

WEBVTT

1

00:00:00.100 --> 00:00:03.200

So I'm not going to talk an hour

2

00:00:03.200 --> 00:00:06.200

about this vertical but I just want to just show you

3

00:00:06.200 --> 00:00:06.500

what?

4

00:00:07.800 --> 00:00:11.100

What this protocol looks like, it's it's bailed based.

5

00:00:10.100 --> 00:00:13.300

It's not the aspeo product and you

6

00:00:13.300 --> 00:00:16.700

got it and steal from from his bowel. And there's

7

00:00:16.700 --> 00:00:19.400

a lawyer here. No, I I

8

00:00:19.400 --> 00:00:22.500

just use that there there format. If

9

00:00:22.500 --> 00:00:25.700

you will what I did is I in parallel

10

00:00:25.700 --> 00:00:30.500

with what was going on with this make music protocol tailoring

11

00:00:29.500 --> 00:00:32.400

it to flight test in parallel.

12

00:00:32.400 --> 00:00:34.300

I was doing the Tailoring on this one.

13

00:00:35.200 --> 00:00:38.600

And and this is what I use right now, but I'm working

14

00:00:38.600 --> 00:00:39.700  
on another protocol.

15

00:00:40.500 --> 00:00:44.400  
which you hopefully will hear about that sometime

16

00:00:43.400 --> 00:00:45.700  
in the future, but

17

00:00:47.100 --> 00:00:50.300  
so right now I use this one in the reason I

18

00:00:50.300 --> 00:00:51.200  
like this is because

19

00:00:52.800 --> 00:00:55.300  
Unlike the the others it has more

20

00:00:55.300 --> 00:00:59.100  
material more questions and it's

21

00:00:58.100 --> 00:01:01.400  
longer. It's 56 Pages versus like 20

22

00:01:01.400 --> 00:01:04.600  
or whatever. You know, I don't know how many pages but

23

00:01:04.600 --> 00:01:07.300  
it's a long one and I I throw out all

24

00:01:07.300 --> 00:01:08.700  
the Business Jet kind of stuff.

25

00:01:09.800 --> 00:01:12.400  
And that's how I tell her but I added.

26

00:01:14.600 --> 00:01:17.600  
material from gain with the flight test flight safety

27

00:01:17.600 --> 00:01:18.000

handbook

28

00:01:18.900 --> 00:01:21.600

I added material from 40 40.26.

29

00:01:22.700 --> 00:01:23.500

B at the time

30

00:01:24.600 --> 00:01:25.500

Which is now C.

31

00:01:26.400 --> 00:01:27.400

And I added my own.

32

00:01:29.200 --> 00:01:32.800

Question questions to make it effective or

33

00:01:32.800 --> 00:01:35.400

questionnaire. So so with

34

00:01:35.400 --> 00:01:38.300

those three things I tailored it to flight

35

00:01:38.300 --> 00:01:38.500

test.

36

00:01:39.700 --> 00:01:42.100

So and I'm just going to show you samples. I'm not

37

00:01:42.100 --> 00:01:45.100

going to go through the industry individual Pages. Just so you know what

38

00:01:45.100 --> 00:01:48.700

it looks like. It's about or it's Bale.

39

00:01:49.400 --> 00:01:50.800

Use this three stages.

40

00:01:52.100 --> 00:01:55.600

When when they when they do their audits, they they

41  
00:01:55.600 --> 00:01:58.900  
give you a certificate and they

42  
00:01:58.900 --> 00:02:01.600  
tell you your stage one stage two stage 3.

43  
00:02:03.100 --> 00:02:05.200  
And stage one means just basic.

44  
00:02:06.300 --> 00:02:07.200  
basic SMS

45  
00:02:08.900 --> 00:02:11.600  
stage 2 is means you're a little bit better

46  
00:02:11.600 --> 00:02:14.600  
with you have some measurements and

47  
00:02:14.600 --> 00:02:17.900  
your practicing some some feedback and then

48  
00:02:17.900 --> 00:02:20.800  
stage four you're very effective and you're

49  
00:02:20.800 --> 00:02:22.300  
at the end. You're doing everything, right?

50  
00:02:23.100 --> 00:02:27.300  
And you're fully compliant and and fully effective.

51  
00:02:28.100 --> 00:02:31.300  
That's how they do it. I don't do that. I don't give

52  
00:02:31.300 --> 00:02:32.800  
you a certificate when I do it.

53  
00:02:33.700 --> 00:02:35.100  
I'll give you an assessment.

54  
00:02:35.900 --> 00:02:38.000

Yeah, and I tell you how you're doing.

55

00:02:39.400 --> 00:02:42.600

Based on the teams the teams are opinion.

56

00:02:44.100 --> 00:02:47.500

And I tell that up front and in the

57

00:02:47.500 --> 00:02:50.200

in briefing, so I'm not going to give you a certificate. I'm not a

58

00:02:50.200 --> 00:02:51.600

representing as well.

59

00:02:52.600 --> 00:02:55.900

But I'm gonna give you a flight test perspective perspective of

60

00:02:55.900 --> 00:02:58.200

all the results of our audit.

61

00:02:59.200 --> 00:03:01.400

So let's go through next slide.

62

00:03:02.300 --> 00:03:03.300

So that's what it looks like.

63

00:03:04.800 --> 00:03:06.500

There's a yes or no.

64

00:03:07.300 --> 00:03:08.400

That doesn't mean that.

65

00:03:09.900 --> 00:03:12.100

For for that you're going to

66

00:03:12.100 --> 00:03:15.800

fail it just it just a way to for

67

00:03:15.800 --> 00:03:18.900

us to to tab whether you're

68  
00:03:18.900 --> 00:03:21.000  
meeting a particular requirement or not.

69  
00:03:21.900 --> 00:03:24.000  
And I just I just have a sample

70  
00:03:24.300 --> 00:03:26.400  
of the first call pillar.

71  
00:03:27.100 --> 00:03:30.700  
Policy and so next slide you'll see

72  
00:03:30.700 --> 00:03:32.500  
that there's levels.

73  
00:03:33.600 --> 00:03:37.600  
That isbauer uses a used Scholars appropriate

74  
00:03:36.600 --> 00:03:39.500  
and effective that's appropriate is

75  
00:03:39.500 --> 00:03:42.200  
like stage 2 in Effectiveness stage

76  
00:03:42.200 --> 00:03:42.300  
3.

77  
00:03:44.100 --> 00:03:46.800  
And I you can see I have added.

78  
00:03:47.600 --> 00:03:50.300  
a material from game

79  
00:03:51.200 --> 00:03:53.200  
to that protocol next slide

80  
00:03:56.400 --> 00:03:59.500  
and so on and next slide, you know,

81  
00:03:59.500 --> 00:04:02.100

just these are just examples there in your handouts.

82

00:04:03.700 --> 00:04:07.000

I didn't get into 40 40.26

83

00:04:06.400 --> 00:04:09.500

in this presentation because that's that's the

84

00:04:09.500 --> 00:04:12.500

risk assessment and that's that's an Explorer.

85

00:04:12.500 --> 00:04:14.600

So I just covered the first pillar next.

86

00:04:17.900 --> 00:04:20.300

and you can see that they have a Erp and

87

00:04:21.200 --> 00:04:24.300

they have pretty much the CFR the part five

88

00:04:24.300 --> 00:04:24.800

requirements.

89

00:04:25.700 --> 00:04:28.300

No different than and that because it's derived

90

00:04:28.300 --> 00:04:29.000

from my KO.

91

00:04:30.400 --> 00:04:31.800

next slide

92

00:04:34.300 --> 00:04:37.200

and you can see that the reference is gain and there's one in there

93

00:04:37.200 --> 00:04:41.200

where I added fdsc which is my own opinion of

94

00:04:40.200 --> 00:04:43.000

what you should be checked next slide.

