

Effective Safety Investigations and SMS

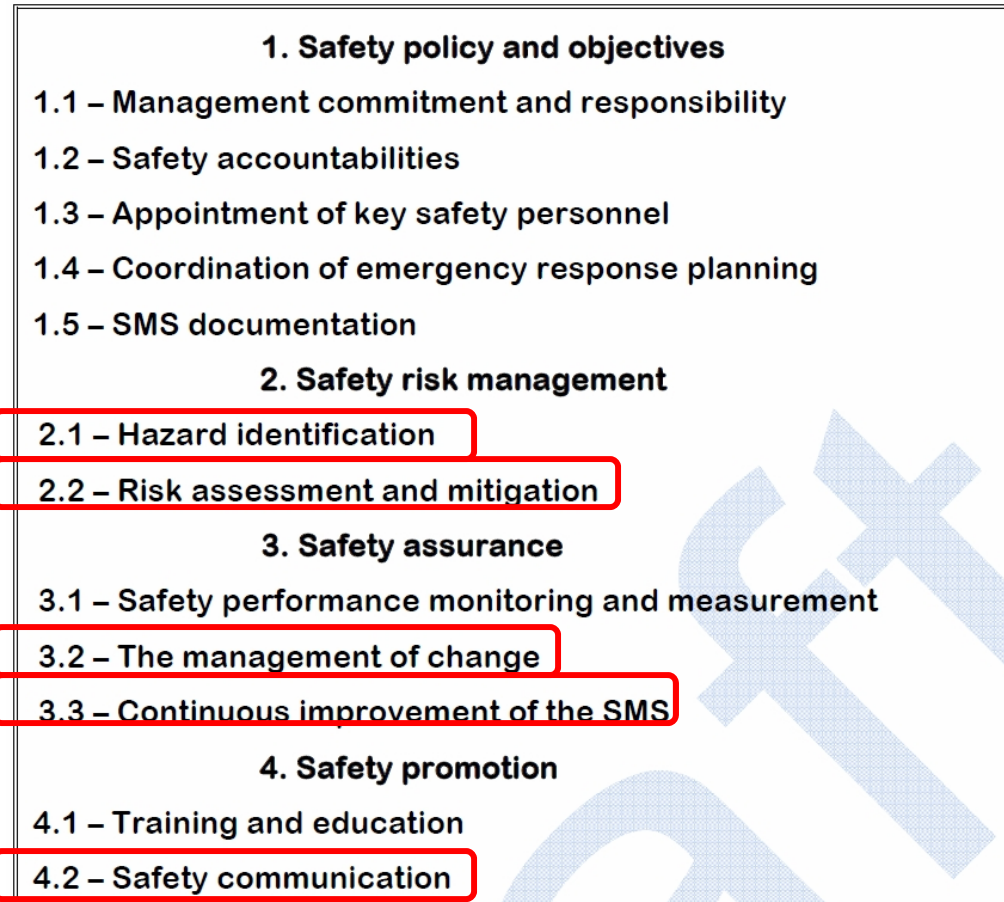
Marc St-Laurent

AIG Vision

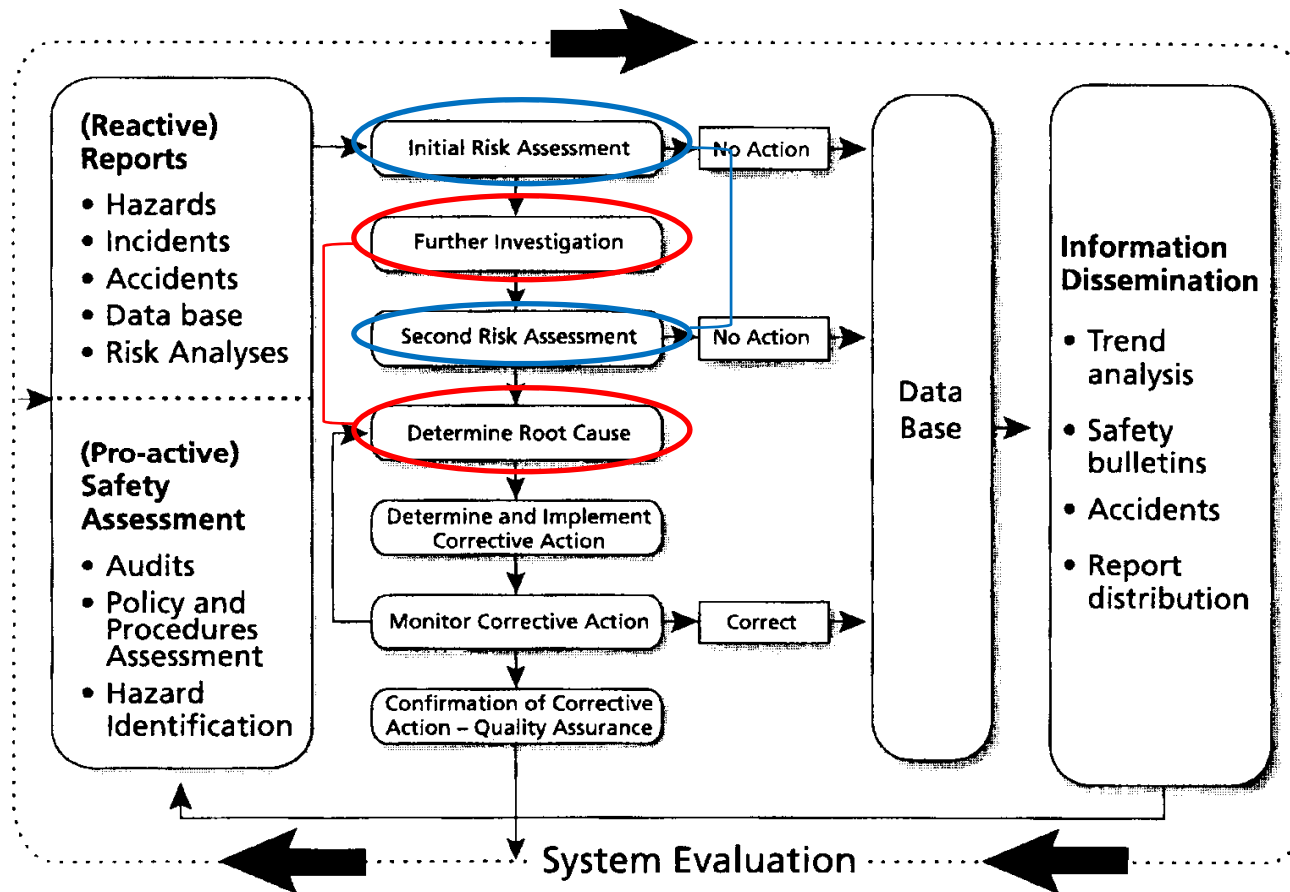
The ultimate and overall goal is to help States

- Establish adequately resourced and staffed Investigation Authorities to respond to and conduct investigations into accidents and incidents or potential safety issues in a competent, and independent and objective manner,
- With the view to actively assume their key role within the States SSP to effectively Identify Hazards and communicate their related Findings in a way that results in prompt and effective Safety Actions being taken by key risk stakeholders to prevent losses from damage or injury and improve aviation safety overall.

Where do investigations fit within SMS?

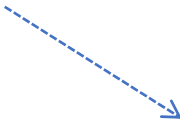


SMS Process Flow (TC c.2000)

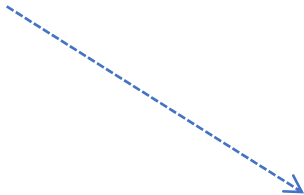


Accident Investigations

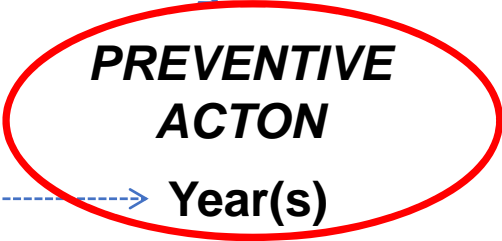
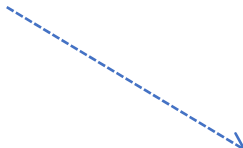
**ACCIDENT
SERIOUS INCIDENT**



