

# Safety Management International Collaboration Group

SMS Training, AIRBUS HELICOPTERS approach

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2015, May 22nd

# SUMMARY

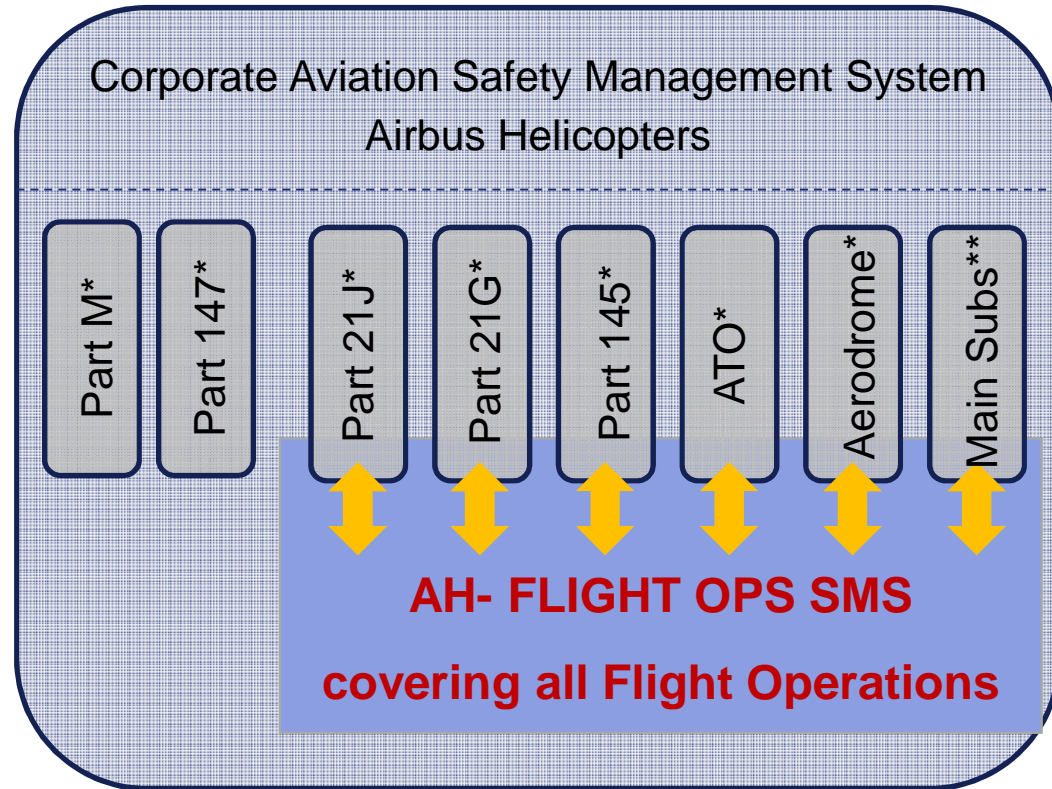
- 1 - AH Aviation SMS landscape/organisation
- 2 - Mission of Corporate SMS manager
- 3 - Mission of SMS manager
- 4 - Selection of SMS managers
- 5 - SMS training course



# 1 - AH Aviation SMS landscape/organisation

Standardized corporate approach:

- All **Approved Organizations (AO)** embedded
  - Dedicated **Flight OPS SMS** covering all flight operations (not mandatory by authorities)
  - **Flight operations** of the dedicated AOs to be **delegated to Accountable Manager of DOA (Part 21J\*)**
- **SMS of main subsidiaries** integrated in corporate approach



## Responsibilities of AH Corporate Aviation SMS:

- To define AH groupwide standard for:
  - Aviation SMS (Approved Organizations)
  - Flight operations
- To define & document accountabilities, R&Rs
- To ensure compliance with authorities