95

00:04:44.400 --> 00:04:47.900

And that's it. So that's what it looks like. And so

96

00:04:47.900 --> 00:04:49.000

that like I said

97

00:04:49.900 --> 00:04:52.900

I'm in the process of modifying another protocol

98

00:04:52.900 --> 00:04:55.300

that's more aligned to flight to the

99

00:04:55.300 --> 00:04:58.600

flight test Safety Committee as a matter of fact and to flight

100

00:04:58.600 --> 00:05:01.300

test so but right now that's what

101

00:05:01.300 --> 00:05:01.400

I use.

102

00:05:02.500 --> 00:05:03.100

Thanks, Ron.

103

00:05:04.500 --> 00:05:07.500

We're kind of scratching a little bit on safety assurance when we're

104

00:05:07.500 --> 00:05:10.000

talking about auditing. However, we wanted to show you

105

00:05:10.400 --> 00:05:13.500

these components that are specific to safety policy

106

00:05:13.500 --> 00:05:17.200

and objectives. See you have some idea what needs to be in your

107

00:05:17.200 --> 00:05:20.700

organizational SMS safety objectives and

108

00:05:20.700 --> 00:05:23.700



policy. We're going to do a group exercise after

109

00:05:23.700 --> 00:05:26.300

lunch. I think we're going to wait until after lunch to do

110

00:05:26.300 --> 00:05:26.400

that.

111

00:05:28.300 --> 00:05:31.800

We're going to build some safety policy statements for

112

00:05:31.800 --> 00:05:33.400

organizations. So we're going to do it.

113

00:05:35.100 --> 00:05:38.500

Looking through that lens of the flight test organization. So if there's something

114

00:05:38.500 --> 00:05:41.500

peculiar that you want to have in your safety policy

115

00:05:41.500 --> 00:05:44.200

statement related to flight test or

116

00:05:44.200 --> 00:05:47.900

emphasizing flight test and will encourage you to do that and then

117

00:05:47.900 --> 00:05:50.200

we'll review those. So you have there's some legal

118

00:05:50.200 --> 00:05:53.300

pads on the desks. I think what we're going to actually have do is one row

119

00:05:53.300 --> 00:05:56.300

just turns around and then that becomes one group and we'll

120

00:05:56.300 --> 00:05:59.100

just work it back that way to manage. This is

121

00:05:59.100 --> 00:06:03.500

best we can but what we're really after here is to dig into

122

00:06:03.500 --> 00:06:06.400

what is a conforming safety policy. In

123

00:06:06.400 --> 00:06:09.200

other words. It meets the requirements of whatever standard you're

124

00:06:09.200 --> 00:06:12.600

you're using but again, most importantly

125

00:06:12.600 --> 00:06:15.200

does it suit the organization is it scale

126

00:06:15.200 --> 00:06:18.100

to the organization? We'll talk a little bit more about this during the

127

00:06:18.100 --> 00:06:21.700

panel session on the challenges of tailoring SMS for

128

00:06:21.700 --> 00:06:24.200

small organizations, which is

129

00:06:24.200 --> 00:06:25.600

much more challenging.

130

00:06:27.600 --> 00:06:31.400

And then to me anyway, is it readable understandable

131

00:06:30.400 --> 00:06:33.600

and do your line employees? Believe

132

00:06:33.600 --> 00:06:33.800

it?

133

00:06:34.700 --> 00:06:37.700

and we mentioned already that it needs to be communicated widely

134

00:06:37.700 --> 00:06:41.100

within the organization and they need to be confident of

135

00:06:40.100 --> 00:06:43.600

what's in that that letter and so the

136

00:06:43.600 --> 00:06:46.800

expectations are laid out the management commitments

137

00:06:46.800 --> 00:06:50.000

in there all the words that are required and

138

00:06:49.700 --> 00:06:52.100

I will as I mentioned

139

00:06:52.100 --> 00:06:53.100

before we're going through

140

00:06:54.100 --> 00:06:58.100

The letter of acceptance process with the FAA on voluntary SMS and

141

00:06:57.100 --> 00:07:00.000

they are going to nitpick or at least

142

00:07:00.300 --> 00:07:04.000

the case manager is for for us and did was

143

00:07:03.400 --> 00:07:06.500

take a look to make sure that all the required elements were

144

00:07:06.500 --> 00:07:09.300

in that safety policy letter now me I like

145

00:07:09.300 --> 00:07:10.100

it on one page.

146

00:07:11.400 --> 00:07:14.600

So this became a real challenge to try to get all the required elements

147

00:07:14.600 --> 00:07:17.900

in there, but use language that an

148

00:07:17.900 --> 00:07:20.400

average line employee buck and rivets can understand

149

00:07:20.400 --> 00:07:23.100

and believe in so to me that was

150

00:07:23.100 --> 00:07:26.100

kind of a challenge. So we'll we'll just kind of play with that after lunch and

151

00:07:26.100 --> 00:07:29.200

see what we can come up with and then we'll we'll ask

152

00:07:29.200 --> 00:07:32.300

you all do you think that you need to have a separate?

153

00:07:33.300 --> 00:07:36.600

Safety policy statement for your flight test organization if

154

00:07:36.600 --> 00:07:40.100

you already have a corporate high level safety policy

155

00:07:39.100 --> 00:07:40.600

statement.

156

00:07:41.500 --> 00:07:44.300

Is that an effective means of communicating safety and

157

00:07:44.300 --> 00:07:47.300

do we have kind of a flow down from the very

158

00:07:47.300 --> 00:07:50.500

top the overarching goals of the

159

00:07:50.500 --> 00:07:54.400

system and then we get into some more granular goals

160

00:07:53.400 --> 00:07:56.600

and objectives as we go down

161

00:07:56.600 --> 00:07:58.100

to the business unit for instance.

162

00:07:58.900 --> 00:08:01.400

Is that an opportunity for an accountable manager

163

00:08:01.400 --> 00:08:04.700

of the business unit for instance to express his expectations for

164

00:08:04.700 --> 00:08:07.200

the safety management system pointing uphill to

165

00:08:07.200 --> 00:08:10.600

the corporate policy and not ignoring it obviously but expanding on

166

00:08:10.600 --> 00:08:14.000

it and adding some context and some texture about

167

00:08:13.600 --> 00:08:16.300

the uniqueness of flight test and the additional

168

00:08:16.300 --> 00:08:19.400

risk that we assume and executing elevated

169

00:08:19.400 --> 00:08:20.600

risking events.

170

00:08:21.400 --> 00:08:22.300

So that's kind of the idea.

171

00:08:24.300 --> 00:08:27.600

That's believability is really what's Center here

172

00:08:27.600 --> 00:08:30.800

in terms of what we talked about earlier today and that was culture. So these

173

00:08:30.800 --> 00:08:33.800

are the things that you need to bake into your safety policy

174

00:08:33.800 --> 00:08:36.200

statements that will take a look at as you

175  
00:08:36.200 --> 00:08:39.900  
do your group exercise how you express this

176  
00:08:39.900 --> 00:08:42.900  
in terms of expectations within the

177  
00:08:42.900 --> 00:08:45.200  
safety policy. I will

178  
00:08:45.200 --> 00:08:48.400  
share with you when we did the SM triple zero one red B

179  
00:08:48.400 --> 00:08:51.100  
work. It was very interesting in the debate that we

180  
00:08:51.100 --> 00:08:55.000  
were having over the level of detail for safety objectives in

181  
00:08:54.600 --> 00:08:57.800  
the safety policy statement. Now, my

182  
00:08:57.800 --> 00:09:00.600  
personal view is that what's in that are pretty

183  
00:09:00.600 --> 00:09:02.900  
much goals, right? They're higher level.

184  
00:09:03.600 --> 00:09:07.500  
On what the expectation is and and expecting

185  
00:09:06.500 --> 00:09:09.500  
the SMS to provide

186  
00:09:09.500 --> 00:09:12.000  
some type of performance in terms of

187  
00:09:12.500 --> 00:09:16.100  
safety, but the granular level objectives or

188  
00:09:15.100 --> 00:09:18.900

safety performance indicators key performance

189

00:09:18.900 --> 00:09:21.800

indicators those kinds of things are more granular

190

00:09:21.800 --> 00:09:24.100

level and then we'll debate this afternoon

191

00:09:24.100 --> 00:09:26.900

on whether those things should be baked into people's performance reviews.

