

ES2 WS1-11

**What is the link between SMS day-to-day activities
and
ATM Community wide indicators and targets?**

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EUROCONTROL



We really have a problem....

no matter what we tell our staff the rate of occurrences keeps raising....

On one hand the traffic increase could explain this upward trend of occurrences

But is that all?

Are the measures (if any) taken to reduce the number of occurrences efficient and proactive enough (rather than reactive and just fixing the problems) e.g. is it clearly explained to the staff what behavioural change is expected from them in order to bring the rate of safety occurrences down?

I.e. away from the “be more vigilant” wishful wish.....



How can we achieve that?

It boils down the quality of the data that the SMS provides from its following processes:

-Investigation: reliable causal factors (meaningful depth)

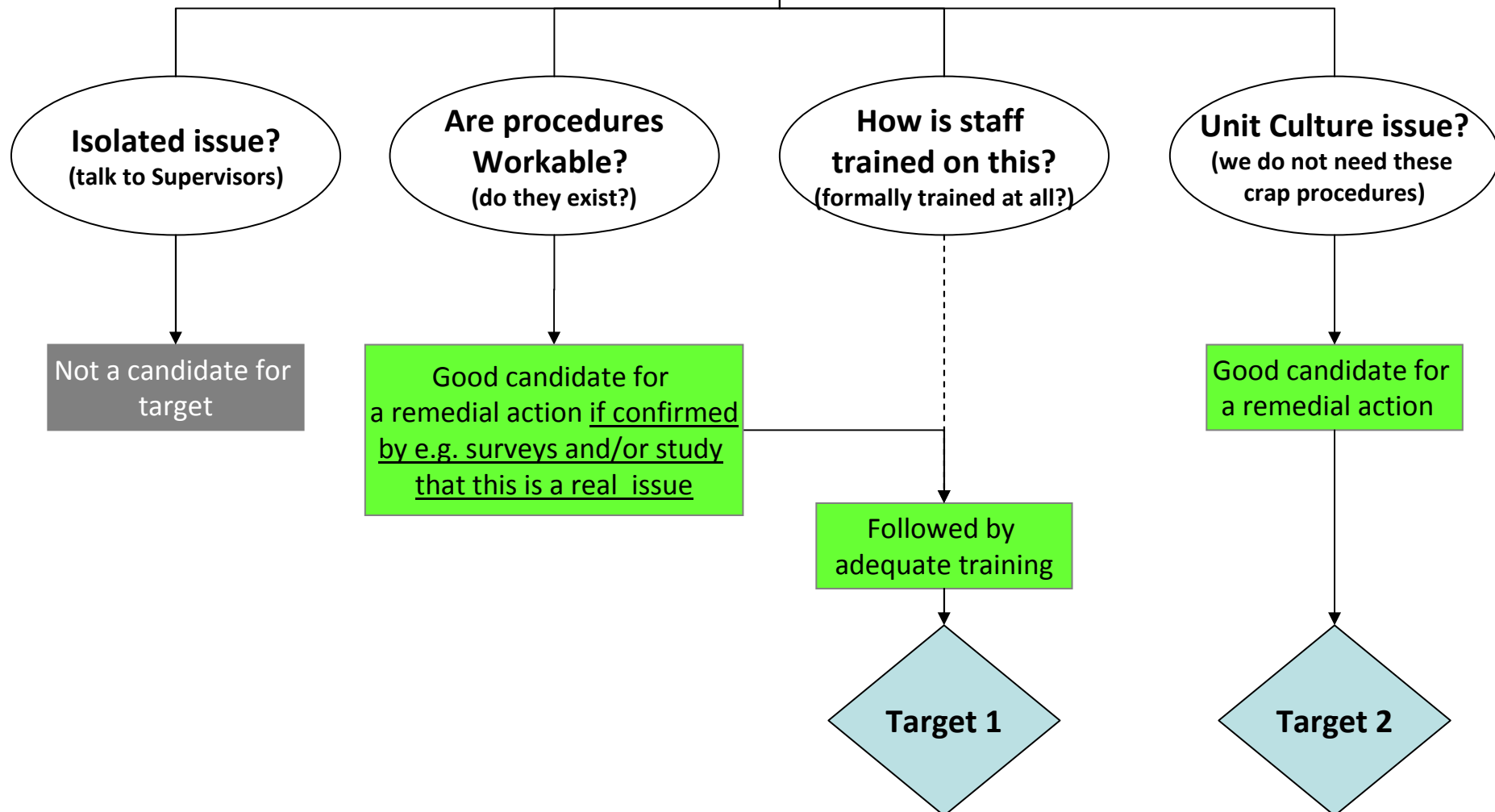
-Surveys: sound findings (and further investigation results whenever was required)

