

Challenges and Lessons Learned Implementing SMS at FlightSafety International



Safety Management International Collaboration Group

October 25, 2013

Business Overview

3,000 

Courses for pilots, technicians, flight attendants and dispatchers



40

Learning Centers
serve you in our
worldwide network

1,000,000 

Hours a year of professional aviation training to enhance safety



135

Aircraft models with approved professional training

300+



Full flight
simulators
and advanced
training devices

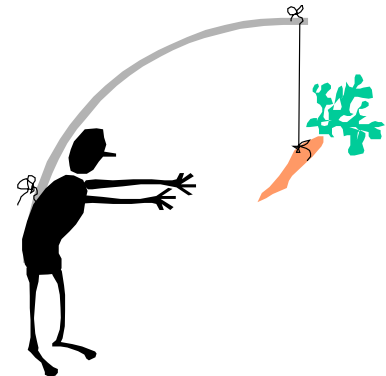
1,600

Instructors deliver the best training



Motivation to Implement SMS

- EASA Requirements
- Multiple international clients in one class
- Multiple manufacturers
- Potential for future FAA requirements
- It is the right thing to do for our customers, our company and the aviation community



Challenge #1 - Define

- Define SMS for a Part 142/ATO that does not operate aircraft
 - Research what's out there
 - SMS Working Group
- Facts
 - SMS is a process based means to minimize risk to aviation safety
 - Effective training is the single biggest factor in preventing aviation accidents and incidents involving human error



Focus and Scope

- FlightSafety can only manage risk in areas under our control = Training delivery
 - Approved courses & training material
 - Qualified instructors & training devices
- SMS target – elements of training delivery that could have a negative impact on aviation safety such as
 - Ineffective training or checking
 - Nonconforming training
 - Negative training



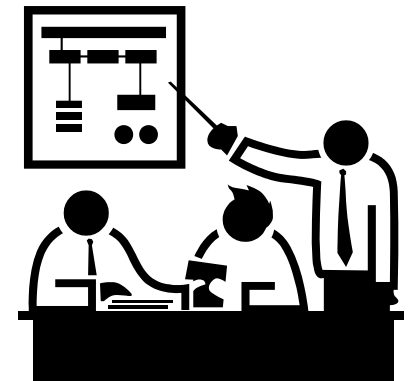
Challenge #2 - Design

- Gap analysis
- Take full advantage of mature QMS processes
 - Mechanism to communicate, manage and monitor SMS
- Fully integrated SMS



Challenge #3 – Training, Implementation, and Motivation

- Proof of Concept phase
- Improve and train remaining Learning Centers
- Monitor
- Motivate
 - SMS Overview Communications
 - Quarterly Teleconferences
 - Posters



Lessons Learned

- Senior Leadership support and involvement – Its essential!
- Focus the SMS scope
- Keep it simple!
- Don't reinvent the wheel
- Start broad – refine with experience
- Maintain realistic expectations

Factors that could impact long term success

Promote

Inhibit

NAA Requirements



NAA Oversight



NAA Relationship



NAA Viewpoint



Objective of Analysis



Benefits

- Safety contribution to industry and community
 - Internal
 - External
- Improved relationship with regulators
- Overall positive impact on our teammates, our customers, regulators and our product!

Questions



Contact Information

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