192

00:09:28.400 --> 00:09:29.500

I'd like to hear your opinion on that.

193

00:09:30.300 --> 00:09:34.100

So that you have sufficient skin in the game responsibility and

194

00:09:33.100 --> 00:09:36.100

accountability throughout the safety management system.

195

00:09:38.600 --> 00:09:42.500

All right. So back to the nas 9927. These

196

00:09:41.500 --> 00:09:44.900

are the things that says need to be incorporated into

197

00:09:44.900 --> 00:09:46.200

your safety policy statement.

198

00:09:47.100 --> 00:09:49.400

And there's that commitment word again.

199

00:09:53.100 --> 00:09:56.300

The working environment The Fosters routine safety behaviors. We talked

200

00:09:56.300 --> 00:10:00.800

about behaviors. That's what this is really about the culture. That's

201

00:09:59.800 --> 00:10:02.500

what underpins the SMS processes.

202

00:10:03.800 --> 00:10:04.000

now

203

00:10:05.100 --> 00:10:09.100

you may consider in your safety policy statement providing some

204

00:10:08.100 --> 00:10:11.900

characteristics, maybe his

205

00:10:11.900 --> 00:10:14.600

goals in there somehow in terms

206

00:10:14.600 --> 00:10:17.500

of reporting might be helpful. What's

207

00:10:17.500 --> 00:10:21.500

your expectation is in terms of reporting and what you're trying to achieve on

208

00:10:20.500 --> 00:10:23.300

a granular level as an example. You might

209

00:10:23.300 --> 00:10:26.300

say well I want to increase the number of reports year to

210

00:10:26.300 --> 00:10:29.300

year by 10% Okay. I mean that's a noble goal

211

00:10:29.300 --> 00:10:32.200

you could have that is it is it appropriate to

212

00:10:32.200 --> 00:10:35.300

have that in the overarching corporate policy statement?

213

00:10:35.900 --> 00:10:36.900

I leave that to you.

214

00:10:39.300 --> 00:10:42.000

The just culture piece. I think we've talked enough about that.



215

00:10:44.200 --> 00:10:47.900

I said that this safety business is a team sport. So we'll

216

00:10:47.900 --> 00:10:50.200

we may want to explore is how do

217

00:10:50.200 --> 00:10:54.000

you convey that in a concise letter that there's

218

00:10:53.300 --> 00:10:57.300

an expectation from the individual contributor

219

00:10:56.300 --> 00:10:59.200

or influencer all the way

220

00:10:59.200 --> 00:11:02.500

up through management? And what are those behaviors look like that's going

221

00:11:02.500 --> 00:11:05.200

to cultivate the safety system that we want. How do

222

00:11:05.200 --> 00:11:08.100

we be transparent with communication so that we can have a

223

00:11:08.100 --> 00:11:10.700

learning culture that when we have

224

00:11:11.700 --> 00:11:14.300

Robust Hazard reporting that we're actually doing

225

00:11:14.300 --> 00:11:18.300

the due diligence looking into it providing corrective

226

00:11:17.300 --> 00:11:20.700

action if necessary and then monitoring it.

227

00:11:23.200 --> 00:11:26.400

And that's what this is really about. I think Walter mentioned it. It's this is

228  
00:11:26.400 --> 00:11:29.600  
really about getting risk to the right level for your organization. We

229  
00:11:29.600 --> 00:11:32.400  
can't eliminate it in most cases. And and

230  
00:11:32.400 --> 00:11:34.900  
as I said in flight test we assume quite a bit of it.

231  
00:11:35.800 --> 00:11:38.700  
and in my view in planning

232  
00:11:38.700 --> 00:11:42.000  
is where we really have the opportunity to extract a

233  
00:11:41.200 --> 00:11:43.000  
large volume of risk out of

234  
00:11:43.900 --> 00:11:44.500  
our business

235  
00:11:45.500 --> 00:11:48.100  
planning and preparation is key in my

236  
00:11:48.100 --> 00:11:51.600  
view and that's why if I were looking at a flight test organization.

237  
00:11:51.600 --> 00:11:54.900  
I want to see robust processes for

238  
00:11:54.900 --> 00:11:55.400  
test planning.

239  
00:11:59.300 --> 00:11:59.300  
All right.

240  
00:12:00.700 --> 00:12:03.200  
So I'm going to leave you with this before we head to

241  
00:12:03.200 --> 00:12:06.900

lunch. These are kind of the required elements

242

00:12:06.900 --> 00:12:08.200  
that we want to see Within.

243

00:12:09.300 --> 00:12:10.300  
the safety policy

244

00:12:11.500 --> 00:12:15.300  
We'll review this again when we come back from lunch, but we

245

00:12:14.300 --> 00:12:17.000  
need to see a strong commitment from the

246

00:12:17.600 --> 00:12:19.300  
accountable executive. Whomever you think that should be.

247

00:12:20.900 --> 00:12:23.200  
We want to see the objectives or if you're

248

00:12:23.200 --> 00:12:27.700  
compelled to call them a goal. What does that look like again in

249

00:12:27.700 --> 00:12:30.100  
my view? If you get too much detail in there, you're going

250

00:12:30.100 --> 00:12:32.900  
to have a hard time keeping it to one page doesn't have to be one page.

251

00:12:33.600 --> 00:12:36.900  
But I like a impactful concise safety

252

00:12:36.900 --> 00:12:39.400  
policy letter that is on the bulletin boards is

253

00:12:39.400 --> 00:12:42.500  
on the website easy to get to you don't have to go searching for

254

00:12:42.500 --> 00:12:46.000  
you know, it's not buried underneath environmental health and safety  
somewhere

255

00:12:45.100 --> 00:12:48.400  
to be able to see this thing.

256

00:12:48.400 --> 00:12:51.500  
And so people actually know what it is where it

257

00:12:51.500 --> 00:12:54.900  
can be found what's in it and there's

258

00:12:54.900 --> 00:12:57.100  
obviously would be the questions of the Auditors when they

259

00:12:57.100 --> 00:13:00.600  
go into an organization is to see what their awareness is the safety

260

00:13:00.600 --> 00:13:00.900  
policy.

261

00:13:02.300 --> 00:13:05.200  
Commitment to resources we talked about the

262

00:13:05.200 --> 00:13:09.000  
reporting system. So we want non-attributional but

263

00:13:08.200 --> 00:13:11.200  
also de-identified reporting now

264

00:13:11.200 --> 00:13:14.600  
there was a good question about to what level we communicate I

265

00:13:14.600 --> 00:13:17.200  
think it was in the back over here talking about

266

00:13:17.200 --> 00:13:20.500  
how much we communicate a given event to the

267

00:13:20.500 --> 00:13:21.400  
rest of employees.

268

00:13:22.700 --> 00:13:25.300

I think in Google in due time when you

269

00:13:25.300 --> 00:13:28.200

do the investigation that awareness needs to come out if

270

00:13:28.200 --> 00:13:32.000

you're going to do corrective action, so you don't have to say well Joe

271

00:13:31.700 --> 00:13:34.200

schumachatelli had this event. He was an idiot, you

272

00:13:34.200 --> 00:13:37.200

know, he's the wrong size Ranch and you strip the threads and we had

273

00:13:37.200 --> 00:13:40.200

hydraulic leak or whatever. That's not what we're getting at

274

00:13:40.200 --> 00:13:43.500

here. We're saying hey, we didn't provide the correct tool

275

00:13:43.500 --> 00:13:46.700

for the job. We've made this change. We now

276

00:13:46.700 --> 00:13:49.500

have a new chip got you the right tools. So we

277

00:13:49.500 --> 00:13:52.400

don't make this mistake again that needs to be communicated throughout the

278

00:13:52.400 --> 00:13:55.800

organization. So there's learning taking place. So that's

279

00:13:55.800 --> 00:13:58.200

what I think. It's really at Essence here.

280

00:13:58.800 --> 00:14:01.800

Non-attributional fear of discipline

281

00:14:01.800 --> 00:14:04.700

when we do reports or admit that

282

00:14:04.700 --> 00:14:07.100

we have made a

283

00:14:07.100 --> 00:14:07.300

mistake.