QUALITY of INVESTIGATION and SURVEYS is key

Incident occurred 5 mins after taking over, the taking over controller stated that in the interview that he did not feel the need to wait for a full briefing from the handing over controller in view of the traffic level

Non adherence to takeover/handover procedures by 2 ATCOs

Visible part of the problem, investigation should drill further down





Target 1

The number of incidents in which non adherence to the Handover/takeover procedures to be eradicated (**OUTCOME Target**)

How will this be achieved? By changing the behaviour of ATCOs through:

- More acceptable procedure
- Training
- Awareness (why the change of procedure)
- Monitoring and feedback

(**ACTIVITY Targets**)

Overall this will contribute to the LAGGING INDICATORS at ANSP level as well as ECAC level thanks the reporting arrangements



Target 2

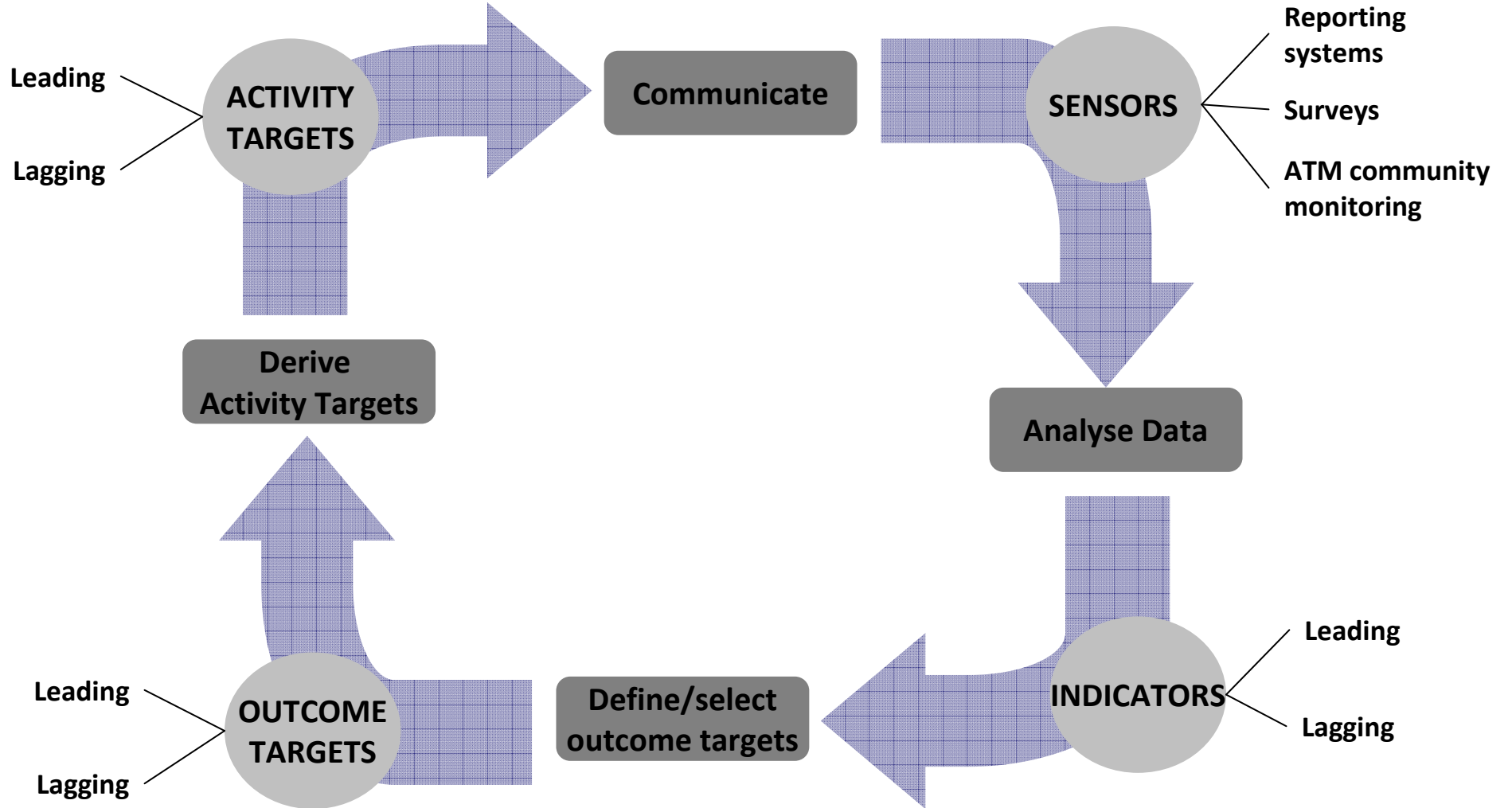
The Safety Culture should make significant improvement wrt adherence to procedures (**OUTCOME Target**)

