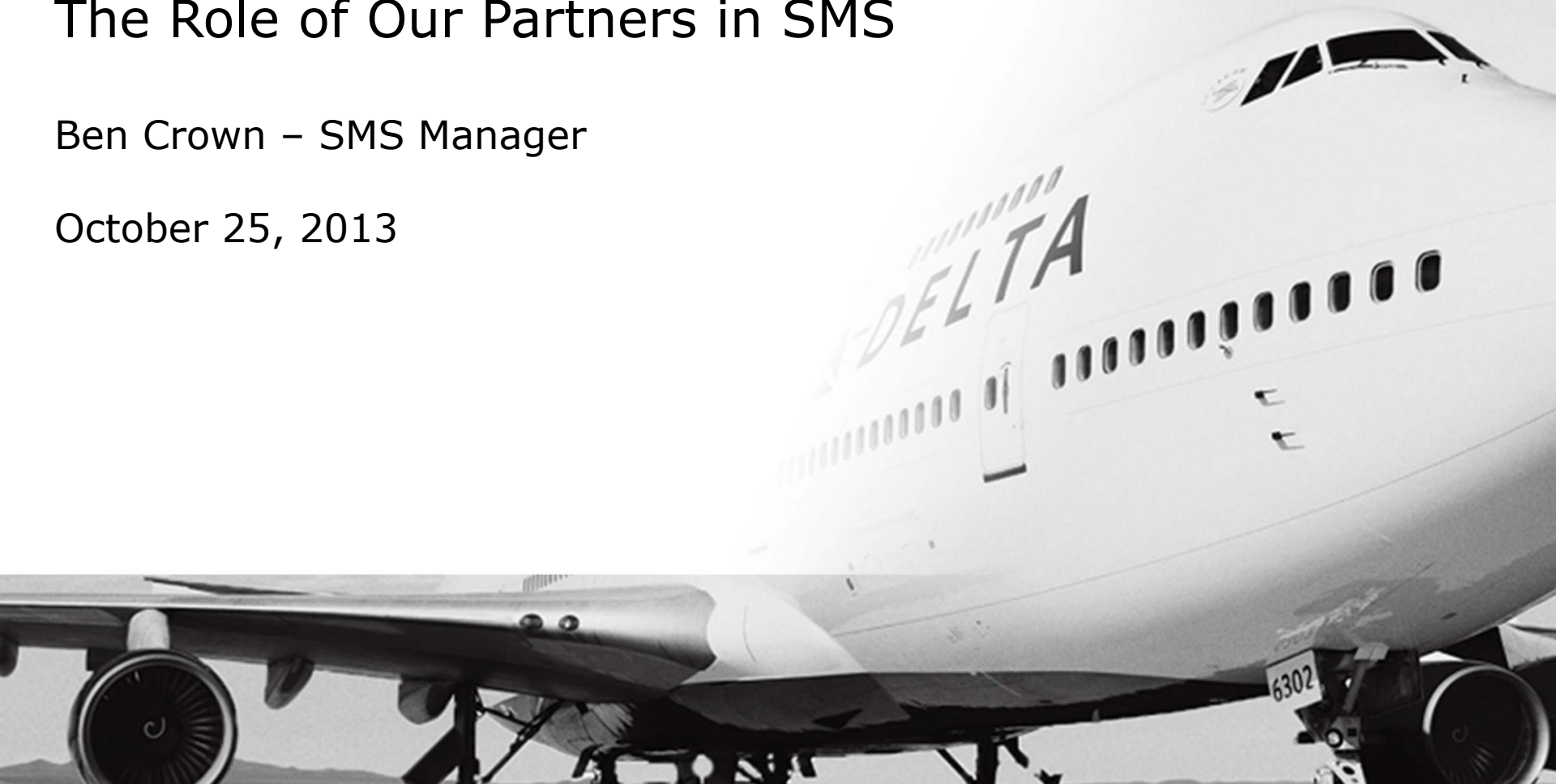


Collective Efforts in Safety Management: The Role of Our Partners in SMS

Ben Crown – SMS Manager

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Delta Air Lines

Operational Stats

- Flights per day: For our summer schedule and on a peak day, 5,967 Delta and Delta Connection departures
- Aircraft: 725 mainline and 551 regional jets
- Employees: Approximately 80,000
- Passengers Carried: More than 160 million annually
- Delta Connection Regional Partners: 7
- Ground support service through:
 - Delta employees
 - Delta Global Services (DGS) (a wholly-owned subsidiary)
 - Other airlines/ground support (select international destinations)

SMS at Delta

- First participant in FAA's SMS pilot program in 2007
- Six operating divisions:
 - Airport Customer Service
 - Cargo
 - Inflight Service
 - Flight Operations
 - Operations and Dispatch
 - Technical Operations
- SMS basically forces us to ask the following questions repeatedly:
 - What is the next accident going to be?
 - Why do we think that?
 - Where is the data supporting the assessment and what is it telling us?
 - What can we do about it?