284

00:14:09.200 --> 00:14:12.500

And you might want to include that in your safety policy letter and what your expectation is

285

00:14:12.500 --> 00:14:15.200

for if you come forward with an honest mistake what's

286

00:14:15.200 --> 00:14:17.700

going to happen and that you're not going to get punished?

287

00:14:19.200 --> 00:14:23.700

Got to be signed by the accountable executive. Okay, fine published widely. So

288

00:14:22.700 --> 00:14:25.100

we'll dissect these things

289

00:14:25.100 --> 00:14:28.600

after lunch. We'll have half the room maybe working one

290

00:14:28.600 --> 00:14:31.200

element of this and the other half and then we'll have you out brief.

291

00:14:31.200 --> 00:14:34.200

I think it'll be a good exercise as we break that

292

00:14:34.200 --> 00:14:37.500

down and then we're going to transition into objectives.

293

00:14:38.300 --> 00:14:41.100

So we'll take a look and maybe what we come up

294

00:14:41.100 --> 00:14:44.900

with or maybe better suited for goals. Some may be better suited

295

00:14:44.900 --> 00:14:47.200

for lower level objectives. And then

296

00:14:47.200 --> 00:14:50.200

maybe if we have time we'll even talk about well, what of these things

297

00:14:50.200 --> 00:14:53.600

should be measured and monitored and included

298

00:14:53.600 --> 00:14:55.000

as a performance review item.

299

00:14:56.100 --> 00:14:58.600

So that there's some level accountability that you're achieving these things.

300

00:15:00.900 --> 00:15:02.300

We'll have that discussion as well.

301

00:15:03.200 --> 00:15:10.700

Sunny where because

302

00:15:09.700 --> 00:15:13.200

the things that Tom's talking about like transparency

303

00:15:12.200 --> 00:15:15.300

like when something goes into the SMS software

304

00:15:15.300 --> 00:15:18.500

like quality management system SMS is the same way it gets

305

00:15:18.500 --> 00:15:21.300

a de-identified and then automatically everybody has

306

00:15:21.300 --> 00:15:24.400

signing capability and they can see they get an email. Hey, there's

307

00:15:24.400 --> 00:15:27.500

been an input into the SMS. They push the button they

308  
00:15:27.500 --> 00:15:30.800  
go in and they see identified event like okay.

309  
00:15:30.800 --> 00:15:33.200  
Yeah, the person stripped the wrench. We

310  
00:15:33.200 --> 00:15:36.300  
need to be aware of this we're taking action to correct this for the

311  
00:15:36.300 --> 00:15:40.000  
long term. Maybe even the short-term but do how

312  
00:15:39.100 --> 00:15:41.000  
many people use SMS software?

313  
00:15:42.400 --> 00:15:46.300  
Okay, kind of interesting not very many hands. These

314  
00:15:45.300 --> 00:15:48.800  
are the kind of things that help ensure transparency and

315  
00:15:48.800 --> 00:15:51.300  
the other thing too during the break that we

316  
00:15:51.300 --> 00:15:54.500  
talked about was confidentiality versus Anonymous reporting

317  
00:15:54.500 --> 00:15:57.400  
your SMS software or whatever mechanisms. You

318  
00:15:57.400 --> 00:16:00.600  
should allow the input to be confidential or Anonymous

319  
00:16:00.600 --> 00:16:03.600  
and as the dock 1959 tells us

320  
00:16:03.600 --> 00:16:06.400  
as you're maturity improves your safety culture

321



00:16:06.400 --> 00:16:09.900  
maturity, you will go more from Anonymous to confidential reporting

322  
00:16:09.900 --> 00:16:12.300  
because the anonymous like an over on abundance

323  
00:16:12.300 --> 00:16:15.500  
of anonymous reporting is an indicator of a not just

324  
00:16:15.500 --> 00:16:18.100  
culture right people are afraid I don't want to be anybody to know

325  
00:16:18.100 --> 00:16:21.900  
was me. Okay fine, but it's still confidential unique

326  
00:16:21.900 --> 00:16:24.700  
confidential reporting and and that allows

327  
00:16:24.700 --> 00:16:27.300  
the gatekeeper the safety gatekeeper to investigate now, they

328  
00:16:27.300 --> 00:16:30.900  
know who to talk to. Hey what happened here get more information. So I

329  
00:16:30.900 --> 00:16:33.600  
just want to get a feel for that. I think it goes along

330  
00:16:33.600 --> 00:16:34.300  
what you're saying, Tom.

331  
00:16:35.700 --> 00:16:38.900  
Yeah, so in terms of reporting maybe

332  
00:16:38.900 --> 00:16:41.800  
let's since we have a couple minutes here before we break. Let's

333  
00:16:41.800 --> 00:16:43.600  
talk about the types of reports.

334  
00:16:44.500 --> 00:16:48.000  
So I mentioned earlier about not decoupling environmental

335

00:16:47.200 --> 00:16:50.300

health and safety slips trips and falls those

336

00:16:50.300 --> 00:16:54.400

types of things versus true Aviation safety hazards. I

337

00:16:53.400 --> 00:16:57.400

wanted to get the Auditors view on their

338

00:16:56.400 --> 00:16:59.900

thoughts on keeping these

339

00:16:59.900 --> 00:17:03.300

typically coupled and then how do we separate those

340

00:17:02.300 --> 00:17:05.200

to make sure that they're

341

00:17:05.200 --> 00:17:07.200

going to the right place in action to the right location?

342

00:17:08.300 --> 00:17:11.300

Walter County start maybe with you or sunny since you're

343

00:17:11.300 --> 00:17:11.800

already hot mic.

344

00:17:13.600 --> 00:17:16.200

However, you do it's up to you. But the way we commonly see it is

345

00:17:16.200 --> 00:17:19.900

quality and safety live together in a platform because it's this

346

00:17:19.900 --> 00:17:22.200

process is the same you're highlighting risk, whether

347

00:17:22.200 --> 00:17:25.400

it be a quality risk or a safety risk. So the key is

348

00:17:25.400 --> 00:17:28.500  
being able to categorize these things tag them. So when

349  
00:17:28.500 --> 00:17:31.400  
the when the when the system comes in when the input

350  
00:17:31.400 --> 00:17:34.600  
comes in the it should be something easy one minute

351  
00:17:34.600 --> 00:17:37.100  
to fill out or less and then they say I want

352  
00:17:37.100 --> 00:17:40.700  
this being anonymous confidential is this a an EHS concern

353  
00:17:40.700 --> 00:17:43.300  
or an operational or maintenance concern whatever

354  
00:17:43.300 --> 00:17:46.400  
and then that categorizes and allows you to analyze what

355  
00:17:46.400 --> 00:17:47.900  
the detail you want in the end.

356  
00:17:49.400 --> 00:17:52.100  
Yeah, so it one of the things that we

357  
00:17:52.100 --> 00:17:55.800  
ran into with with our voluntary SMS was

358  
00:17:55.800 --> 00:17:58.500  
baking that into the safety policy statement. So

359  
00:17:58.500 --> 00:18:01.100  
I had strong opinion that it should have been included in there and we

360  
00:18:01.100 --> 00:18:05.000  
did the FAA was less eager

361  
00:18:04.200 --> 00:18:07.400  
to have us keep that in there together, but

362

00:18:07.400 --> 00:18:11.100

we added the words to make sure that that was clear what we

363

00:18:10.100 --> 00:18:13.200

were expecting and they

364

00:18:13.200 --> 00:18:17.800

were fine with that. So just something that you have to consider to

365

00:18:16.800 --> 00:18:20.200

make sure that it is distinguished,

366

00:18:19.200 --> 00:18:22.400

but it doesn't necessarily have to be decoupled.

367

00:18:24.300 --> 00:18:27.100

I was surprised by the number of hands that didn't go

368

00:18:27.100 --> 00:18:30.200

up with the using an online platform of some sort.

