



# Safety Tools

## *How to improve your safety performance and reporting culture*

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**MITRE** | SOLVING PROBLEMS  
FOR A SAFER WORLD



Aviation Safety Office of Accident  
Investigation & Prevention

AIR CHARTER  
**SAFETY**  
FOUNDATION

# Vision

To promote and enable the highest levels of safety in personal and business aviation via

- Programs
- Guidance
- Data-driven tools



# Programs & Guidance

- Industry Audit Standards (Part 5 & Annex 19)
- Flight Data Monitoring Program Management
- Aviation Safety Action Program (ASAP) Management
- Mentorship



It's not that you *have* an SMS,  
it's what you *do* with an SMS.

- Robert Sumwalt, Former NTSB Chair

# Effective Safety Program

*Has a lot to do with... YOUR COMPANY CULTURE*

Your Culture is  
Management Attitude  
&  
Employees' Attitude

# Every employee wants to be safe

*Are your employees focused on safety during their day-to-day work*

- Understand your commitment to safety
- Feel involved
  - Be involved
- To be involved
  - Keep it simple
  - Provide feedback

# Employee involvement Aviation Safety Action Program (ASAP)

*FAA program that...*

## Enhances Aviation Safety

- Employees feel a part of a bigger mission

## Is Voluntary

- Enforcement-related incentives
  - Employees are more comfortable submitting safety reports.

# (ASAP)

## ▪ Available to:

- Pilots
- Mechanics
- Flight Attendants
- Dispatchers
- Ground Support
- Other (Contractors)

## ▪ Three ERC members

- Management
- Employee Group Rep
- FAA

*Unanimous consent...*





# Third-party ASAP management

*The ACSF offers experience you can count on as your 3<sup>rd</sup> Party manager*

- Assists with the MOU
- Provides required training – NATA online
- Establish FAA relationship with your local FSDO
  - Brining the partnership together
- Facilitate ERC meetings
- Non-voting member of your ERC
  - Experience with corrective actions



# Third-party ASAP management

*The ACSF offers experience you can count on as your 3<sup>rd</sup> Party manager*

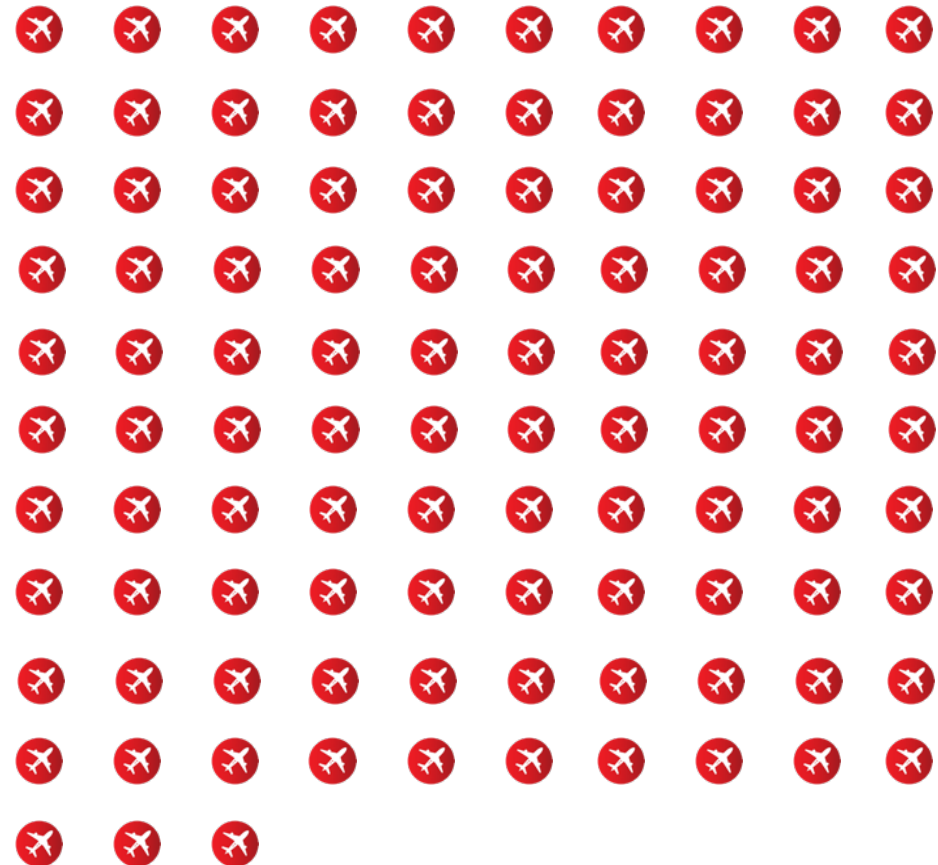
- Maintain records on all appropriate information
- Files your FAA Quarterly Report
- Data Sharing among members
- Access to the Aviation Safety information Analysis and Sharing (ASIAS)

