

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

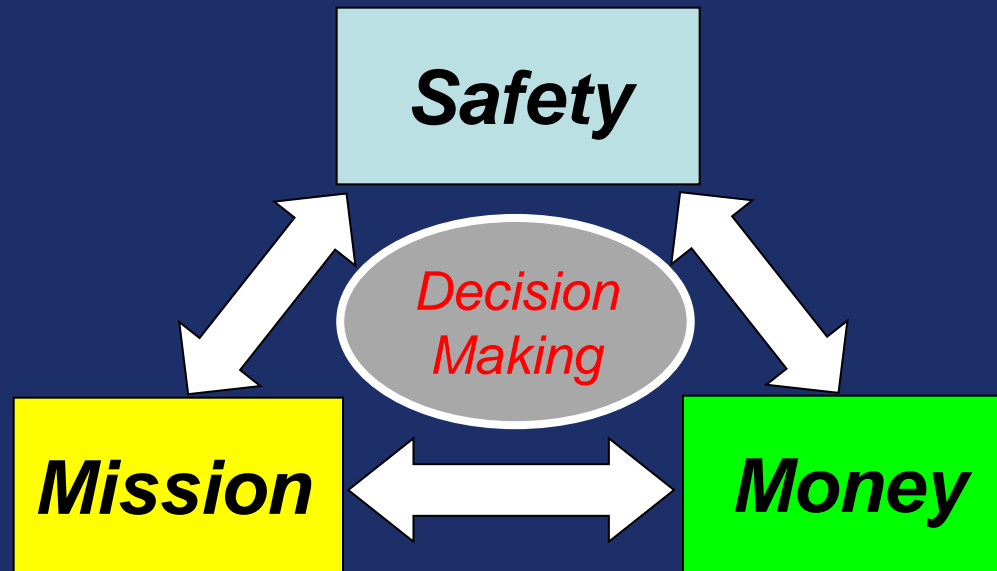
- Is there really such a thing as a “*safety culture*?”
- If so, what does it look like?
- If I don’t have one, how do I get it?
- Why do we care about “culture” anyway?