369

00:18:32.200 --> 00:18:35.300

They can be very useful tools. Even if you're

370

00:18:35.300 --> 00:18:38.300

a very small organization. Obviously the bigger the you are

371

00:18:38.300 --> 00:18:41.000

you want to be able you're creating

372

00:18:41.300 --> 00:18:44.100

a database of information and you want to be able to

373

00:18:44.100 --> 00:18:47.300

go back and search and say hey has this occurred before

374

00:18:47.300 --> 00:18:51.400

because that's part of the assessment as

375

00:18:50.400 --> 00:18:53.600  
to of root cause

376  
00:18:53.600 --> 00:18:56.300  
it has this happen again. Can it relate

377  
00:18:56.300 --> 00:18:56.700  
to something else?

378  
00:18:58.200 --> 00:19:01.100  
To me words are important. You heard what I

379  
00:19:01.100 --> 00:19:05.100  
said about safety what you call the report is important

380  
00:19:04.100 --> 00:19:08.700  
a lot of them call. It just Hazard report. That's

381  
00:19:07.700 --> 00:19:11.200  
kind of the common industry name.

382  
00:19:10.200 --> 00:19:13.100  
I take issue with

383  
00:19:13.100 --> 00:19:16.400  
that because now it's like, oh, we're only waiting for the bad stuff to

384  
00:19:16.400 --> 00:19:16.500  
happen.

385  
00:19:17.200 --> 00:19:19.700  
when it should be a tool also that

386  
00:19:20.900 --> 00:19:23.200  
I had a good idea. You know, where do you

387  
00:19:23.200 --> 00:19:26.600  
submit a good idea and so it could

388  
00:19:26.600 --> 00:19:28.600  
be the same useful tool again? It's

389

00:19:29.700 --> 00:19:32.400

Safety management system is just a

390

00:19:32.400 --> 00:19:36.300

feedback to management whether it's bad news or good news. You can

391

00:19:36.300 --> 00:19:39.600

use the same platform. I know some people use safety

392

00:19:39.600 --> 00:19:42.600

report. I've actually came across one where it was safety hazard

393

00:19:42.600 --> 00:19:45.800

incident tool is what

394

00:19:45.800 --> 00:19:48.700

they use for theirs, but that just

395

00:19:48.700 --> 00:19:50.400

told me about the culture right off the bat.

396

00:19:51.800 --> 00:19:51.900

but

397

00:19:54.900 --> 00:19:58.100

plus the platform. Typically the people

398

00:19:57.100 --> 00:20:00.700

that created probably been around SMS

399

00:20:00.700 --> 00:20:03.900

and they'll they'll they'll have a flow a process

400

00:20:03.900 --> 00:20:06.100

flow that basically if you

401

00:20:06.100 --> 00:20:09.600

just follow that flow and fill in the blanks you're going

402

00:20:09.600 --> 00:20:12.000  
to properly handle a report so

403  
00:20:13.200 --> 00:20:18.000  
Let me let me one caution about the these

404  
00:20:16.300 --> 00:20:18.600  
electronic tools.

405  
00:20:20.800 --> 00:20:23.100  
They are designed for corporate.

406  
00:20:24.200 --> 00:20:28.000  
Jet Business, Jet organizations

407  
00:20:27.600 --> 00:20:31.700  
Airlines or whatever. So I

408  
00:20:30.700 --> 00:20:33.800  
don't know which ones how the

409  
00:20:33.800 --> 00:20:38.300  
ones that raise our hands and using the the electronic

410  
00:20:36.300 --> 00:20:39.900  
versions whether you

411  
00:20:39.900 --> 00:20:42.100  
have tailored it to tailor those you got

412  
00:20:42.100 --> 00:20:45.000  
to change the software to tailor to flight test. You have to

413  
00:20:45.200 --> 00:20:46.500  
change the software and that cost money.

414  
00:20:47.200 --> 00:20:50.400  
So so make sure that you are using

415  
00:20:50.400 --> 00:20:53.700  
it to your benefit and not using Business Jet

416  
00:20:53.700 --> 00:20:56.600  
model that to do the SMS and I

417  
00:20:56.600 --> 00:20:59.300  
found that decent one case where it wasn't

418  
00:20:59.300 --> 00:21:02.500  
working very well because of that and they weren't ready to

419  
00:21:02.500 --> 00:21:05.600  
invest a whole lot of money to tailor it to flight

420  
00:21:05.600 --> 00:21:08.500  
test. Oh their operations. You got a shop around find the

421  
00:21:08.500 --> 00:21:11.200  
right one. You know, I can get a 14

422  
00:21:11.200 --> 00:21:14.200  
year old and with Microsoft Office Suite or Google

423  
00:21:14.200 --> 00:21:17.700  
Docs. You can create your own quite frankly because you're creating

424  
00:21:17.700 --> 00:21:18.200  
a form.

425  
00:21:19.100 --> 00:21:22.300  
yeah, and then that form populates into another form and so

426  
00:21:22.300 --> 00:21:22.800  
it's it's

427  
00:21:23.700 --> 00:21:26.800  
Yes, be careful what you buy everywhere. If

428  
00:21:26.800 --> 00:21:30.200  
I could ask how many people have a separate flight test

429



00:21:29.200 --> 00:21:32.400  
reporting system from a

430  
00:21:32.400 --> 00:21:34.500  
corporate reporting system.

431  
00:21:49.200 --> 00:21:53.400  
It's it's it had

432  
00:21:53.400 --> 00:21:56.200  
it's tailored obviously flirt for flight test, but

433  
00:21:56.200 --> 00:21:58.100  
it's embedded within the corporate system.

434  
00:21:59.400 --> 00:22:02.800  
Is that so those hands that went up? Is there

435  
00:22:02.800 --> 00:22:05.400  
synchronization as Adam just described

436  
00:22:05.400 --> 00:22:08.600  
between a dedicated flight test reporting system

437  
00:22:08.600 --> 00:22:11.600  
and the corporate what we would call in the

438  
00:22:11.600 --> 00:22:13.600  
safety Arena the risk register.

439  
00:22:15.800 --> 00:22:17.200  
Is there is there a connection in there?

440  
00:22:20.900 --> 00:22:23.200  
No hands, so it's kind of independent.

441  
00:22:24.800 --> 00:22:27.200  
I know the FAA uses significant safety event

442  
00:22:27.200 --> 00:22:31.400  
reporting how many people harmonize sscs

443

00:22:30.400 --> 00:22:33.800

when the FAA folks are flying with you with

444

00:22:33.800 --> 00:22:36.400

your own flight test incident reporting system.

445

00:22:38.200 --> 00:22:39.700

Or does one count for the other.

446

00:22:43.100 --> 00:22:46.200

Something to consider in whatever partnership agreement you have

447

00:22:46.200 --> 00:22:49.700

because manufacturers have an agreement with the FAA

448

00:22:49.700 --> 00:22:52.200

on their safety risk management plan that they

449

00:22:52.200 --> 00:22:55.100

have to agree to to put their pink bodies in your airplane to go

450

00:22:55.100 --> 00:22:55.200

fly.

451

00:22:56.600 --> 00:22:59.700

And how many people are aware that there's a new 4026 on

452

00:22:59.700 --> 00:23:00.100

the street?

453

00:23:02.700 --> 00:23:06.000

If you haven't gotten the memo, there's a new 40-26 C

454

00:23:05.400 --> 00:23:09.000

on the street. There's some there's some

455

00:23:08.500 --> 00:23:11.500

differences there that it's prudent to

456

00:23:11.500 --> 00:23:14.200  
take a look at to make sure that your safety risk management

457  
00:23:14.200 --> 00:23:17.400  
processes are still aligned with

458  
00:23:17.400 --> 00:23:20.100  
that. It's not significantly changed. It's not a huge

459  
00:23:20.100 --> 00:23:20.700  
departure.

