

DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.



IS-BAO and Human Factors

Wednesday, May 3, 2017 | 10:45 - 12:00

PRESENTED BY:

Sonnie Bates, CAM, CRSP

**MAINTENANCE
CONFERENCE**

May 2-4, 2017 | West Palm Beach, FL

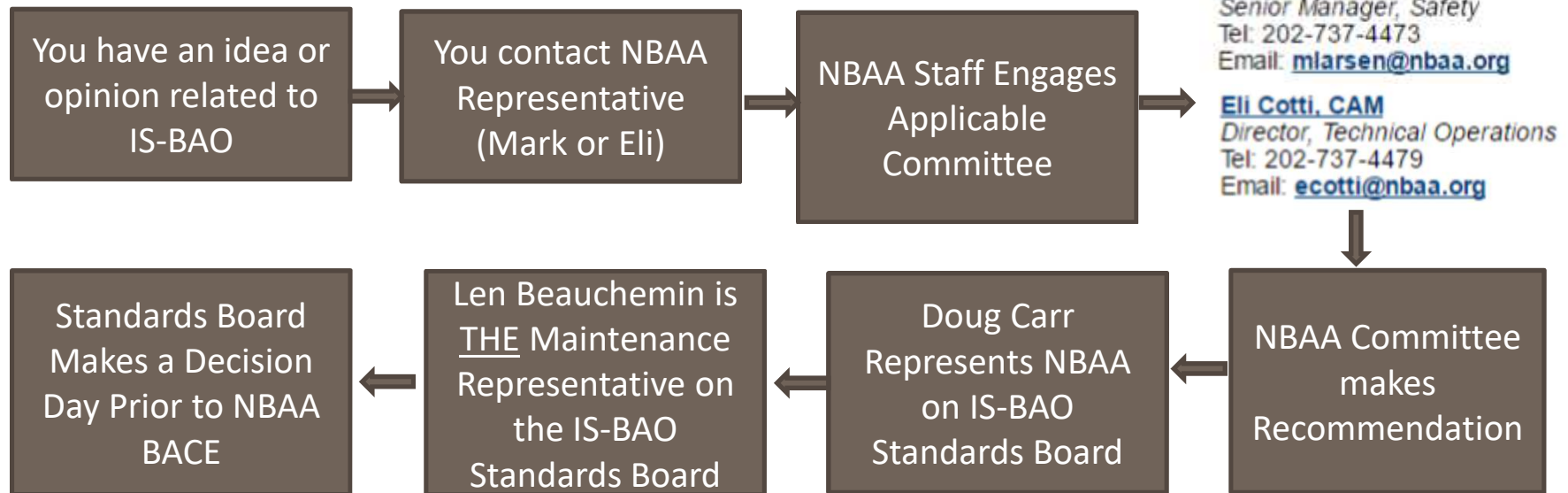
Overview

- The Value of IS-BAO
 - Framework for Professionalism and Growth
 - Growth for the Organization and Individuals
 - Global Community / Family
 - You Have a Voice
- Reduce Complexity in SMS
 - Human Factors Related Events
 - Capture and Monitor Trend

Why IS-BAO? Why Stay with IS-BAO?

- It is our industry's standard for SMS and professional practices
- It provides a framework for ***Excellence***
- Recognized internationally; Endorsed and promoted by IBAC and the NBAA
- Through the IBAC/NBAA family network, ***“You have a voice!”***
- Participate in the evolution of IS-BAO
- Connect with others who share your vision of an organizational culture
 - Be a Leader in Promoting Professionalism!!

How Your Voice Works



Be Heard!!



Your Voice is
Heard!



IS-BAO

An International Standard

for

Business Aircraft Operations

Annual Update

International Business Aviation Council (IBAC)
Suite 16.33, 999 Robert-Bourassa Boulevard
Montreal, Quebec, H3C 5J9, Canada
Tel: 1-514-954-8054 Fax: 1-514-954-6161
www.ibac.org

Want more action?

- Serve on an NBAA Committee
- Serve on the IS-BAO Standards Board
- Be a Safety Manager
- Become an IBAC Auditor
- Become an IBAC I3SA



IS-BAO, SMS, and the Maintenance Organization

- **Maintenance Personnel are Emerging as Organizational Leaders**
 - ERP Coordinator and Chair
 - Safety Manager
 - CAM
 - Safety Culture Leaders
 - Internal Audit Managers
 - **Leadership Path to “a” Director of Aviation Position**

Reduce the Complexity, Improve Focus

- Reduce complexity to a small number of SPIs
- Same approach we use in our personal health
 - Blood pressure, Cholesterol levels, Heart rate
- Most Aviation Accidents are caused by human error
 - **Measure occurrences related to human error**

Human Factors: Common Concerns



NTSB Most Wanted

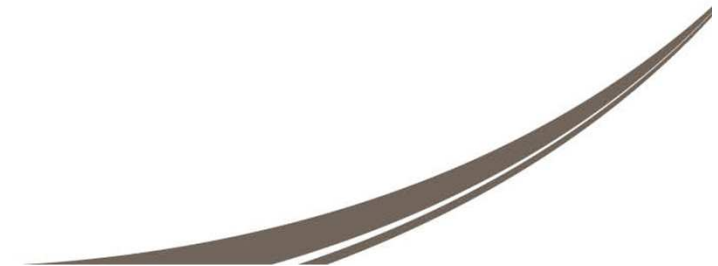
- **Distractions**
- **Fatigue**
- **Medical Fitness**
- **Use of Substances**
- **Occupant Protection**
- **Collision Avoidance**
- **LOCI**
- **Shipment of HazMat**
- **Use of Recorders**
- **Rail Safety**