Every Organization
Has
A Safety Culture



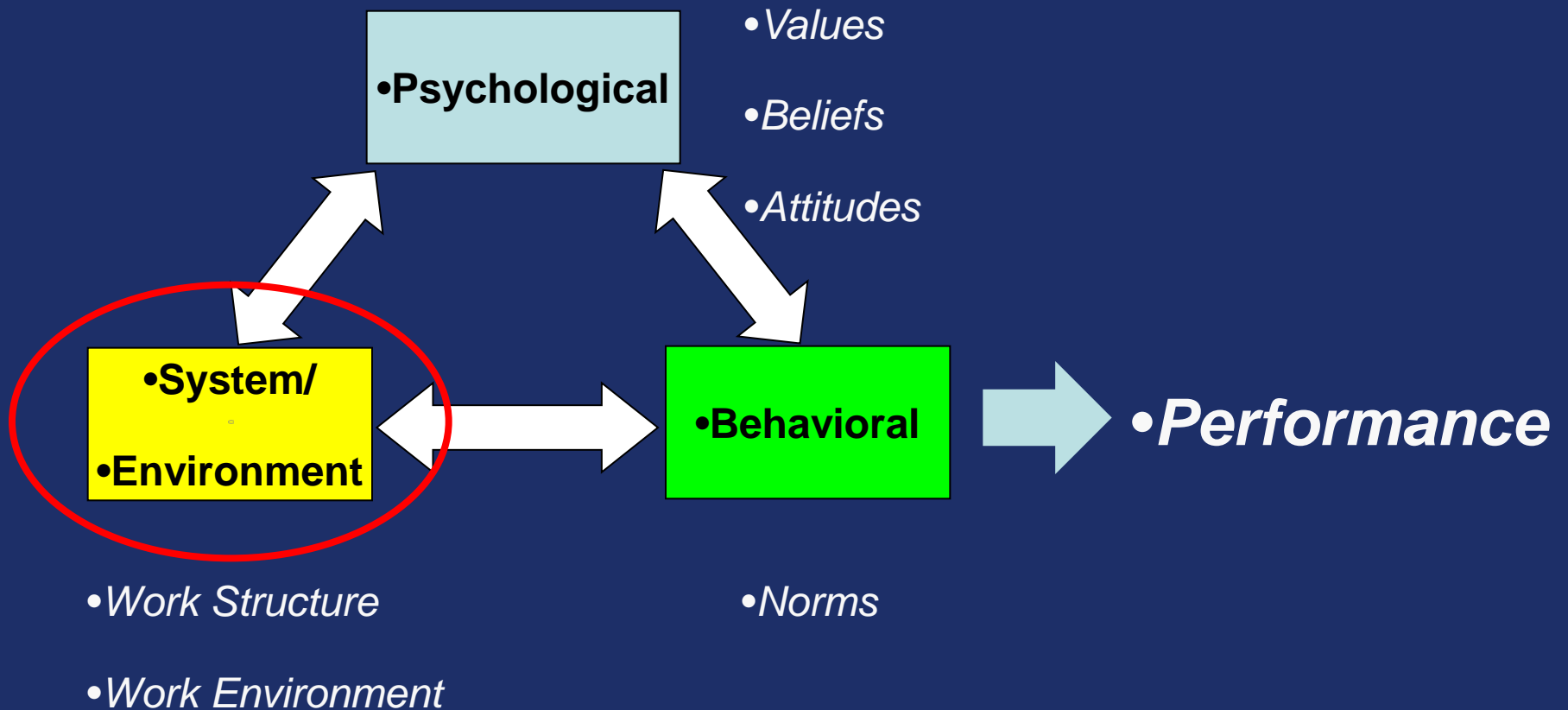
Management Priorities



