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

You have an idea or opinion related to IS-BAO → You contact NBAA Representative (Mark or Eli) → NBAA Staff Engages Applicable Committee → Len Beauchemin is THE Maintenance Representative on the IS-BAO Standards Board → Doug Carr Represents NBAA on IS-BAO Standards Board → NBAA Committee makes Recommendation

Standards Board Makes a Decision Day Prior to NBAA BACE
Be Heard!!

Your Voice is Heard!

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
An International Standard
for
Business Aircraft Operations
Annual Update

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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

$X = \begin{cases} 
\checkmark \text{Fatigue,} \\
\checkmark \text{Distraction,} \\
\checkmark \text{Proficiency} \\
\checkmark \text{SOP} 
\end{cases}$

$X$ Events Per Critical Task Per Month

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
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

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    • Focus on Human Factors Related Events
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