Safety Management

Culture, Risk Management, and SMS

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Safety: Operational Definition

"Safety is the state in which the risk of harm to persons or property is reduced to, and maintained at or below, an acceptable level through a continuing process of hazard identification and risk management"

ICAO Doc 9859

Operationally defined...

"Safety" is *How well risk is managed*

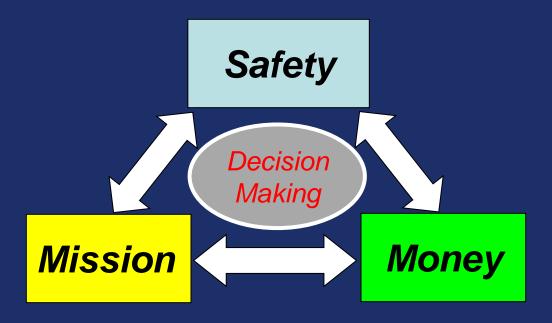


Safety Culture

- Is there really such a thing as a "safety culture?"
- If so, what does it look like?
- If I don't have one, how do I get it?
- Why do we care about "culture" anyway?

Every Organization *Has*A Safety Culture

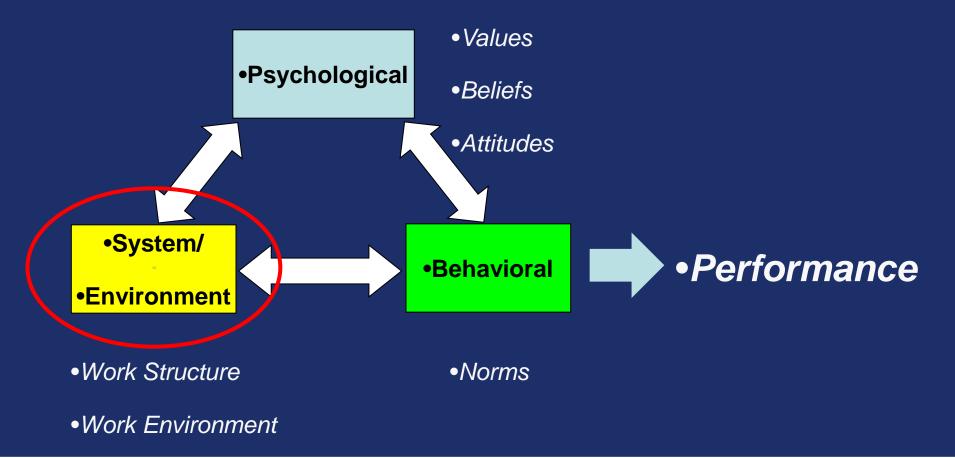
Management Priorities



Levels of Culture

- Artifacts (What we can see)
 - Surface behaviors
 - Symbols, logos, uniforms, "posterware"
- Espoused values (What we say)
 - What we say we do
 - Values that we want
- Deep Assumptions (What makes us tick)
 - Automatic, unconscious drivers of behavior

Culture and Performance







Safety Management Strategies

Reactive (Past)

Proactive (Present)

Predictive (Future)

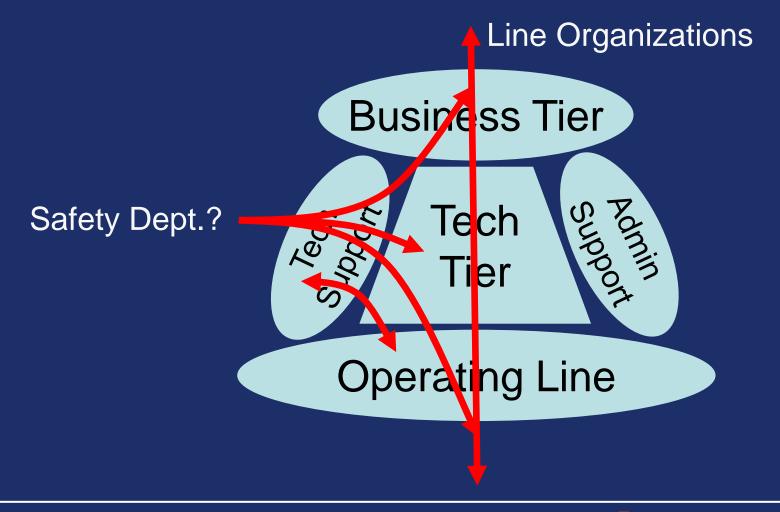
Event Analysis: Learning from system failures Performance:
Monitoring and
Assessment of
Continued
Operational Safety
(Surveillance)