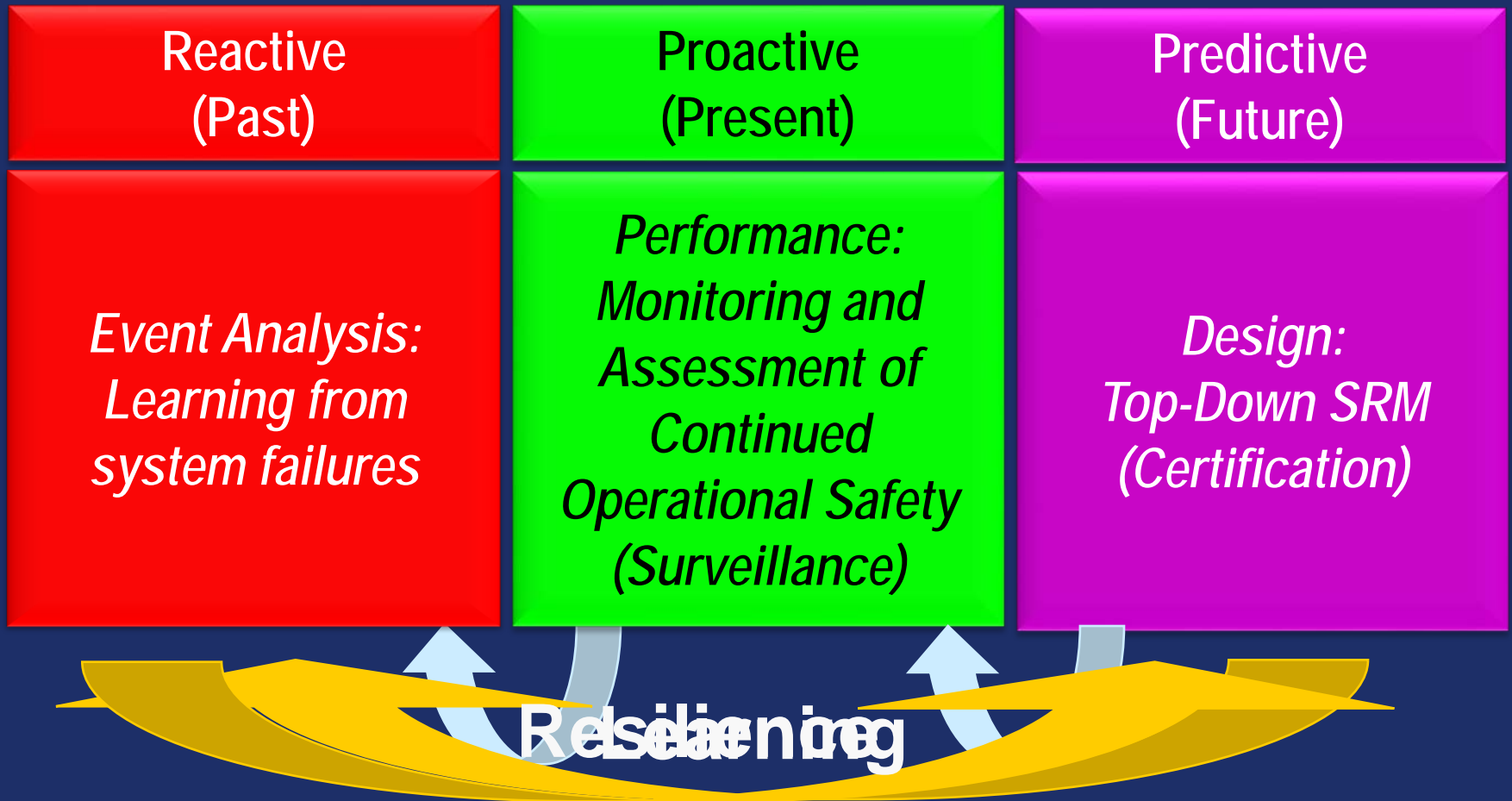
Levels of Culture

- 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