460  
00:23:21.300 --> 00:23:24.400  
From the original process it cleans some things up. There are

461  
00:23:24.400 --> 00:23:27.200  
some little nuances in there that you probably should at least

462  
00:23:27.200 --> 00:23:30.300  
evaluate to make sure that that you're all aligned and

463  
00:23:30.300 --> 00:23:33.500  
ready to go to get a Refresh on whatever agreement

464  
00:23:33.500 --> 00:23:34.000  
you have with your

465  
00:23:34.800 --> 00:23:37.900  
Your certification office it is one

466  
00:23:37.900 --> 00:23:40.200  
other thing too for the last

467  
00:23:40.200 --> 00:23:43.800  
over 10 years have been auditing mostly to

468  
00:23:43.800 --> 00:23:46.600  
Rod's Point business Aviation organizations, but that

469  
00:23:46.600 --> 00:23:49.400  
they're not the only ones but they

470

00:23:49.400 --> 00:23:52.300

use a variety of these software tools that have gone down in price.

471

00:23:52.300 --> 00:23:55.900

I mean, they used to be like 1500 dollars a month. Now, you're typical SMS

472

00:23:55.900 --> 00:23:58.600

software is around 4 or 500 dollars a month right

473

00:23:58.600 --> 00:24:01.900

for a large organization and it typically will

474

00:24:01.900 --> 00:24:04.300

provide you with the generic for components 12

475

00:24:04.300 --> 00:24:07.400

elements SMS needs with all the customizable tools

476

00:24:07.400 --> 00:24:10.100

and they're all out there. I mean like Walter said just

477

00:24:10.100 --> 00:24:13.100

shop it's they're easy to find they're well worth

478

00:24:13.100 --> 00:24:16.900

it. You can design your own but that the nice

479

00:24:16.900 --> 00:24:19.200

thing about the ones that you can that are already developed as

480

00:24:19.200 --> 00:24:22.400

they integrate with ASAP automatically, they integrate with the science

481

00:24:22.400 --> 00:24:25.400

automatically, if you're not involved with those free programs from the FAA

482

00:24:25.400 --> 00:24:28.200

which opens your eyes and your world to data like like you

483

00:24:28.200 --> 00:24:31.100

could even imagine if you've never seen them before so, you know,

484

00:24:31.100 --> 00:24:34.300

there's some real benefits for integrating if you if

485

00:24:34.300 --> 00:24:34.600

you look,

486

00:24:34.700 --> 00:24:38.200

Some of these off-the-shelf so to speak but I

487

00:24:37.200 --> 00:24:40.100

agree with Tom if you have the talent to build it

488

00:24:40.100 --> 00:24:43.200

in house. I've seen some of the most beautiful SMS built in

489

00:24:43.200 --> 00:24:46.100

health, you know, as long as you're collecting that data and you

490

00:24:46.100 --> 00:24:49.000

can analyze that data make sense of it in a meaningful way. That's the key.

491

00:24:50.400 --> 00:24:53.900

So if I could Circle back to ASAP and

492

00:24:53.900 --> 00:24:56.500

again hands on folks that

493

00:24:56.500 --> 00:24:57.400

have an ASAP program.

494

00:24:58.900 --> 00:25:01.000

Okay, there's a few I will say I don't

495

00:25:01.100 --> 00:25:04.700

know what your experience is. But to me if you're a pilot, this is the best insurance policy

496

00:25:04.700 --> 00:25:05.300

you can have.

497

00:25:06.100 --> 00:25:09.400

So in a nutshell if if

498

00:25:09.400 --> 00:25:13.100

you bust an altitude you go wrong heading or whatever and

499

00:25:12.100 --> 00:25:15.300

you're thinking

500

00:25:15.300 --> 00:25:19.200

that maybe the FAA is going to file a deviation on you. It may

501

00:25:18.200 --> 00:25:22.100

be prudent to file an ASAP report. Now,

502

00:25:21.100 --> 00:25:25.400

you can buy a subscription if you will Air

503

00:25:24.400 --> 00:25:27.500

Charter safety Foundation has very good program. They've

504

00:25:27.500 --> 00:25:31.900

already done all the liaison with the FAA Regional

505

00:25:30.900 --> 00:25:32.400

Offices.

506

00:25:33.200 --> 00:25:36.800

Through a memorandum of agreement and I like

507

00:25:36.800 --> 00:25:39.100

the fact that air Charter safety Foundation provides you

508

00:25:39.100 --> 00:25:42.500

the Third Leg of the stool. So if you're not Union, you essentially

509

00:25:42.500 --> 00:25:43.400  
get a union rep.

510  
00:25:44.600 --> 00:25:47.700  
When you're talking to the FAA regarding this this issue,

511  
00:25:47.700 --> 00:25:50.500  
but as part of their compliance program Kindler and

512  
00:25:50.500 --> 00:25:53.500  
gentler FAA, they just want to understand that you've acknowledged

513  
00:25:53.500 --> 00:25:56.800  
and submitted the report and try to learn the safety elements of

514  
00:25:56.800 --> 00:25:59.300  
what occurred and if it's a

515  
00:25:59.300 --> 00:26:02.200  
sole source report, in other words, you supplied it. There wasn't  
anything else

516  
00:26:02.200 --> 00:26:05.300  
that the triggered this then they're probably not even going

517  
00:26:05.300 --> 00:26:08.400  
to engage now. There's an escalation

518  
00:26:08.400 --> 00:26:12.200  
process associated with it in the event review team which then

519  
00:26:11.200 --> 00:26:14.300  
gets that that three-legged stool

520  
00:26:14.300 --> 00:26:17.900  
engaged to to review the situation. But in

521  
00:26:17.900 --> 00:26:20.200  
most cases, you can resolve it

522  
00:26:20.200 --> 00:26:23.700

without pilot certificate action. So to me, that's why I

523

00:26:23.700 --> 00:26:26.400

say it's the best insurance policy you can have if you're

524

00:26:26.400 --> 00:26:29.500

organization doesn't have this I would recommend you get it. It's not

525

00:26:29.500 --> 00:26:32.500

expensive comparatively to having

526

00:26:32.500 --> 00:26:35.200

an issue where you're distracted trying to

527

00:26:35.200 --> 00:26:38.700

seek resolution on on a deviation

528

00:26:38.700 --> 00:26:41.400

with the fa any questions say that

529

00:26:41.400 --> 00:26:44.300

if you thought you had open reporting before you had ASAP.

530

00:26:44.500 --> 00:26:48.000

Wait till you have after ASAP and also

531

00:26:47.100 --> 00:26:49.000

in the reports that came in.

532

00:26:58.600 --> 00:27:01.800

Two additional reporting of all

533

00:27:01.800 --> 00:27:04.300

flavors, so it's not just to protect the pilot

534

00:27:04.300 --> 00:27:07.600

in those kind of cases. They we've seen

535

00:27:07.600 --> 00:27:10.600

that it actually had a cultural impact on



536

00:27:10.600 --> 00:27:13.900  
reporting. Yeah, in fact to go

537

00:27:13.900 --> 00:27:14.600  
even further.

538

00:27:15.500 --> 00:27:18.100  
I mentioned safety Nirvana what I really like to see

539

00:27:18.100 --> 00:27:20.200  
is that there's a report.

540

00:27:21.300 --> 00:27:23.900  
A pilot report that's coupled to foco data.

541

00:27:24.400 --> 00:27:27.600  
So maybe you're seeing some exceedances or

542

00:27:27.600 --> 00:27:30.200  
something or whatever, but maybe it was a slam dunk

543

00:27:30.200 --> 00:27:33.600  
from ATC that cost. Oh, we can correlate that your gatekeeper

544

00:27:33.600 --> 00:27:36.100  
Canal see that and we have we built a

545

00:27:36.100 --> 00:27:36.300  
bigger picture.

546

00:27:37.200 --> 00:27:40.500  
For those that are not familiar with a science, which is an FAA

547

00:27:40.500 --> 00:27:42.100  
program Aviation safety.

548

00:27:43.200 --> 00:27:47.800  
Information and now sharing for program highly

549

00:27:46.800 --> 00:27:50.500

effective program. We've got over 150 corporate

550

00:27:50.500 --> 00:27:51.400

members now.

551

00:27:52.200 --> 00:27:55.300

Companies can submit their data into the

552

00:27:55.300 --> 00:27:58.400

program. Then you have access to very rich dashboard of information that

553

00:27:58.400 --> 00:28:02.000

you can do some risk management work in there. It's quite

554

00:28:01.300 --> 00:28:03.700

interesting. It's free.

