SMS Best Practice/Good Practice Submission

State whether this is a Best or Good Practice:		Best Practice	
ANSP	United States, FAA/ATO	Date of submission	07/19/2024

SoE Study Area	3.1 Safety Accountabilities
BP/GP title	Manager's Dashboard
In use since	2016
ANSPs using this practice (for BP specifically)	United States, FAA/ATO
Key Words	Manager's Dashboard

Details:

The Manager's Dashboard (MD) is used by Air Traffic Control (ATC) Facility and District Managers and by safety analysts at Federal Aviation Administration (FAA) headquarters to identify areas for safety improvement and to better track compliance through Quality Assurance and Quality Control (QC). The intent of the dashboard is to provide safety and technical training data in an easily accessible format so that managers in the field can plan and act accordingly. The MD consolidates aviation safety data from multiple sources to help in identifying and prioritizing areas for safety improvement. The MD also illustrates and summarizes facility and district safety information collected from aviation safety data repositories and safety tracking tools, such as the Comprehensive Electronic Data Analysis and Reporting (CEDAR) database, the Compliance Verification Tool (CVT), Safety Management Tracking System (SMTS), and technical training data from Cru-X and the National Training Database, and Staffing data from Cru-X.

Managers are able to view high-level safety information on the homepage and access 10 subpages with more specific, detailed safety and technical training information. Because the MD consolidates information from multiple sources, managers can quickly and efficiently identify areas for improvement in their programs and facilities, which is information that most facility personnel had not previously been able to access. The MD also produces visual tools that help safety personnel easily understand the safety status of their facility or district. Basic Color-coding (red, yellow, green) allows for quick identification of problem areas. The MD provides users with individual facility information as well as a "roll-up" view that provides information for all facilities in each district.

The MD allows Facility and District Managers to track the following safety data:
- Operational Skills Assessments (OSAs)
- System Service Reviews and Systemic Issue Reviews
- Compliance Verifications
- Corrective Action Plans (CAPs), CAP mitigations, and CAP monitoring items
- ATC currency status
- SRM Risk Management (SRM) Efforts
- Paged Mandatory Occurrence Reports (MORs) Staffing Rollup

The MD allows Facility and District Managers to track the following Technical Training data:
- On-the-Job Training
- Certification status

In 2019, the MD was expanded to allow Facility and District Managers to track the following business acumen areas:
- The percentage of overtime to total hours worked
- The percentage of overtime coded to causal factors from the fiscal year to date
- The time-on-position per shift
- The productive time per shift

In 2020, the MD was enhanced with new functionality to provide additional support to managers in the field and at headquarters:
- The OSA facility and district dashboards were upgraded to include new functionalities—like the abilities to filter based on Task or Subtask and to see yearly trends and new data, like position diversity—to monitor the conducting of OSAs on all positions more evenly.

- The CVT was replaced with a link to the dashboard within the CVT tool itself. This allows for access to data in one place (i.e., the MD) but does not create redundant and possibly diverging visualizations.

In addition, the MD provides links to other reference materials such as user guides and FAQs.

The MD saves time for management personnel who might have previously used their own custom-made spreadsheets and helps them direct their focus to problem areas. Four months after the release of the initial dashboard in 2016, the completion and validation rates for OSAs had increased by 30 percent.

The MD allows employees who are working in QC and local safety tracking to easily understand the high-level outcomes of their individual QC programs. It also allows District Managers the ability to roll-up information for every facility in their district to see overall performance. Based on the data presented, facilities can take action from the results presented to remedy any possible safety issues and/or identify what is working well in their facility or others to gain an insight into how best to achieve a higher level of safety.

In 2022, a new section for Safety Risk Management (SRM) Efforts was implemented. Data collected from the Safety Management Tracking System (SMTS) is now available via the MD. This addition allows a facility or district to see items needing their attention which include SRM Documentation, Safety Requirements and Safety Performance Targets. An overview provides the status of these items, and users are also able to drill into sections for more information.

In 2023, the Paged MORs Staffing Rollup dashboard was added with drill-downs into detailed staffing reports. Paged MORs are the most significant events that the ATO has reported to Executives. This dashboard is the result of months of work and collaboration with multiple stakeholders to combine complex data from multiple sources in one view, providing detailed information regarding the staffing of positions, oversight at facilities, and additional staff performing duties other than air traffic control at the facility at the time of incidents. The dashboard also provides pages that illustrate the historic staffing at the facility during the day of the week and the time of day. This allows detailed staffing analysis and helps identify causal factors for safety incidents, thus improving safety. Also added in 2023 is the ability to drill down into detailed information on the Corrective Action Plans (CAPs).

By submitting this document, your organisation is willing for the proposed Best or Good Practice to be shared with other ANSPs.

For Best Practices, this document should be sent together with the SoE in SMS questionnaire, to: soe_2024@eurocontrol.int **by 30th June 2024 at the latest**.

Submissions for consideration as Good Practices may be sent by the above date. They may also be identified during the survey interview sessions with the assessment team, following which a Good Practice submission document will be requested.