INVESTIGATION



**REPORT &
RECOMMENDATIONS**



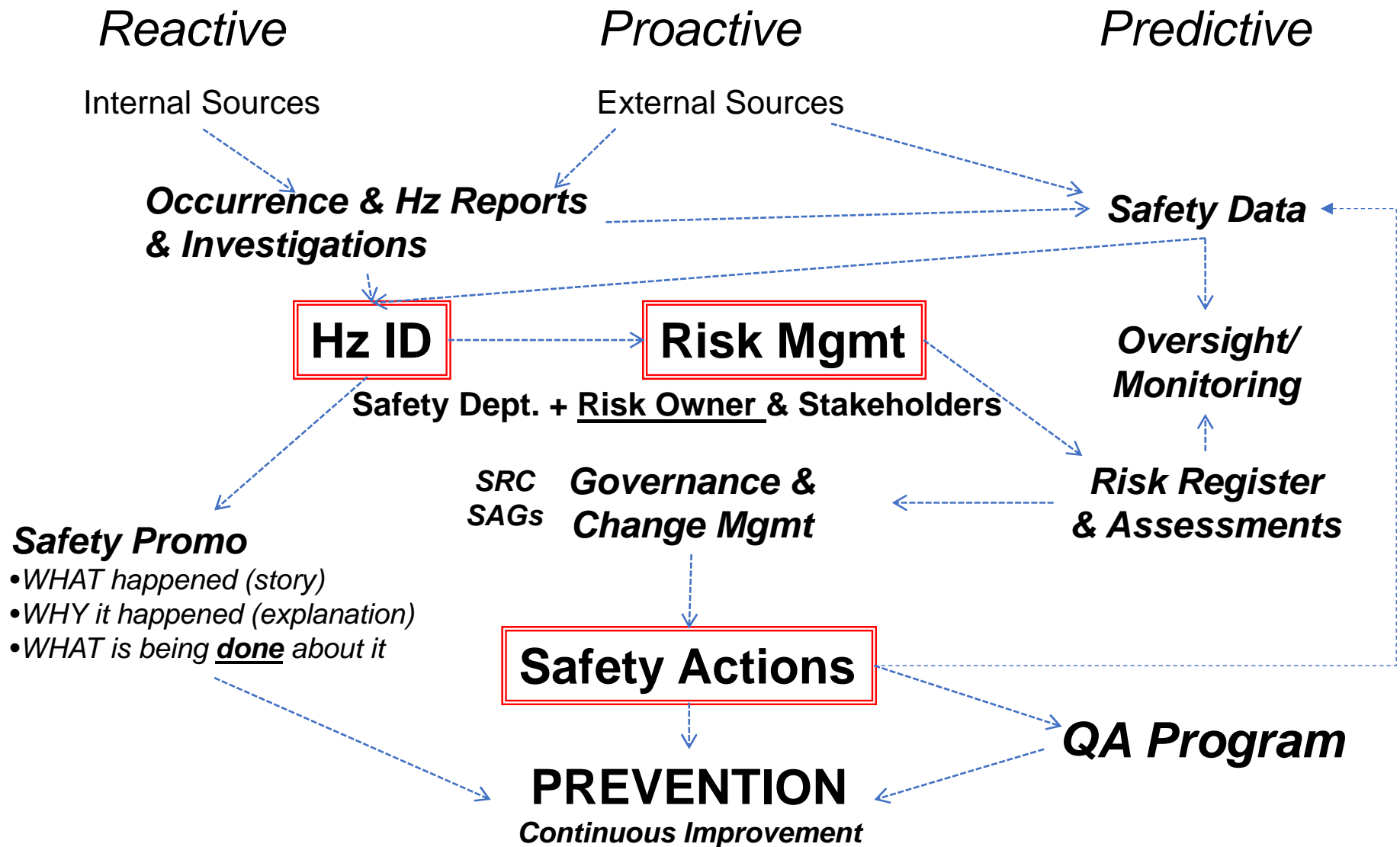
***PREVENTIVE
ACTON***

Time ----->

Months+

-----> **Year(s)**

Safety Action Process