HF Dirty Dozen (1994)

- **Distractions**
- **Fatigue**
- **SOP Non-Compliance**
- **Lack of Knowledge**
- **Lack of Communication**
- **Complacency**
- **Lack of Teamwork**
- **Lack of Resources**
- **Pressure**
- **Lack of Assertiveness**
- **Stress**
- **Lack of Awareness**

NBAA Top Safety Focus Areas

- **Distractions**
- **Procedural Non-Compliance**
- **Scenario / Risk-Based Training**
- **Single Pilot Accident Rate**
- **Airspace Complexities**
- **LOCI**
- **Runway Excursions**
- **Ground Handling Incidents**



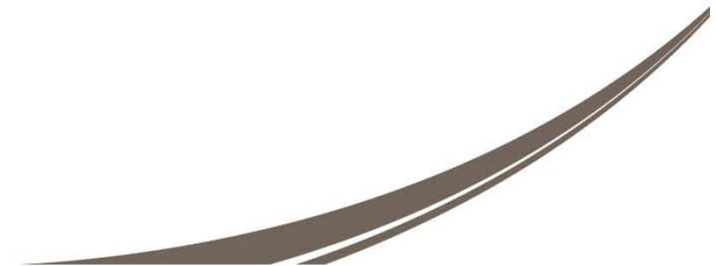
Human Factors Event Occurrence Rate?

- Top Concerns (Common to NTSB, NBAA, Dirty Dozen)
 - Distraction
 - Fatigue
 - Non-Compliance with SOPs
 - Lack of skill / qualification / knowledge
- So, How often is this happening?
- How do we measure this?

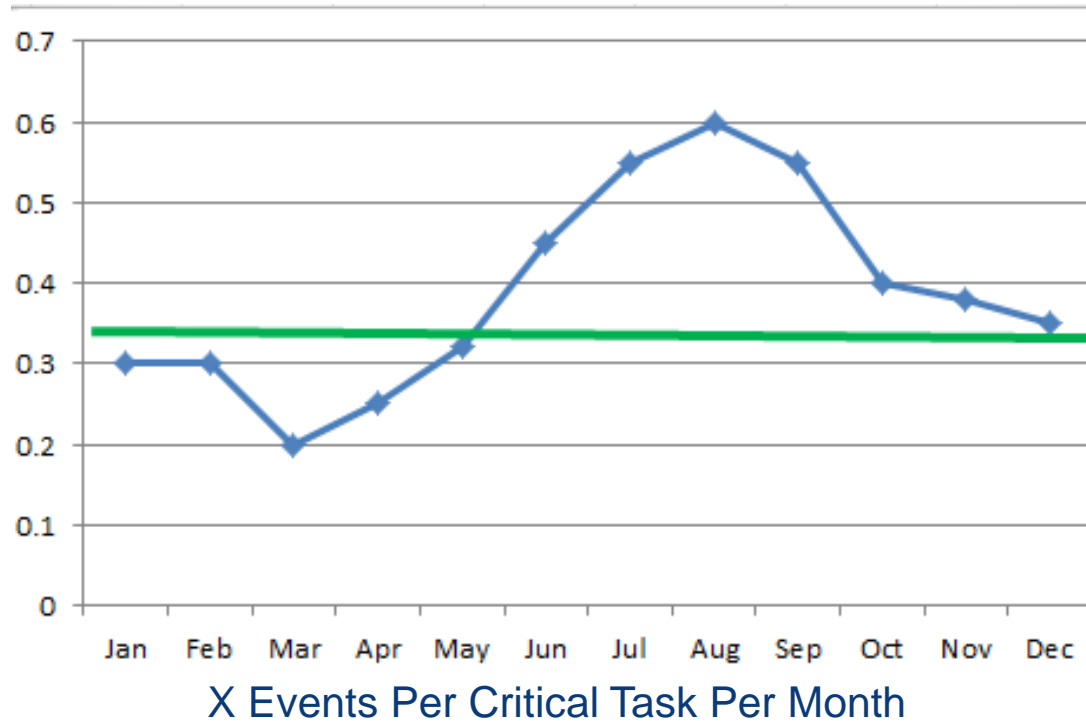
The People: The Ultimate Data Source

- What if you completed a survey at the end of each (duty day or week or month)?
 - # of critical Mx tasks you participated in ____
 - During critical tasks, where any of these a factor?
 - Fatigue
 - Distraction
 - Proficiency
 - Health
 - SOP Non-Compliance
 - Lack of Clear Guidance
 - Complacency
 - Stress
 - Lack of Resources

Don't forget to ask, "Why?"



Example Safety Performance Indicator



- X =
- ✓ Fatigue,
 - ✓ Distraction,
 - ✓ Proficiency
 - ✓ SOP



Managing the Issues

- After monitoring the trends for several months
 - Consider
 - Policy Revisions
 - Improvements to Processes and/or Procedures
 - Enhancements to Training Programs
 - Improvements in Technology
- Then, continue monitoring and making sound decisions

Takeaways

- The Value of IS-BAO
 - Framework for Professionalism and Growth
 - Global Community / Family
 - ***You Have a Voice!***
 - Reduce the Complexity in SMS
 - Focus on Human Factors Related Events
 - Capture and Monitor Trend



Sonnie Bates, VP/COO
sbates@baldwinaviation.com