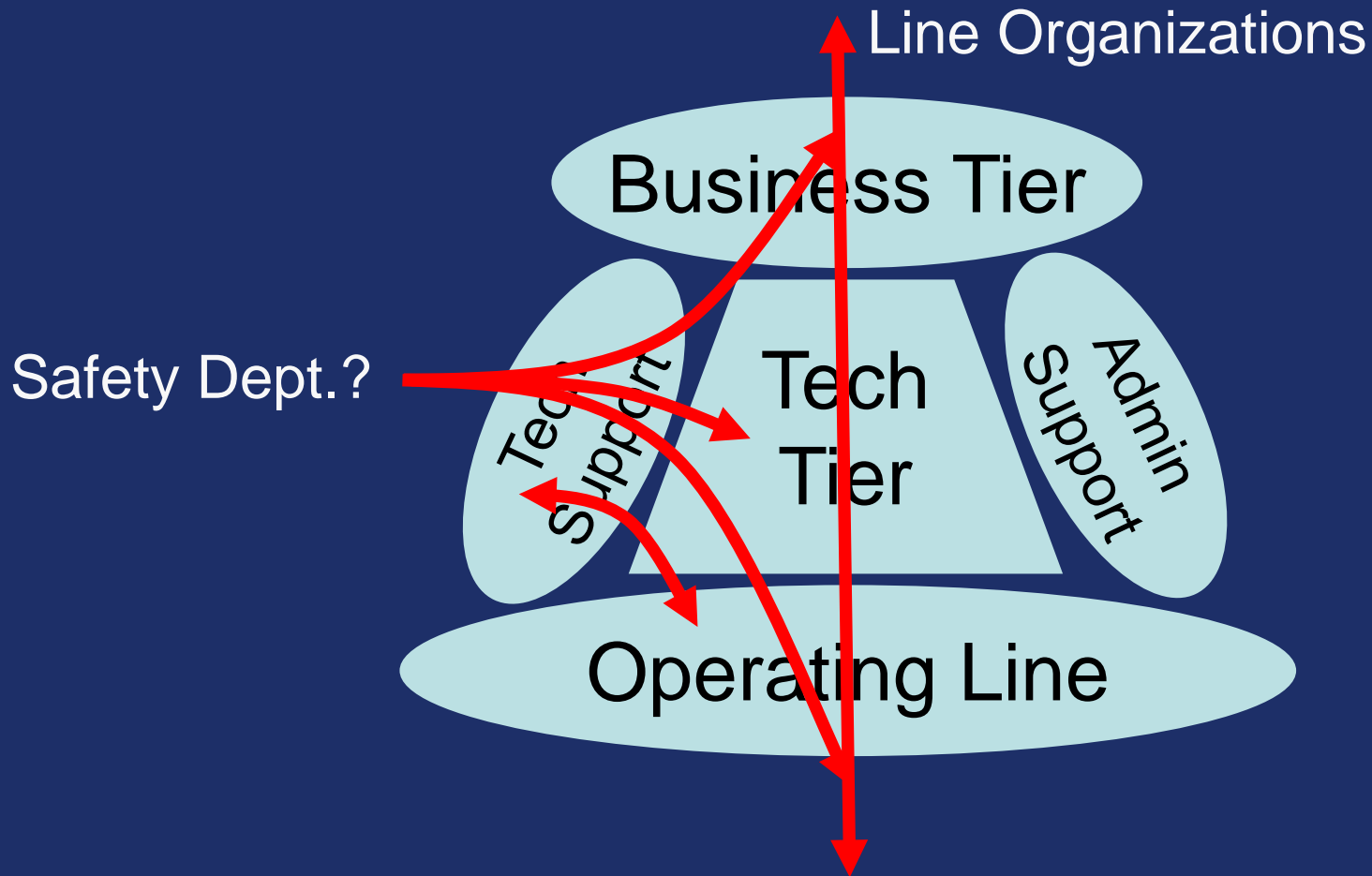
Culture and Performance



Safety Management Strategies



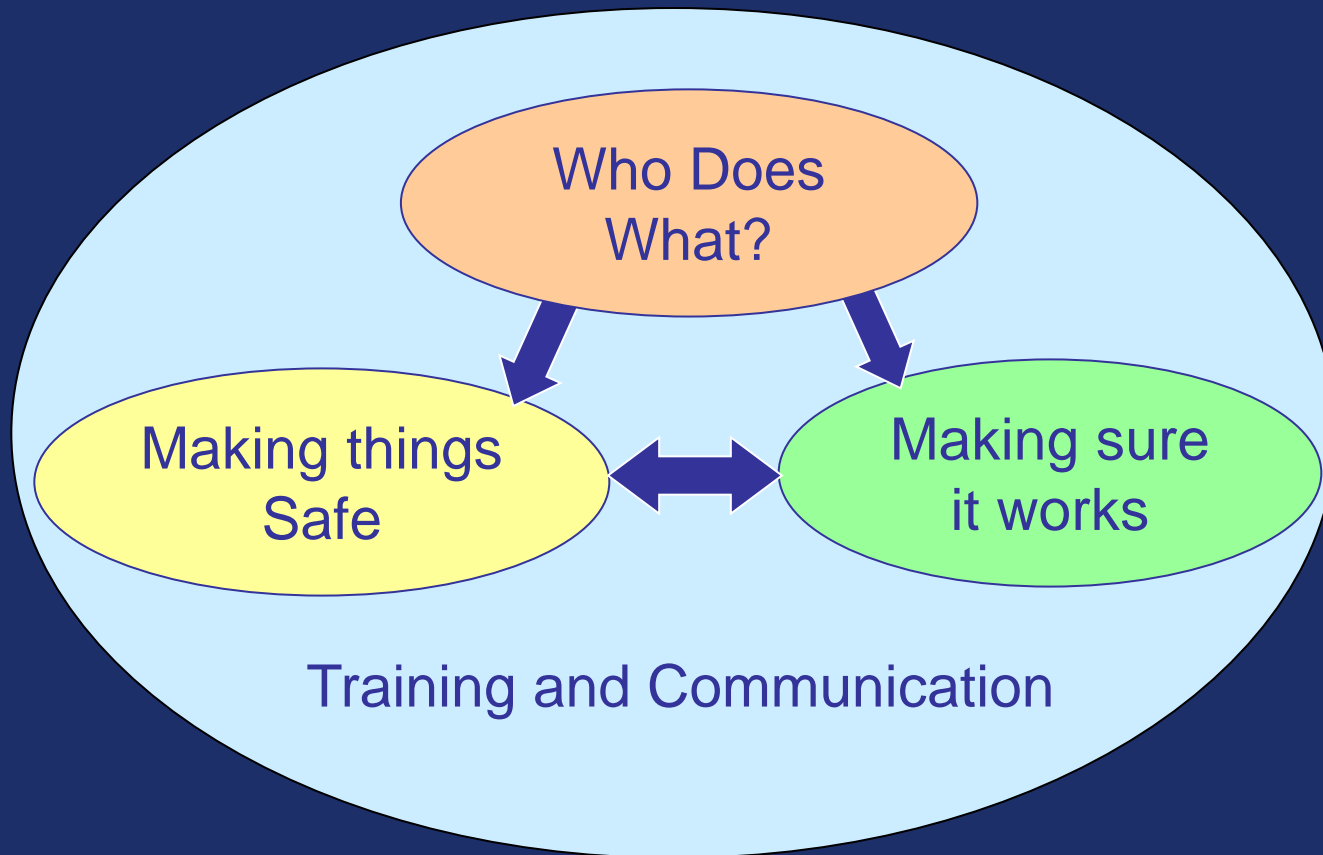
