation of SMS. (NACC/SAM)
- The importance of having a database for the implementation of safety management. (NACC/SAM)
- New paradigm of Safety performance indicator. (APAC/MID)
- Understanding of SSP Interfaces Between Dissimilar Interacting with service Provider's SMS Better Understanding of Safety-related Interfaces and Relationships for SMS. (APAC/MID)

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9. Do you have any general feedback for the *workshop*?

- Collecting all SPIs from MROs and airlines and share them and sharing SPI data for benchmarking keeping the names secret(EUR/NAT)
- The groups for the workshop were too big, to have really meaningful outcome, the number of people present in group should be 3-4 or not more than 6.(EUR/NAT)
- Practical explanations allow us to better understand different aspects that AAC have to face. (NACC/SAM)
- These activities have to be realized at a frequency that allows a better development of those themes, from ICAO and from States and Industry .(NACC/SAM)
- At this level it is important to film them by professionals so that the videos can be shared at all levels within an organization. (NACC/SAM)
- Required additional time for workshop to be in line with relevant condition in the field. (APAC/MID)
- The venue was not conducive to workshop activities, round table, mixed groups and better one on one delegate interaction needed. (APAC/MID)

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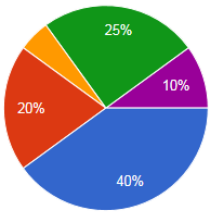
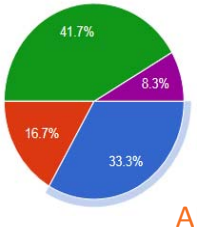
12. What best describes your work function?



- Government Official
- Industry Association or Organization recognized by ICAO
- Academia
- General Participant (industry, including airlines and manufacturers)
- ICAO Staff and Resident Delegations

EUR/NAT



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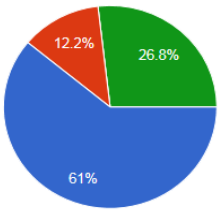
APAC/MID



- Funcionario del gobierno/Government Official
- Asociación de la industria u organización reconocida por la OACI/ Industry Association or Organizatio…
- Campo académico/Academia
- Participante en general (industria, incluyendo líneas aéreas y fabricant…
- Personal de la OACI y delegaciones residentes/ICAO Staff and Resident…

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THANK YOU!