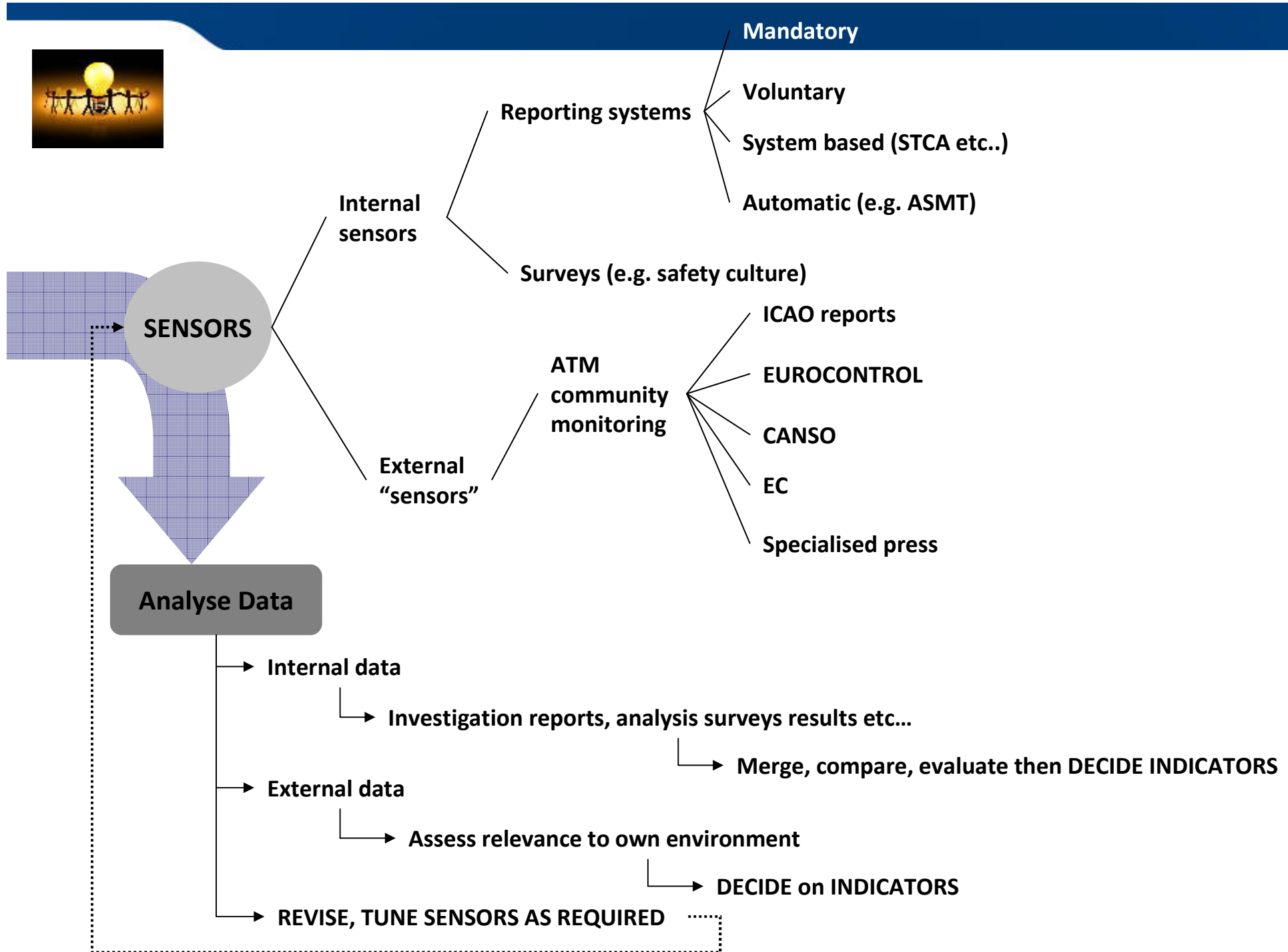
How will this be achieved? By changing the behaviour of ATCOs through:
-Development by themselves (possibly following a Safety Culture Measurement) of the awareness material and initiatives
(ACTIVITY Targets)