Safety Accountability



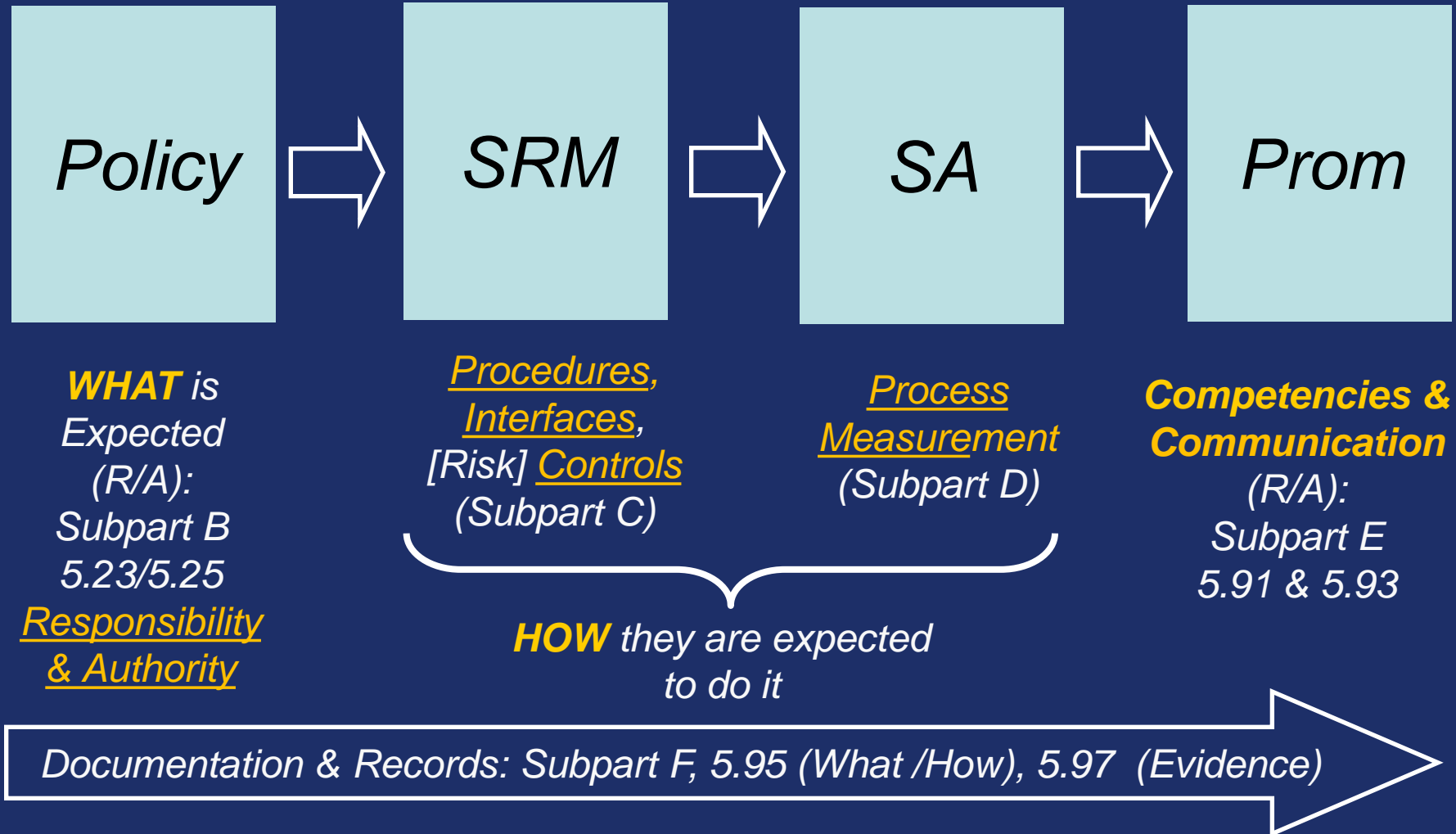
SMS Components (“Pillars”)