Design: Top-Down SRM (Certification)

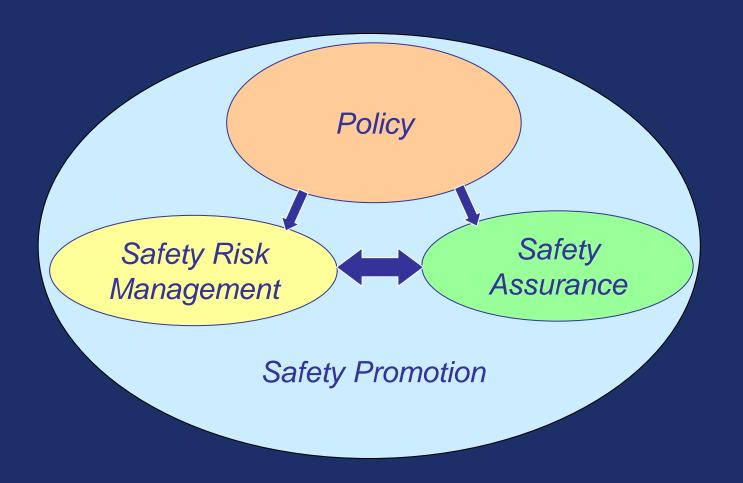
Reselaening



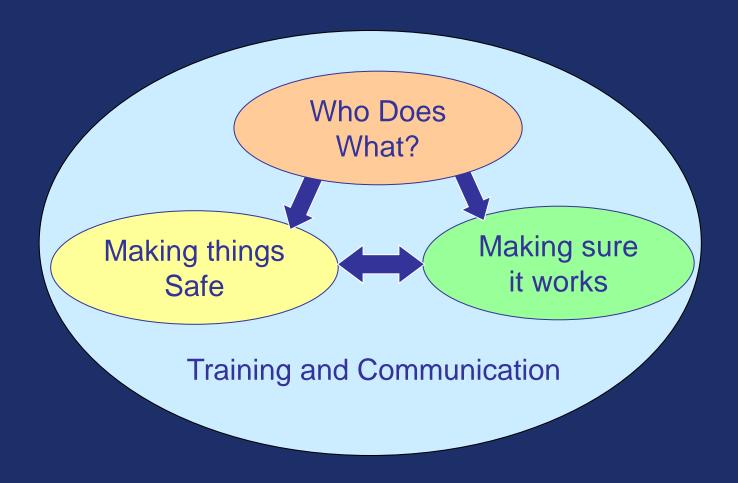
Safety Accountability



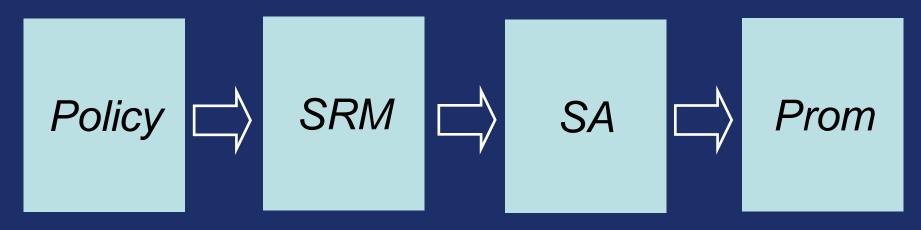
SMS Components ("Pillars")



What it means...