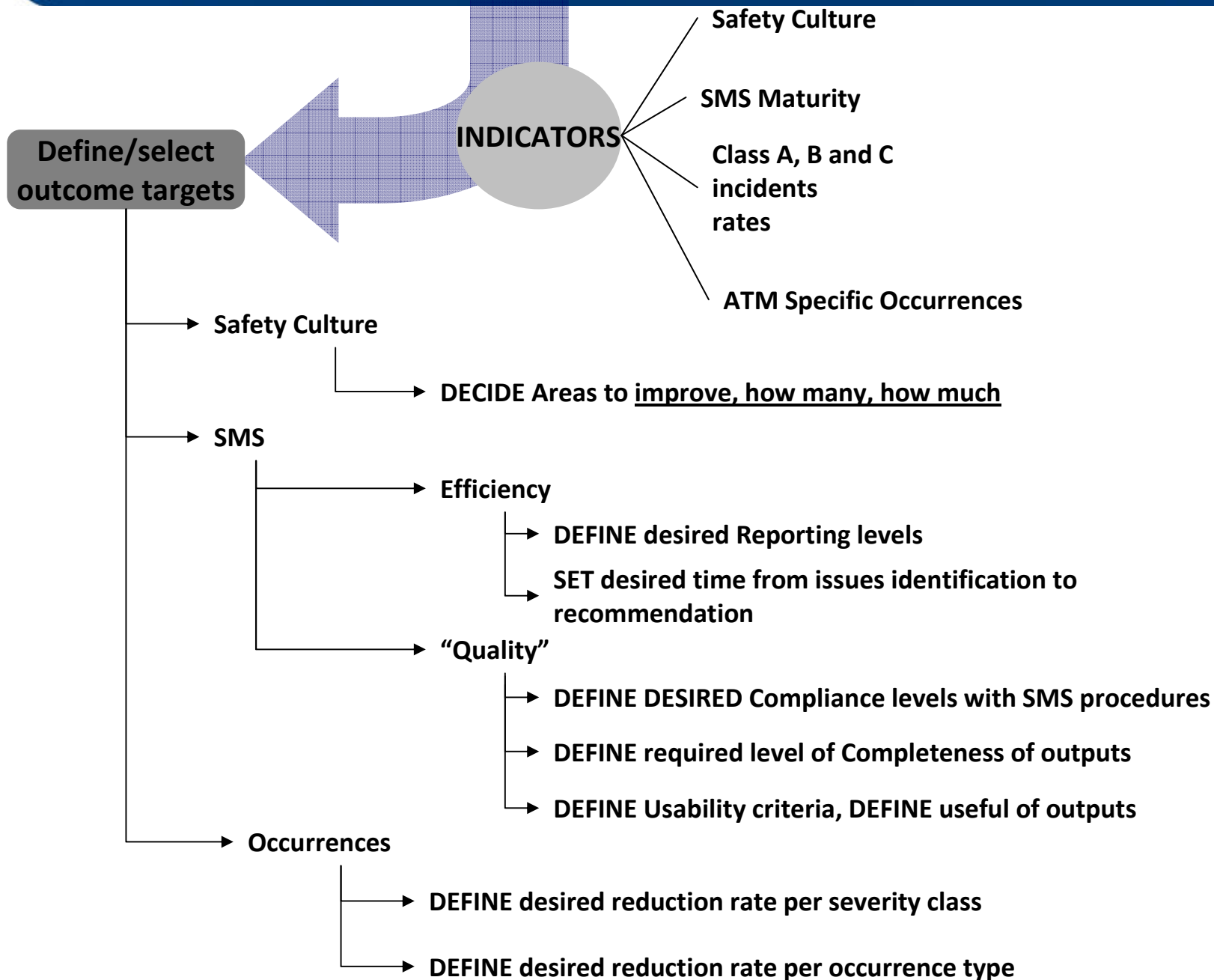
Overall this will contribute to the LEADING INDICATORS at ANSP level as well as ECAC level thanks the reporting arrangements