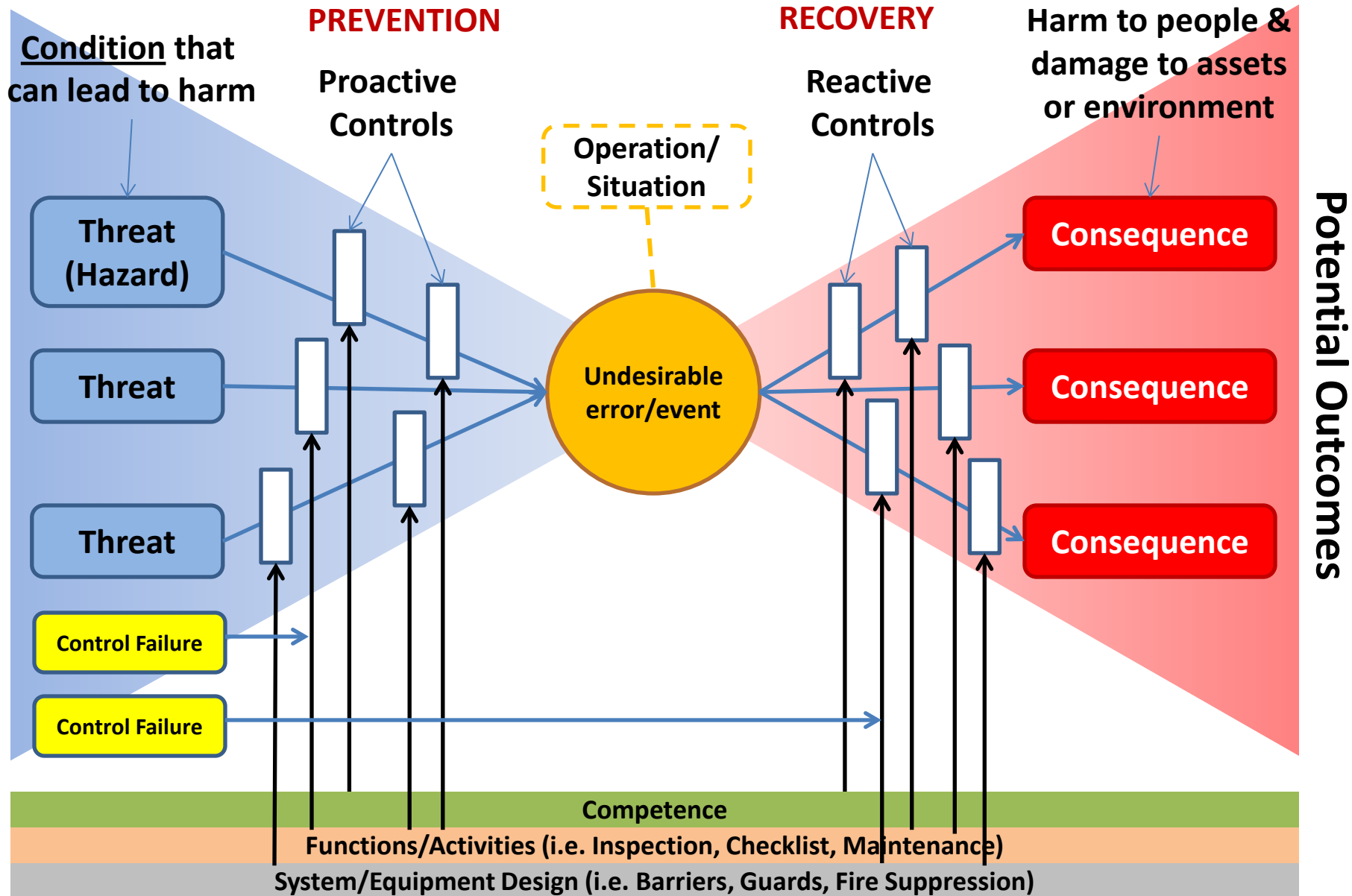
What it means...