# Current ACSF ASAP Participants

Part 135 Operators



Part 91 Operators



- Represents 54% of U.S. participants



# ACSF's data driven tools

## *Development criteria*

- Low-cost
- Customizable
- Simple
- Secure
- Mobile capable
- Data share (ASIAS)



# SMS Tools

*No additional charge with ASAP Participation*

- SMS Tool
- Flight Risk Assessment
- Internal Audit Program
- Safety Perception Surveys
- Cultural Evaluation
- Fatigue Reporting
- Audit Standards
- Emergency Response Program
- Facilities Maintenance

# Customization

*Makes it your Tool : Home page & Dashboards*

- By company
- By user group
- By individual user
  - Basic
  - Power User
- Unique reports / fields / taxonomy
- Better user experience

# Simple and secure

## *Better participation*

- No Logins or Passwords to file a report
  - ASAP Requires Employee ID
- Managers and Safety Team have access to the data and are issued secure logins with complex password

# SMS Tool

*Links all Tools together*

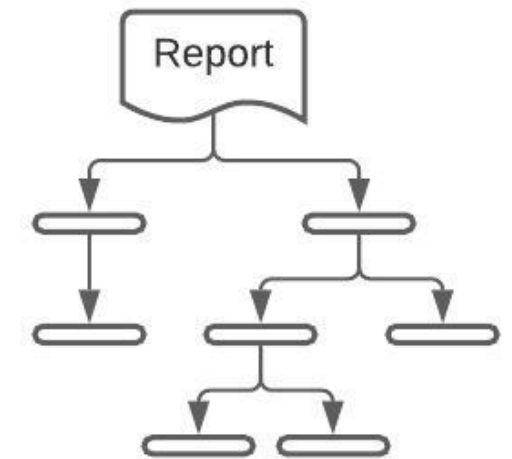
- Multiple Departments
- Risk Assessments
- Root Cause Analysis
- Corrective Actions
- Applied Controls
- Effectiveness Reviews
- Change Management
- Risk Profile
- Safety Performance Indicators / Targets



# Process Development strategy

*Deal with the mind-numbing dilemma of many possible outcomes*

- One report
  - **Can** identify multiple hazards
  - Each hazard **can** have multiple corrective actions
  - Some hazards **may** need controls applied



# Workflow in phases

## *One workflow*

- Broken into 3 phases
  - Investigation
  - Pre-Mitigation
  - Post Mitigation
  
- With 6 Outcomes

# How it works

- [Your Name File an SMS Report](#)
- Hyperlink that can be an Icon on your phone for one click access



Home



Thank you for helping improve Safety  
Please select the appropriate action.

File an SMS Report

File an ASAP Report

Attach a File

Complete A FRAT

Complete a Safety Perception Survey

Make A Facility Maintenance R

File a Fatigue Report

Small



Reporting Interface...

ACSF Home Page



Thank you for helping  
improve Safety

Please select the

more...

File an SMS Report

# Keep it Simple philosophy

- Minimal required fields
- Help information on a screen

# Employee involvement

- Employee risk assessments
- Their ideas and opinions

# Wrap Up

- Management Commitment
  - Participate in ASIAS data share
- Employee Involvement
  - ASAP
  - Keep it Simple
  - Provide feedback