555

00:28:04.500 --> 00:28:07.300

All you got to do is submit your data through your your focal provider

556

00:28:07.300 --> 00:28:09.600

and then you gain gain access.

557

00:28:11.300 --> 00:28:15.200

But again, they're now coupling ASAP

558

00:28:14.200 --> 00:28:17.400

data with surveillance data and

559

00:28:17.400 --> 00:28:20.300

the folkwood data to build a more complete picture

560

00:28:20.300 --> 00:28:21.100

including weather.

561

00:28:21.800 --> 00:28:24.500

So you have this really amazing big data

562

00:28:24.500 --> 00:28:27.300

repository and Analysis going on

563

00:28:27.300 --> 00:28:30.300

with these eyes. It mitered got the contract

564

00:28:30.300 --> 00:28:34.100

now, but that's very useful tool as well. But I'm

565

00:28:33.100 --> 00:28:37.100

just kind of footstomping the ASAP program and

566

00:28:36.100 --> 00:28:40.200

and Walter's right? It's not

567

00:28:39.200 --> 00:28:42.500

just about you know

568

00:28:42.500 --> 00:28:45.600

pilot deviation that causes a report report anything

569

00:28:45.600 --> 00:28:48.500

out there that could improve the safety system

570

00:28:48.500 --> 00:28:51.500

and Trigger awareness to your safety team

571

00:28:51.500 --> 00:28:54.400

to go and follow up so, you know

572

00:28:54.400 --> 00:28:57.100

Pilots are busy I get it just get the report and

573

00:28:57.100 --> 00:29:00.300

the system so that we can action on it. We had an event

574

00:29:00.300 --> 00:29:03.900

where we are having more military exercises Savannah.

575

00:29:03.900 --> 00:29:06.100

In fact, we've got the Savannah Century going on right now,

576

00:29:06.100 --> 00:29:08.200

which is great because I love the sound of freedom.

577

00:29:09.500 --> 00:29:11.200

in my office because I fly desk now, but

578

00:29:13.500 --> 00:29:16.100

We had a close call with one of our test airplanes on

579

00:29:16.100 --> 00:29:19.000

an approach. Our guys were were just fine. And it was one of

580

00:29:19.100 --> 00:29:22.600

those cases where the f22s were doing something

581

00:29:22.600 --> 00:29:25.400

unpredictable coming into the overhead. There were

582

00:29:25.400 --> 00:29:28.500

some clouds right around 2000 feet, which is the initial protein. They

583

00:29:28.500 --> 00:29:31.500

were descending on the approach and just switched off of approach

584

00:29:31.500 --> 00:29:34.200

to Tower when the approach controller tried to get it back

585

00:29:34.200 --> 00:29:37.100

because he saw the the f-22s had in their way.

586

00:29:37.100 --> 00:29:40.200

We had zero lateral and 200 feet vertical. It's

587

00:29:40.200 --> 00:29:43.900

still haunts the ATC guys at Savannah to this day what really

588

00:29:43.900 --> 00:29:47.000

got me upset was there was no report from our

589

00:29:46.100 --> 00:29:49.700

guys that can't happen because I

590

00:29:49.700 --> 00:29:52.100

found out about it when the suitors from

591

00:29:52.100 --> 00:29:55.400

DC in Atlanta were down investigating Savannah ATC.

592

00:29:56.400 --> 00:29:59.400

So I got caught blindsided by this again. Our

593

00:29:59.400 --> 00:30:02.700

guys weren't in the wrong. What a big deal, but I wasn't able to be proactive

594

00:30:02.700 --> 00:30:05.100

in trying to cooperate with the investigation and give

595

00:30:05.100 --> 00:30:07.100

them some information. They needed to maybe

596

00:30:08.300 --> 00:30:11.600

keep their guys out of trouble as well. But an interestingly

597

00:30:11.600 --> 00:30:14.500

for those military folks that are very familiar with course rules.

598

00:30:14.500 --> 00:30:17.100

We don't have any at Savannah which is one of the safety things that

599

00:30:17.100 --> 00:30:20.700

I recommended to him was to get some course rules. So when you got 36 airplanes

600

00:30:20.700 --> 00:30:23.400

coming back low on gas, everybody's predictable

601

00:30:23.400 --> 00:30:26.200

funneling in you have Nordo built in and Etc,

602

00:30:26.200 --> 00:30:29.100

but that to me is how the safety system is supposed to work when you've got

603  
00:30:29.100 --> 00:30:32.400  
robust reporting and it

604  
00:30:32.400 --> 00:30:35.100  
may be innocuous. You know, people may think that I

605  
00:30:35.100 --> 00:30:38.500  
didn't really want to tickle the safety system on that and you know,

606  
00:30:38.500 --> 00:30:41.200  
it's just a trailing cone that we lost. It shouldn't be

607  
00:30:41.200 --> 00:30:44.400  
a big deal and I'm like, well, no, I mean we could have a

608  
00:30:44.400 --> 00:30:47.200  
beached whale with a trailing cone after around it

609  
00:30:47.200 --> 00:30:47.400  
and

610  
00:30:48.400 --> 00:30:49.900  
Next thing, you know, we're getting a phone call.

611  
00:30:51.200 --> 00:30:54.200  
Anyway, this is a plead from a state which is one safety guy

612  
00:30:54.200 --> 00:30:57.300  
trying to get good robust reporting in place. It does

613  
00:30:57.300 --> 00:31:00.300  
matter and you can make a difference and connecting some

614  
00:31:00.300 --> 00:31:03.300  
dots to to broader safety issues in industry.

615  
00:31:04.100 --> 00:31:04.200  
So

616

00:31:06.700 --> 00:31:09.200  
anything else on unreporting ASAP?

617  
00:31:10.200 --> 00:31:13.300  
We mentioned wrist register. So maybe this is a good opportunity maybe to just

618  
00:31:13.300 --> 00:31:16.900  
to spend a minute on risk register and I

619  
00:31:16.900 --> 00:31:21.400  
want to look to the Auditors again to get their view on whether again

620  
00:31:20.400 --> 00:31:23.100  
is this another advantage of having some sort of

621  
00:31:23.100 --> 00:31:26.400  
software tool or in-house build program that we can

622  
00:31:26.400 --> 00:31:30.100  
we can have this repository of safety information.

623  
00:31:31.200 --> 00:31:34.100  
Well one way in one of the

624  
00:31:34.100 --> 00:31:37.800  
best ways I've seen these risk registers operationized is whoever

625  
00:31:37.800 --> 00:31:40.200  
the safety lead is they meet what

626  
00:31:40.200 --> 00:31:43.100  
they accountable executive. Let's say once a month and they say hey look this

627  
00:31:43.100 --> 00:31:46.500  
is the current sorry. I got a little feedback here. This is the current risk

628  
00:31:46.500 --> 00:31:49.700  
register. These are our top 10 issues. We're working

629

00:31:49.700 --> 00:31:52.900

right now here the hazard and risk levels and then

630

00:31:52.900 --> 00:31:55.600

the accountable executive gives an odd like okay, I get

631

00:31:55.600 --> 00:31:58.200

it. I accept that risk when I was working in

632

00:31:58.200 --> 00:32:01.800

the C-17 program office the safety program office. I brief

633

00:32:01.800 --> 00:32:04.700

the general officer once a month on these risks. That's how worked. All

634

00:32:04.700 --> 00:32:07.900

right. Our has risk register was the history and and

635

00:32:07.900 --> 00:32:10.300

then we would rank them. These are your top 10

636

00:32:10.300 --> 00:32:13.200

issues this month. You need to keep an eye on these These are the risk

637

00:32:13.200 --> 00:32:16.400

levels and sometimes General Johnson will say no, I'm not accepting that

638

00:32:16.400 --> 00:32:19.100

risk, you can do a better job and and sometimes it was

639

00:32:19.100 --> 00:32:22.100

like really, I mean this we're talking about an off truck. You want a new

640

00:32:22.100 --> 00:32:25.100

RF truck. You know, how much is it going to cost? I'm feel like I'm the business guy and

641

00:32:25.100 --> 00:32:28.300

he's a safety guy sometimes and he's like, no you can get an art

642



00:32:28.300 --> 00:32:31.100

truck that fits the requirements get it find it. It's out.