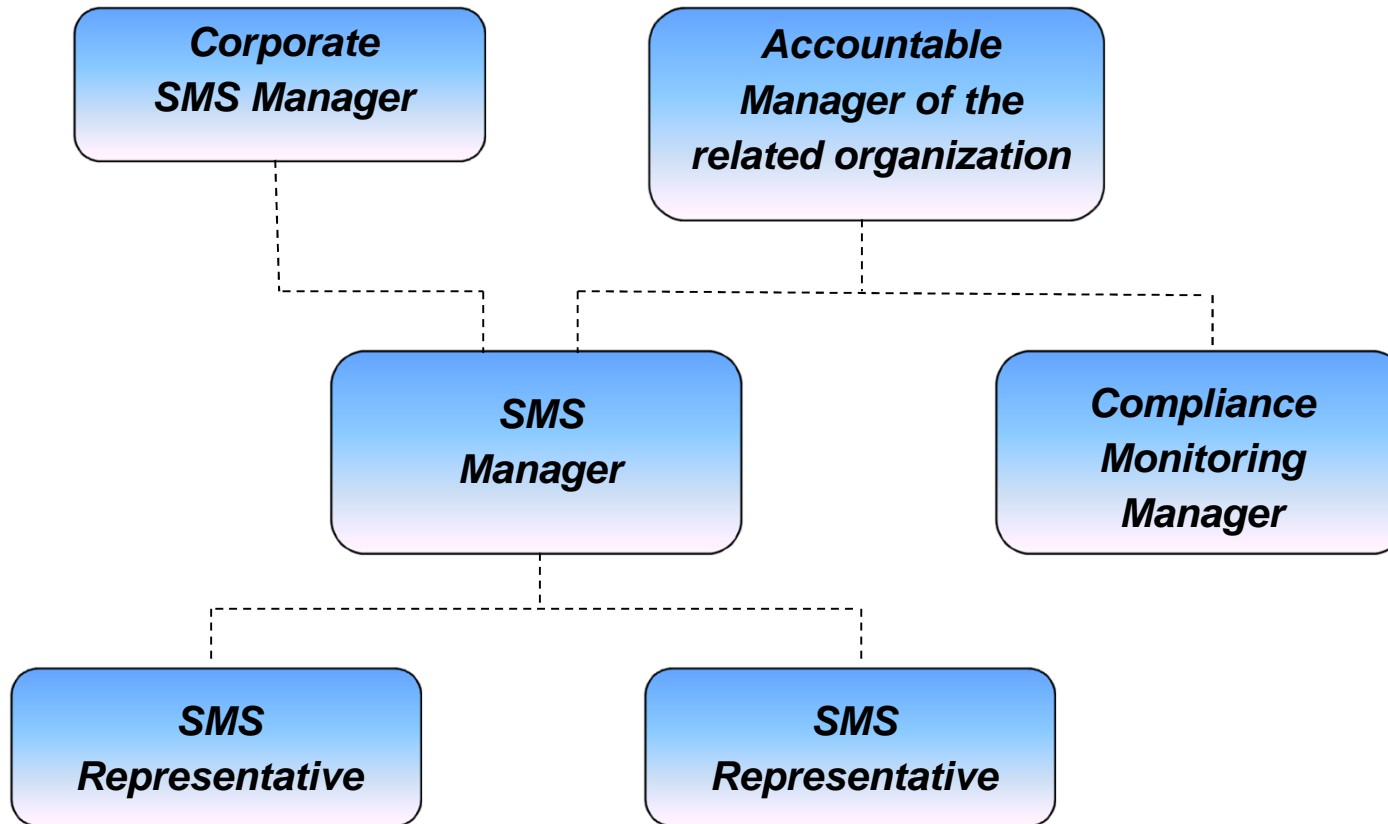
Responsibility for performing flight operations

\* EASA regulation level  
 \*\* National regulation level





# 1 - AH Aviation SMS landscape/organisation



SMS managers functionnaly report to Corporate SMS manager

## 2 - Mission of Corporate SMS manager

Manage Aviation Corporate SMS	Manage main Aviation Safety risks	Safety promotion and communication
<ul style="list-style-type: none"> <li>• draw up and maintain corporate procedures relating to Aviation SMS operation;</li> <li>• conduct, coordinate, leads the Aviation SMS deployment and follow-up the activities linked to Corporate Aviation SMS;</li> <li>• prepare and planify Corporate Aviation Safety Committee;</li> <li>• conduct Aviation Safety Committee (ASC) reviews with other SMS Manager</li> <li>• planify the annual safety &amp; SMS audit planning in coordination with Central Quality Directorate</li> <li>• check the effectiveness and the deployment of the different AH aviation SMS;</li> </ul>	<ul style="list-style-type: none"> <li>• manage the main risk analysis and associated action plan</li> <li>• ensure that the management of risks related to aviation safety is implemented in AH approved organizations and for flight operations;</li> <li>• verify the implementation of corrective action after safety audit</li> <li>• define and maintain related Safety Performance Indicator (SPI) at corporate level;</li> </ul>	<ul style="list-style-type: none"> <li>• coordinate the distribution of aviation safety information within AH safety network</li> <li>• organize experience feedbacks (lesson's learned)</li> <li>• update Aviation SMS training course content by taking in account feedback of AH SMS managers</li> <li>• coordinate integration of all needs related to aviation safety in the AIRBUS helicopters training plan;</li> <li>• ensure benchmark with third parties SMS and consistency with AIRBUS SMS;</li> </ul>