Systemic Approach to Safety



WHAT is
Expected
(R/A):
Subpart B
5.23/5.25
Responsibility
& Authority

Procedures,
Interfaces,
[Risk] Controls
(Subpart C)

<u>Process</u> <u>Measure</u>ment (Subpart D)

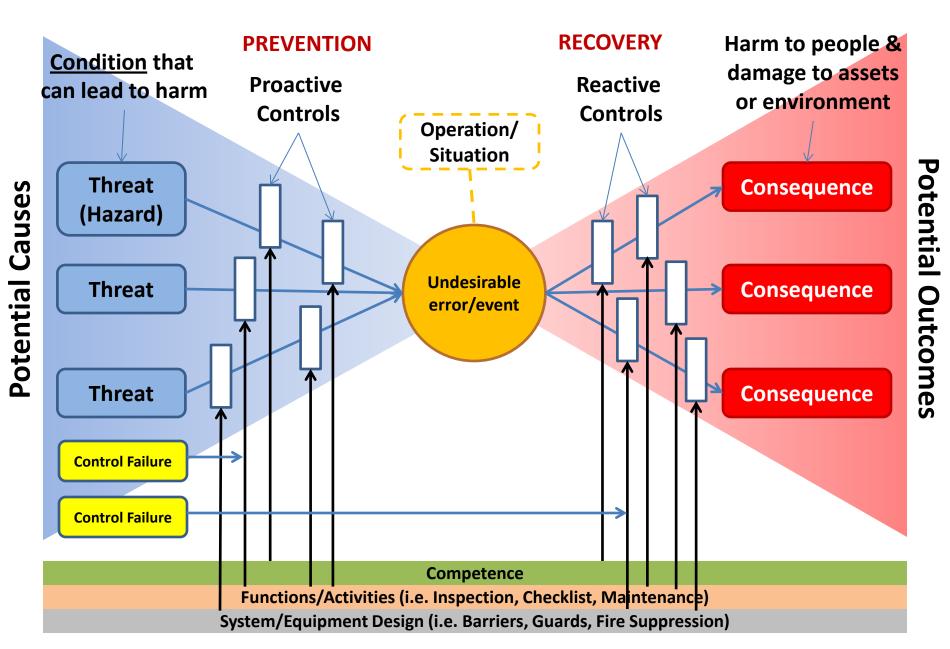
HOW they are expected to do it

Competencies & Communication (R/A):

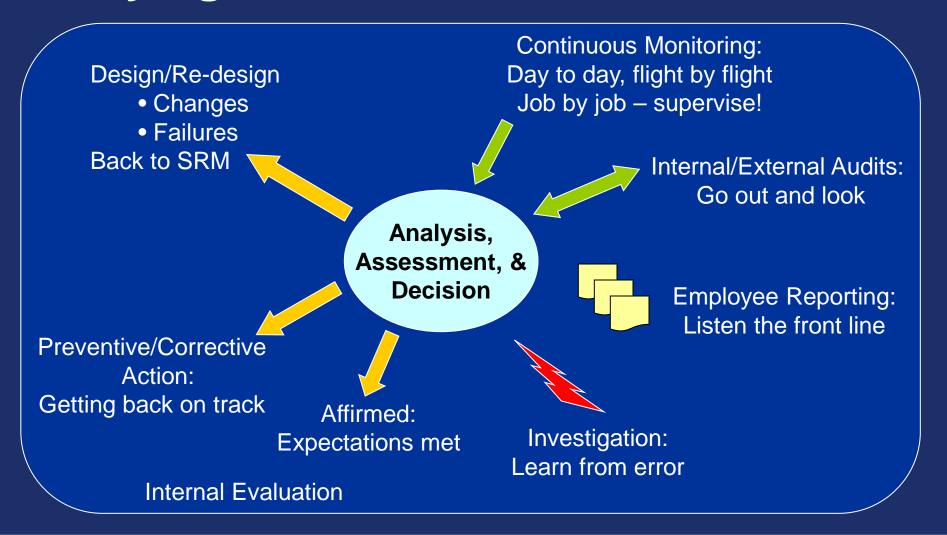
Subpart E 5.91 & 5.93

Documentation & Records: Subpart F, 5.95 (What /How), 5.97 (Evidence)

Risk Management: The Bow Tie Model

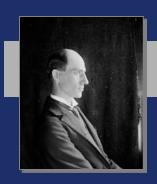


Staying Informed: The SA Process



"Carelessness and overconfidence are more dangerous than deliberately accepted risk" Wilbur Wright, 1901

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Wilbur Wright gliding, 1901 Photographs: Library of Congress