Safety Monitoring Loop









LOOK at safety culture stoppers and SET a strategy to remove them

Safety Culture

SMS

Efficiency

LOOK at reasons for less than desired Reporting levels and DEFINE an action plan

LOOK at reasons for poor re-activeness and DEFINE actions to remedy

Quality

LOOK at reasons for non compliance and DEFINE actions

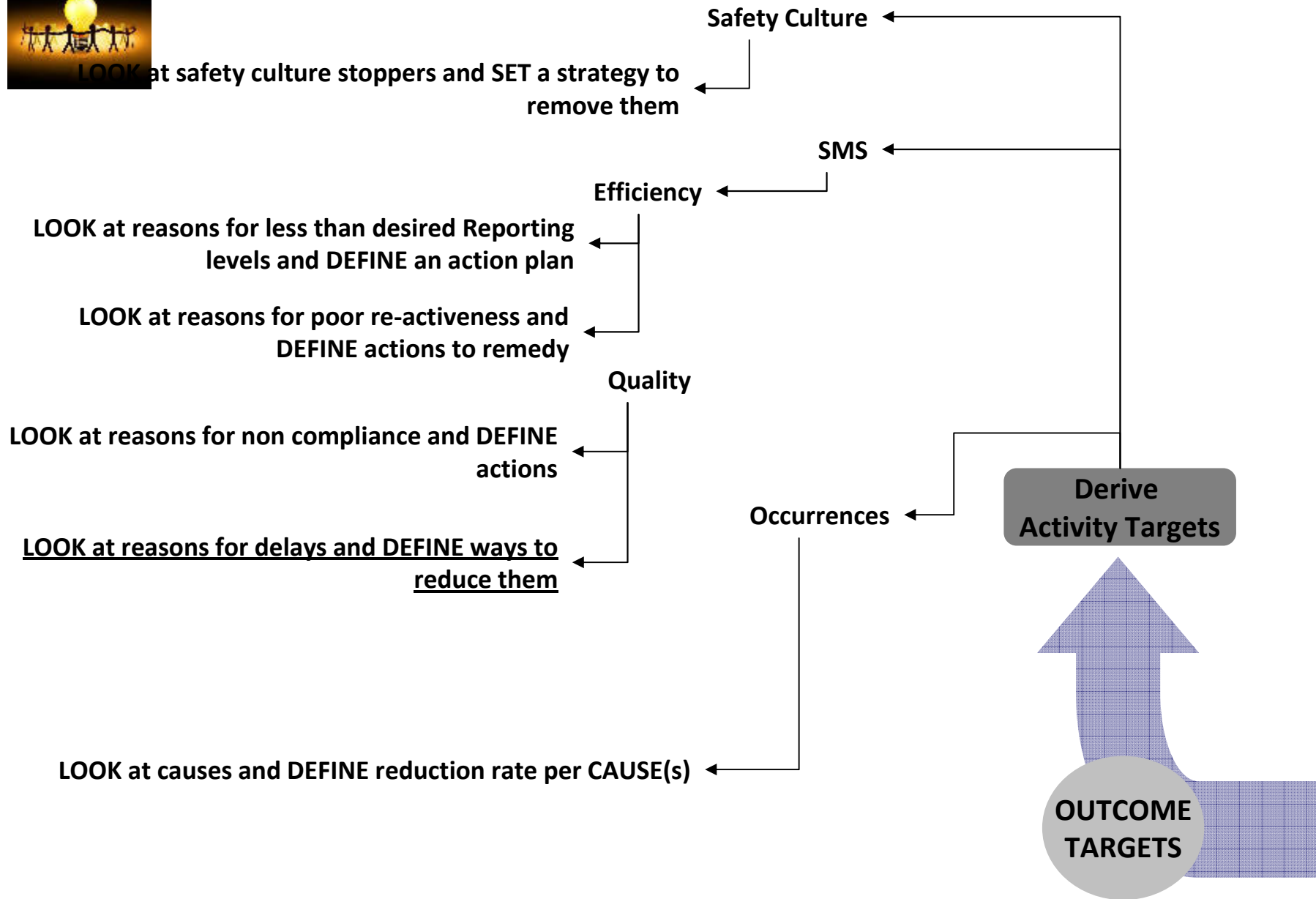
LOOK at reasons for delays and DEFINE ways to reduce them