To do something about these issues

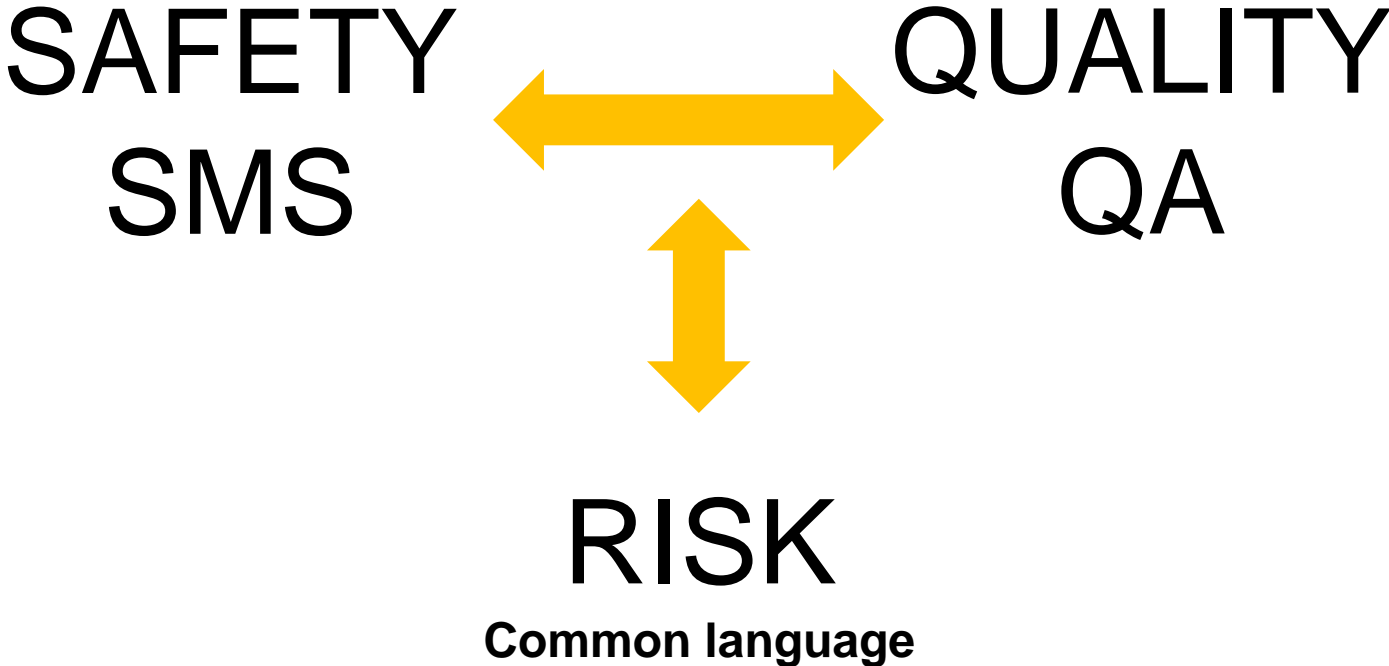
*“If you always do what you’ve always done,
you always get what you’ve always gotten.”*