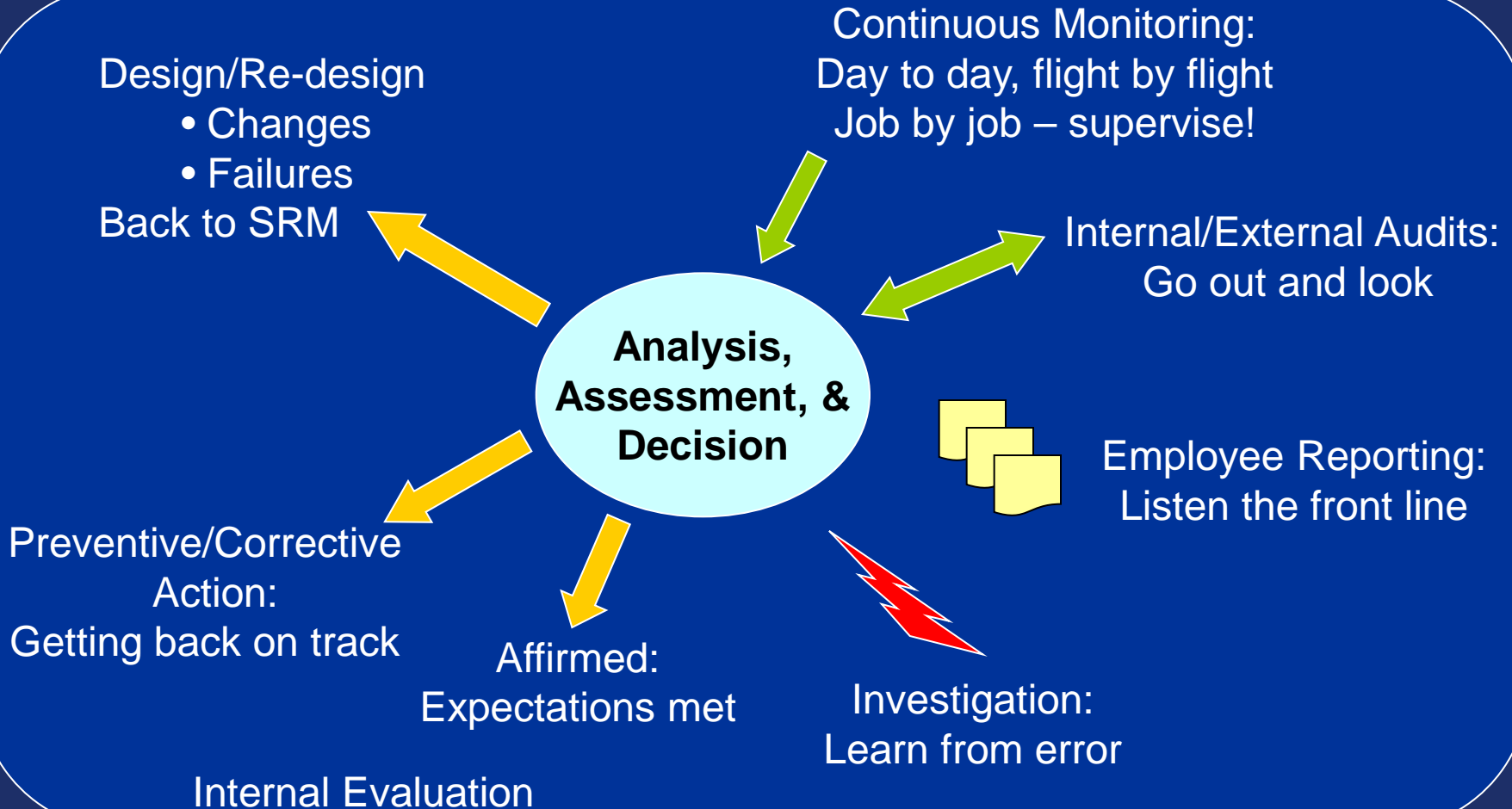
Systemic Approach to Safety



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