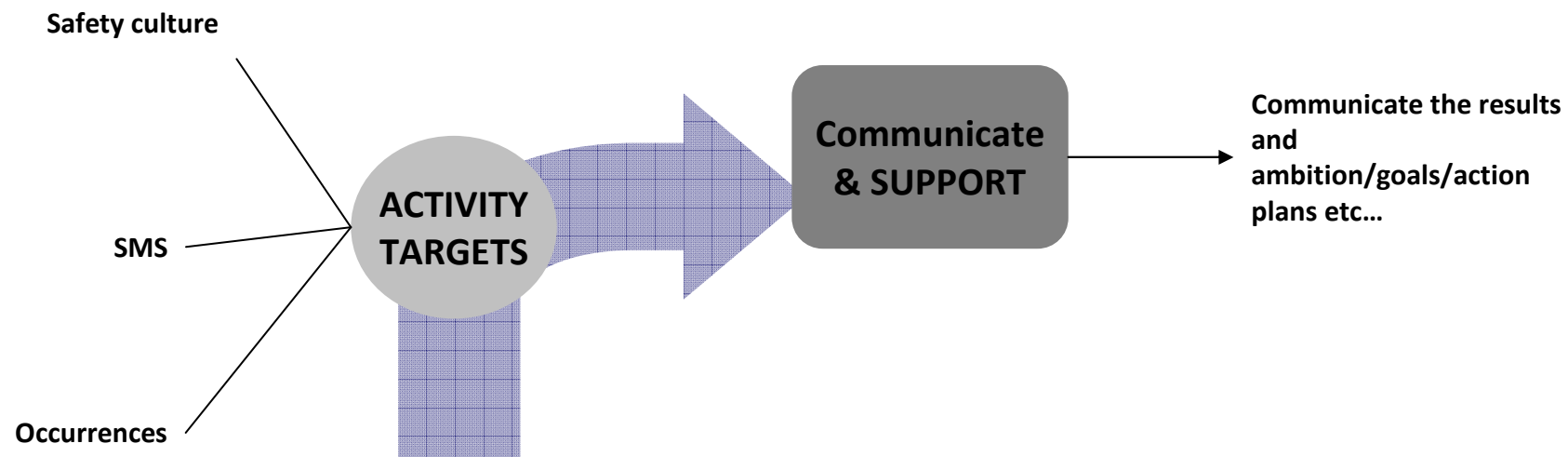
Occurrences

Derive Activity Targets

LOOK at causes and DEFINE reduction rate per CAUSE(s)