643

00:32:31.300 --> 00:32:34.700

Somewhere and or or changing the

644

00:32:34.700 --> 00:32:38.300

way we put warnings on the pressurization for system

645

00:32:37.300 --> 00:32:40.200

by doesn't open the door on the C-17 and get killed like

646

00:32:40.200 --> 00:32:43.300

they did so he would hit that week. He took that one personal. But anyway,

647

00:32:43.300 --> 00:32:46.400

my point is that hazardous register is your tool can be

648

00:32:46.400 --> 00:32:49.700

your tool to communicate not only to outside entities who

649

00:32:49.700 --> 00:32:52.600

might be wanting to validate your performance but also internally

650

00:32:52.600 --> 00:32:55.400

as a tool for your accountable executive to say I get

651

00:32:55.400 --> 00:32:59.100

it I see our top 10 whatever it might be. And so that's

652

00:32:58.100 --> 00:33:01.400

your way of communicating we would actually sign

653

00:33:01.400 --> 00:33:04.300

off on that register that okay, we

654

00:33:04.300 --> 00:33:07.400

brief General Johnson on this date, you know, he never signed

655

00:33:07.400 --> 00:33:10.800

it like a like a legal thing attorneys, but he

656

00:33:10.800 --> 00:33:13.200

would not and we would just say we briefed him on this date

657

00:33:13.200 --> 00:33:14.100

at this risk level.

658

00:33:15.200 --> 00:33:17.400

How many people have heard any Mouse?

659

00:33:18.400 --> 00:33:21.400

Reporting all the military former military people. I'm sure

660

00:33:21.400 --> 00:33:24.300

any Mouse. So once you have these

661

00:33:24.300 --> 00:33:27.800

little boxes where you can, you know, put a little safety slip

662

00:33:27.800 --> 00:33:30.100

of paper in there on some sort of safety things. So you

663

00:33:30.100 --> 00:33:34.000

open that thing up and once you get the bear claw wrappers out of the way, maybe there's

664

00:33:33.200 --> 00:33:37.500

a golden nugget in there. But you

665

00:33:36.500 --> 00:33:39.300

know, that was one of the things that the military

666

00:33:39.300 --> 00:33:42.900

squadron's tended to use so that they could cultivate this

667

00:33:42.900 --> 00:33:45.400

reporting culture and it was Anonymous or not. You

668

00:33:45.400 --> 00:33:48.400

could put your name on it, but I want to go back again to the

669

00:33:48.400 --> 00:33:50.500

Auditors and see is

670

00:33:51.400 --> 00:33:55.400

Tracking the number of anonymous reports increase or

671

00:33:55.400 --> 00:33:58.500

decrease a leading indicator or

672

00:33:58.500 --> 00:34:00.700

lagging indicator for culture in any way.

673

00:34:02.600 --> 00:34:06.800

Any thoughts on the increased

674

00:34:05.800 --> 00:34:08.400

Anonymous reporting is a

675

00:34:08.400 --> 00:34:11.400

negative indicator. It's a leading indicator, but it's it's it's

676

00:34:11.400 --> 00:34:14.400

a negative indicator because again, the culture

677

00:34:14.400 --> 00:34:17.500

is not there apparently for people to feel comfortable to report normally.

678

00:34:17.500 --> 00:34:20.500

Well, I seen by normally the normal report should

679

00:34:20.500 --> 00:34:23.200

be confidential. Nobody needs to know who exactly did what

680

00:34:23.200 --> 00:34:26.100

they just need to know what happened so that they can be aware so they don't

681

00:34:26.100 --> 00:34:30.000

do the same thing. But you know, so confidential

682

00:34:29.300 --> 00:34:32.200

reporting is fine Anonymous reporting not so fine,

683

00:34:32.200 --> 00:34:36.000

but it needs to be part of your system. So people can be comfortable using

684

00:34:35.100 --> 00:34:39.100

it so over time less Anonymous reporting

685

00:34:38.100 --> 00:34:42.100

more confidential reporting you had

686

00:34:41.100 --> 00:34:44.300

another part of the question, too. I think I forgot but

687

00:34:45.300 --> 00:34:48.300

You know, I think I covered it. I think that to me. Anyway

688

00:34:48.300 --> 00:34:51.300

what it's nice is that culturally if people

689

00:34:51.300 --> 00:34:54.500

are putting their name on it, then I think the key is to

690

00:34:54.500 --> 00:34:55.600

make sure you follow up with them.

691

00:34:56.400 --> 00:34:59.500

So that they feel like hey, my report actually had some

692

00:34:59.500 --> 00:35:02.000

sort of measurable effect. It stimulated some sort of

693

00:35:02.600 --> 00:35:05.200

process and and people took my word

694

00:35:05.200 --> 00:35:06.500

for it and and made a change.

695

00:35:07.400 --> 00:35:10.500

To me the real intelligence is down in the trenches.

696

00:35:10.500 --> 00:35:13.900

So if they're actively reporting what's going

697

00:35:13.900 --> 00:35:16.700

on, they probably have a solution and it's

698

00:35:16.700 --> 00:35:19.400

nice if you engage them on that solution because now you've

699

00:35:19.400 --> 00:35:21.900

built that trust the confidence and the system just

700

00:35:23.700 --> 00:35:25.600

self-sustaining at that point

701

00:35:26.300 --> 00:35:29.100

Walter you were going to add I was actually gonna mentioned one of

702

00:35:29.100 --> 00:35:32.500

the platforms as you report it. It actually asks

703

00:35:32.500 --> 00:35:35.200

the reporter. Do you have a suggestion to fix it?

704

00:35:35.200 --> 00:35:38.500

I contend that Anonymous reporting is

705

00:35:38.500 --> 00:35:41.700

a bit of a joke because depending on

706

00:35:41.700 --> 00:35:44.200

the size of your organization, you can

707

00:35:44.200 --> 00:35:48.400

figure it out who it was and if

708

00:35:48.400 --> 00:35:52.200

if it if it makes that reporter comfortable fine,

709

00:35:51.200 --> 00:35:54.300

but the whole idea is this is

710

00:35:54.300 --> 00:35:56.500

where management from a just culture

711

00:35:57.700 --> 00:36:00.600

If you're around the water cooler, and and you

712

00:36:00.600 --> 00:36:03.200

hear the buzz that they're trying to figure out who it was. Oh that was

713

00:36:05.100 --> 00:36:07.100

Frank, you know, you just got to go, you know cut it.

714

00:36:08.100 --> 00:36:11.100

You know, they reported in an item anonymously for a reason

715

00:36:11.100 --> 00:36:15.900

and let's honor that you know and move on and because

716

00:36:14.900 --> 00:36:18.900

it really is hard to contain especially

717

00:36:17.900 --> 00:36:20.100

if you're small. So yeah.

718

00:36:21.200 --> 00:36:23.600

Good comments, so I just wanted to throw out those nuggets on.

719

00:36:24.300 --> 00:36:27.100

on reporting and how important that is and just

720

00:36:27.800 --> 00:36:30.400

Some nuances with different reporting systems and

721

00:36:30.400 --> 00:36:34.100

trying to collect that data because we did talk about SMS

722

00:36:33.100 --> 00:36:36.900  
documentation. And so Auditors are

723

00:36:36.900 --> 00:36:39.000  
going to want to see the the risk register or at least

724

00:36:39.200 --> 00:36:43.000  
how you attempt to try to collect that information and retain it for for  
actionable

725

00:36:42.300 --> 00:36:43.500  
use later on.

726

00:36:44.600 --> 00:36:47.000  
With that. I know I'm getting a little

727

00:36:47.300 --> 00:36:48.700  
hungry. My blood sugar is a little low.

728

00:36:49.300 --> 00:36:52.400  
I'm really looking forward to the group exercise to

729

00:36:52.400 --> 00:36:52.800  
see what you