Managing Our Alliance Partners

Delta's Approach

- Philosophically, we view passengers flying on the Delta code as ours
- We recognize our partners are individually certificated carriers with their own safety regulations and requirements
- Delta ensures our alliance partners have robust safety programs
- Delta's policy on international and domestic oversight of alliance partners is documented in our Quality Program

Managing Our Alliance Partners

Delta's Approach

Partnerships fall into the following areas:

Delta Connection:

- Most integrated with Delta
- Aircraft all in Delta livery
- Delta determines network and markets flights
- Safety overseen through Delta Connection Safety Alliance

SkyTeam Alliance:

- International partnership
- Some relationships managed by commercial Joint Venture
- SkyTeam management develops business opportunities
- Safety overseen by SkyTeam Safety, Security, Quality Functional Executive Group

Codeshare

- Business arrangements to expand our network
- International codeshares approved by US FAA after Delta audit

Interline Agreements

- No audit requirements

Managing Our Alliance Partners

Delta Connection Safety Alliance

Background/Objective:

1. The Safety Alliance is designed to manage consistent and robust safety and quality programs across all carriers in the alliance
2. Programs are over and above regulatory requirements
 - Standards are intended to go beyond the baseline regulatory requirements by establishing and maintaining an infrastructure to effectively support one level of safety
3. A controlled document titled "Delta Connection Carriers Non Regulatory Safety Programs Standards"
 - Formally summarizes the concepts, principles and practices and formulates them into agreed upon standards
 - Continuously evolving standard
4. Program has roots going back to 2002

Managing Our Alliance Partners

Delta Connection Safety Alliance

1. Who participates?
 - FAR 119 Directors of Safety
 - Chaired by Delta

2. Alliance Safety group meets monthly through telecons
 - Standing agenda
 - Face to face meetings quarterly, hosted by carriers on alternating basis
 - Formalized agendas, minutes and action items



Managing Our Alliance Partners


































Delta Connection Safety Alliance






Major accomplishments:

1. Common safety metrics reported and discussed each month
2. Program progress per DCC Safety Program Matrix
3. Support for establishment of ASAP and FOQA programs
4. Targeted audits as required
 - Flight training
 - Safety and Quality programs
 - Maintenance records
5. Assistance with regulator/carrier issue resolution
6. Defined SMS interface process

Managing Our Alliance Partners

Delta Connection Safety Alliance

	Cat 1 Aircraft Damage Rate Per 10K Departures	Global Injury Rate (GIR) Per 100 Employees	Operational Difficulty Index Per 10K Departures	FSI - Traditional Per 10K Departures	FSI - FOQA Per 10K FOQA Departures
Carrier	Performance & Trend	Performance & Trend	Performance & Trend	Performance & Trend	Performance & Trend
Carrier 1					
Carrier 2					
Carrier 3					
Carrier 4					
Carrier 5					
Carrier 6					
Carrier 7					

 greater than 10% unfavorable to goal
  less than 10% unfavorable to goal
  favorable to goal
 favorable (downward) trend
  unfavorable (upward) trend
 - goal not set for carrier

Managing Our Alliance Partners

SkyTeam Documented Requirements

1. Membership requirements related to safety and quality
 - Must be IATA IOSA registered
 - Must sign SkyTeam safety and quality commitment letter
 - Must sign Emergency Response MOU

2. Foreign codeshares managed per Delta's FAA accepted codeshare program requirements
 - Delta must validate operational integrity through system of periodic audits and performance monitoring every 24 months
 - Internally – Delta staff
 - Externally – Third party, IOSA
 - Delta program requires continuous monitoring of codeshare partner
 - Biennial surveys
 - Ongoing monitoring through commercial data and news services

Managing Alliance

SkyTeam Safety, Security, Quality Functional Executive (SSQFE) Group

1. Mission

- To ensure an environment of Safety, Security & Quality (SSQ) across the alliance which enhances consistent customer satisfaction

2. Responsibilities

- Create SkyTeam safety, security and quality policies
- Ensure highest levels of SSQ by sharing information, policies and best practices
- Ensure that the level of SSQ among SkyTeam members is continuously monitored
- Enhance and facilitate continuous improvement in SSQ among SkyTeam members

3. Work accomplished with company experts by specialty

- Operational Safety Group
- Operational Review (Quality) Network
- Aviation Security Group
- Emergency Response Planning Group
- Ramp Safety Group

4. SSQFE meets monthly through telecons

- Face to face meetings about every 9 months
- Formal agendas and minutes
- Expert groups generally meet a few times per year
- Networks meet as needed

Next Steps...

On-going commitment to mentor (and learn from) our Delta Connection Carriers and SkyTeam Alliance Members on the journey to implement effective SMS programs:

- Use the Delta Connection Safety Alliance and SkyTeam Safety Alliance for joint safety initiatives
- Continue to share experiences in assessing risk
- Refine processes for identifying common hazards observed between the carriers



Thank You

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