### 3 - Mission of SMS manager

Manage Approved Org SMS	Manage Aviation Safety risks	Safety promotion and communication
<ul style="list-style-type: none"> <li>• ensure compliance of his entity with the Aviation Corporate SMS directive,</li> <li>• draw up and update the safety procedures,</li> <li>• set out group safety objectives in the appropriate group action plans and the safety policy,</li> <li>• ensure compliance with local regulations in terms of aviation safety (if any exist), and answers to the local Authorities with the support of the Compliance Monitoring Manager,</li> <li>• prepare, organize and conduct the safety reviews of his entity and produces the report,</li> </ul>	<ul style="list-style-type: none"> <li>• manage the risk analysis and associated action plan,</li> <li>• ensure that all events detected have been the subject of analysis, with the appropriate level of detail in accordance with the level of severity, and actions in response to any safety issues detected,</li> <li>• notify the Corporate Aviation SMS Manager of the main events linked to flight safety and all the reports from the safety reviews of his entity,</li> <li>• follow up the implementation of corrective and preventive measures linked to aviation safety,</li> <li>• implement steering and performance indicators linked to SMS in his entity,</li> </ul>	<ul style="list-style-type: none"> <li>• be responsible for the promotion of aviation safety in his organization</li> <li>• communicate regularly on main safety events occurred in the activity</li> <li>• conduct safety awareness sessions in his organization</li> <li>• ensure that safety representatives are properly trained (initial and recurrent)</li> <li>• communicate to Corporate SMS risk management lesson's learnt and feedback of employees</li> <li>• Participate in SMS review</li> </ul>

# 4 - Selection of SMS managers

## **Prerequisites for SMS managers:**

- Strong operational knowledge and extensive experience in the operational functions of the organisation
- Strong knowledge of safety management principles or equivalent, PPS methodology and practice
- Good written and verbal communication skills
- Well-developed interpersonal skills
- Computer literacy
- Good analytical skills
- Leadership skills;
- Worthy of respect from peers and management

## **Selection:**

- Interview with Human resources, Head of Approved Organization and Corporate Aviation SMS manager

# 5 - SMS manager training course

## End of 2008:

French regulation imposed the implementation of SMS for CAT & Part 145

- Decision was taken to also implement a SMS for Flight crews and technicians in Airbus Helicopters Training Services (AHTS, Marignane, France)

## 2009:

- AHTS SMS project team and AH Aviation Safety team trained on SMS by IFSA (Institut Français de la Sécurité Aérienne)
- French Part 145 project team trained by Quali-Audit (IOSA certified) and Baines & Simmons

## 2010:

SMS managers courses registered in AIRBUS Group Training Catalog after:

- Incorporating what has been learned in the external training courses
- Taking in account the return of experience of internal SMS deployment
- Fullfilling internal requirements to follow our AIRBUS Helicopters standards and processes

## Training content is regularly improved following:

- SMS regulation evolution
- Feedback of the trainees and lesson's learnt of other AH SMSs
- Benchmark with other OEMs (AIRBUS, TURBOMECA,...)
- Participation in safety events, seminars and international initiatives (IHST)
- Evolution of our internal standards & Processes
- SMS on-going internal deployment



# 5 - AIRBUS Helicopters SMS training program

Personnel category	Initial Training	Duration	Recurrent training
SMS managers & Safety representatives	<ul style="list-style-type: none"> <li>1 - SMS regulation</li> <li>2 – Accident analysis</li> <li>3 – Errors &amp; Violations</li> <li>4 – Voluntary occurrence report system &amp; « just culture »</li> <li>5 – Incident analysis with Practical Problem Solving methodology</li> <li>6 – Risk management</li> </ul>	2 days	Not required today by the regulation
Accountable Managers & Supervisors of Approved Organizations & Flight Ops	<ul style="list-style-type: none"> <li>1 – SMS &amp; integration with other management system</li> <li>2 - Safety accountabilities</li> <li>3 – Safety policy &amp; objectives</li> <li>4 – Safety risk management</li> </ul>	2 hours	Not required today by the regulation
Operational Managers & Employees of Approved Organizations & Flight Ops	<p><u>SMS training:</u></p> <ul style="list-style-type: none"> <li>1 – Safety policy &amp; objectives</li> <li>2 – Safety network</li> <li>3 - Roles &amp; Responsibilities in term of safety</li> <li>4 – Human Factors principles</li> <li>5 – Use of voluntary occurrence report system and « just culture »</li> </ul> <p><u>Safety awareness roadshow (each year):</u></p> <ul style="list-style-type: none"> <li>1 – Safety performance</li> <li>2 – review of accidents &amp; serious incidents occurred in the industry</li> <li>3 – review of internal occurrences</li> </ul>	½ day	Integrated in Part 145, Part 147 & ATO recurrent training program
Subcontractors	On request	½ day	N/A
Customers (Part 147 & ATO students)	<ul style="list-style-type: none"> <li>1 – Safety network</li> <li>2 – Use of voluntary occurrence report system and « just culture »</li> </ul>	2 hours	N/A