*Jessie Potter
(c.1981, “The Milwaukee Sentinel”)*

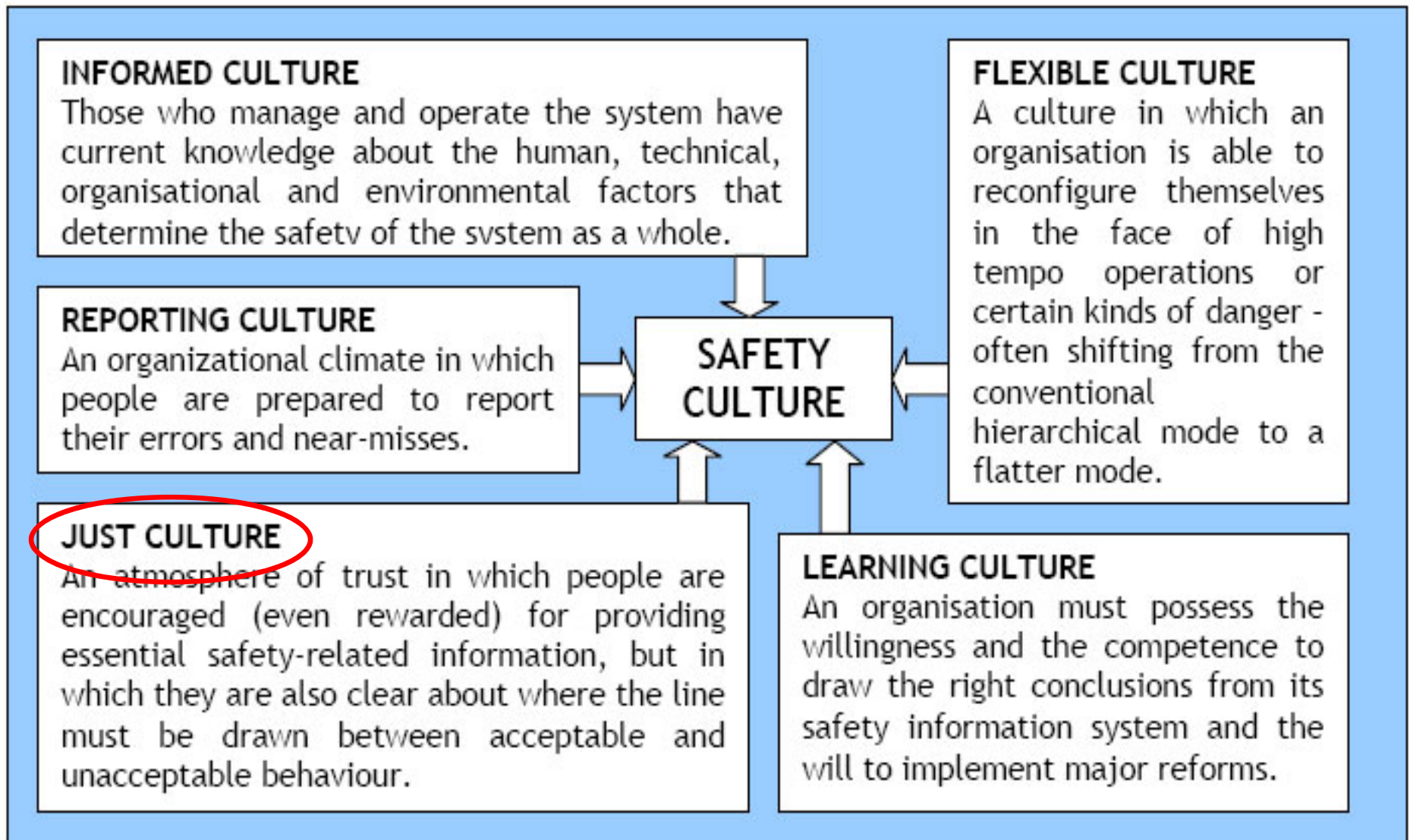
*It’s all about effecting **CHANGE!***

When one **UNDERSTANDS** what are the issues,
one will **DO** something about them!