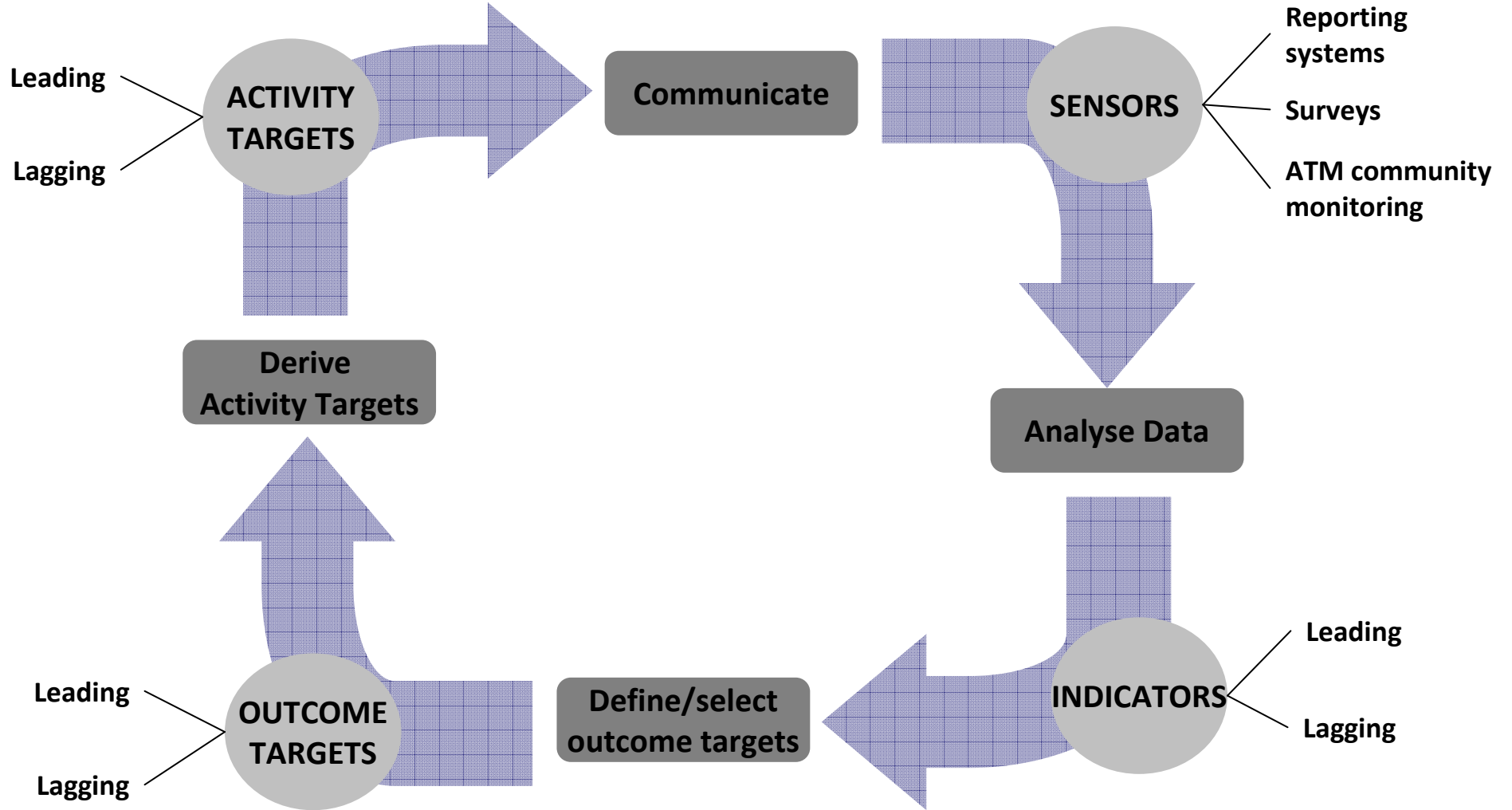
OUTCOME TARGETS

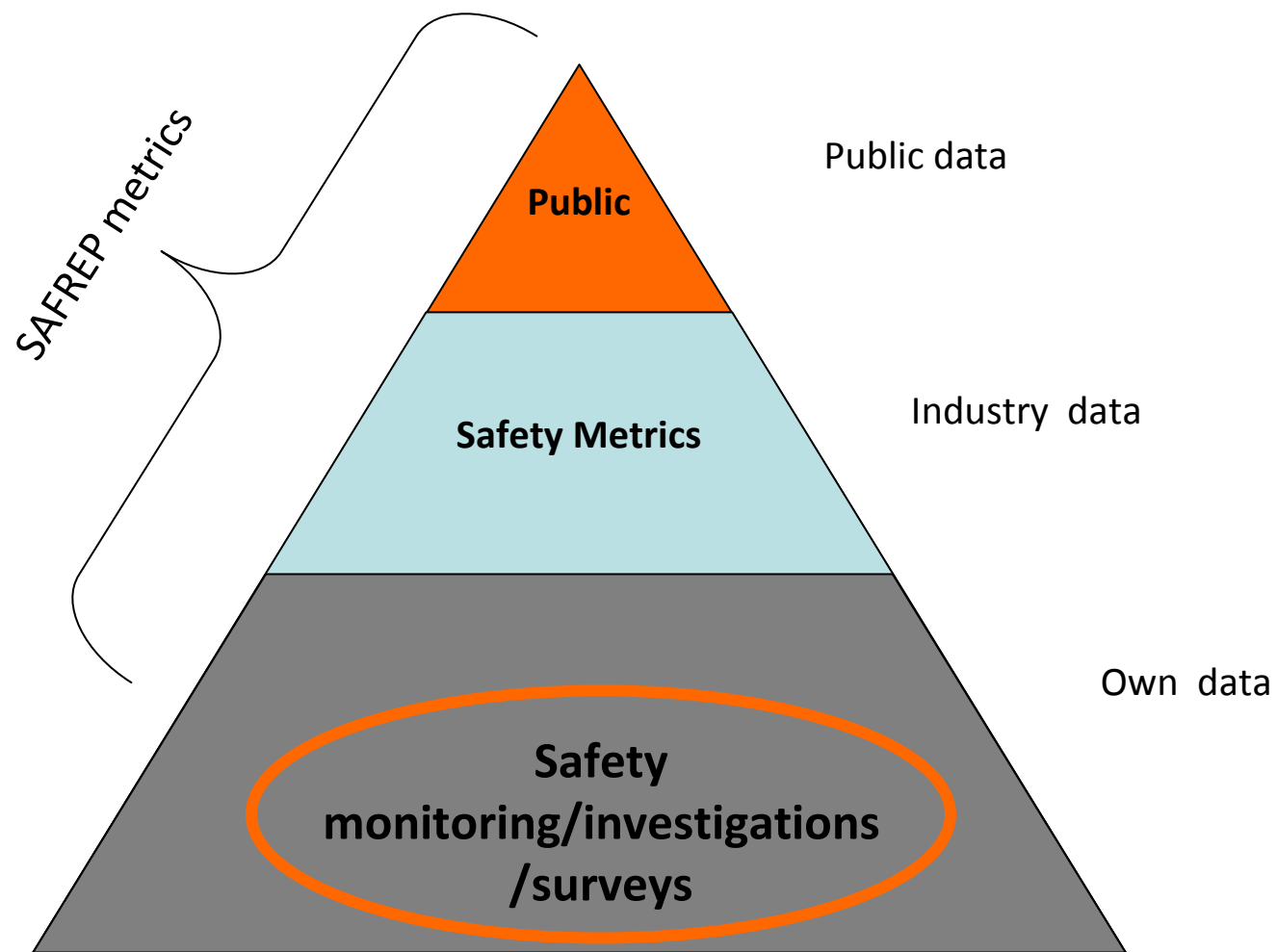






Safety Monitoring Loop





What happens here contributes to the higher levels



To Conclude

**Local day-to-day indicators and targets and
ATM Community indicators and targets is a continuum**

Which only works well

**if the QUALITY of INVESTIGATIONS and SURVEYS and subsequent
MONITORING activities allow to make the link i.e. are efficient**

Questions welcome

Thank you for your attention