Safety & Quality



Safety Culture comprises



HK CAD

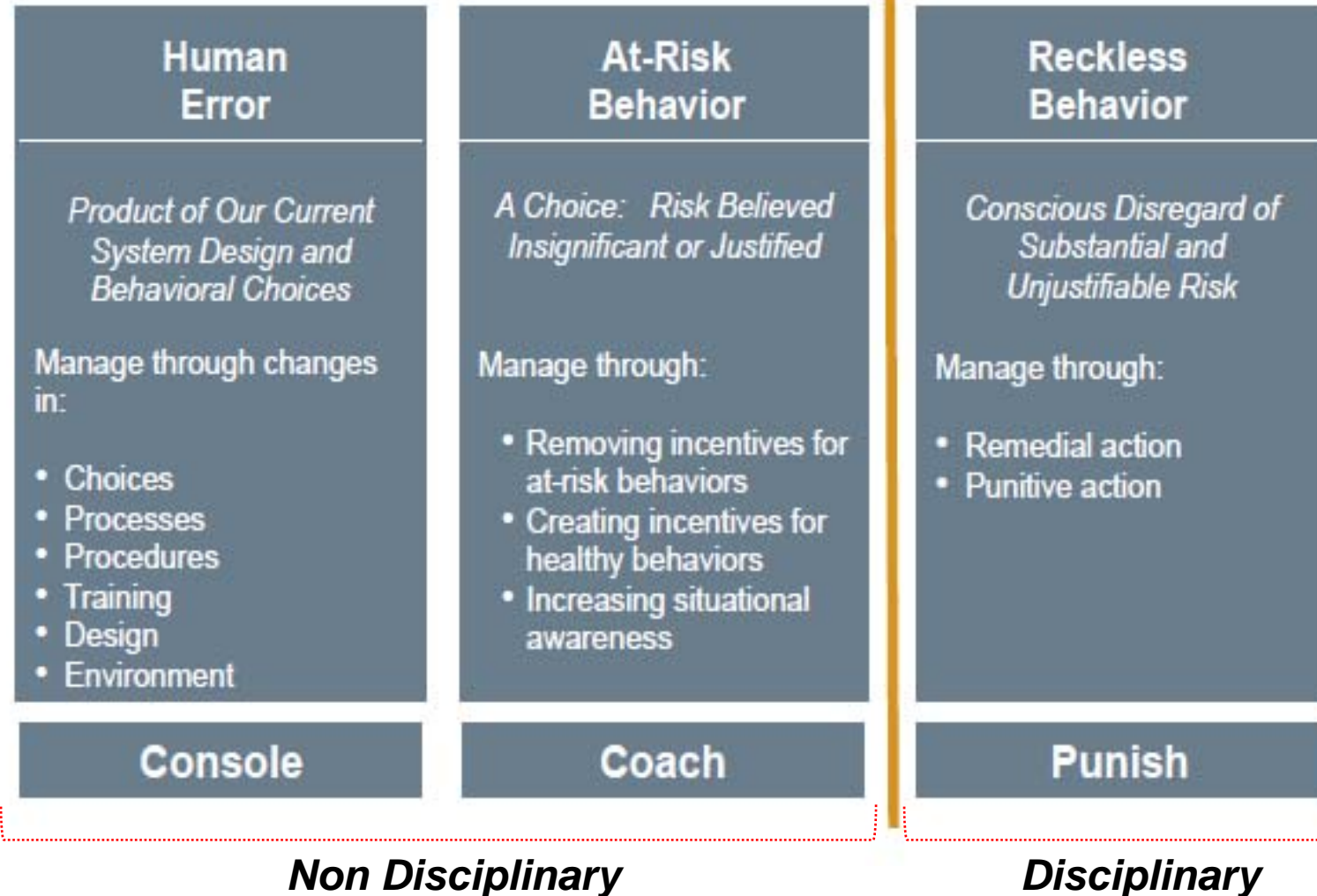
CAD 382 - The Mandatory Occurrence Reporting Scheme

- Where a safety report indicated an unpremeditated or inadvertent lapse (i.e. error or mistake) by a crew, the CAD expects organizations to act responsibly and share the CAD view that **free and full reporting is the primary aim, and that every effort should be made to avoid action that may inhibit reporting.**
- Except to the extent that action is needed to ensure safety, and except in cases of gross negligence or recklessness, **the CAD expects organizations to refrain from disciplinary or punitive action which might inhibit the crew or staff from duly reporting incidents.**

Just Culture Policy (example)

- The Company wishes to make it clear that the purpose of the safety investigation is to **establish facts and contributory factors** and not to apportion blame or liability. Although specialist cultures and tasks vary from department to department, the common elements of this policy are:
 - Every employee is **obliged to report** all accidents, serious incidents, incidents and hazards that compromise the safety of our operation and work environment.
 - The reporting of **unpremeditated or inadvertent errors** will not result in disciplinary or punitive action being taken against the reporter.
 - Those occurrences involving **dereliction of duty, reckless behaviour, persistent breaches of company standards, or deliberate failure to report**, will be handled in accordance with individual department disciplinary procedures.

The Three Behaviors



Questions?