ASAP: A PROACTIVE APPROACH TO SAFETY RISK MANAGEMENT

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The Vision: To promote and enable the highest levels of safety in personal and business aviation through the facilitation of risk management programs.
We are Risk Managers
The Solution

**SMS = Some More Systems**
Aviation Safety Action Program (ASAP)

- A confidential, voluntary safety event reporting system that provides a near consequence-free environment.

- ASAP is part of robust SMS and fosters a positive safety culture.

- Designed to identify critical incidents before they become potential accidents.
ASAP Philosophy

- Fix the problem
- Don’t shoot the messenger
Why ASAP?

Enhancing and improving overall safety performance depends on:

• Data collection and analysis

• Collaboration of data to identify system failures and human errors that are precursors to accidents

• Identify & implement corrective actions in order to reduce the potential of a recurrence
Why ASAP?

- Review patterns and trends
- FOQA: What happened?
- ASAP: Why did it happen?
Why ASAP?

• We can learn from the mistakes of others through publication of de-identified ASAP events

• Enhances and improves safety within our industry

• Has a proven track record

• Builds trust: Company, employees and FAA
ASAP History

- **1997:** FAA launches demonstration ASAP program with Part 121 air carriers.
- **2000:** FAA makes ASAP a continuing program and encourages all Part 121 air carriers to participate.
- **2005:** Part 135 operators and 91K management companies allowed to participate in ASAP.
ASAP History

- **2005**: Medallion Foundation approved by FAA as third-party ASAP program manager for Alaska operators.

- **2012**: ACSF approved by FAA as third-party ASAP program manager.

- **2013**: Part 91 operations join ASAP.
ACSF ASAP Partnership

- Cooperative effort between:
  - Company
  - Participating employees (pilots, mechanics, flight attendants, dispatchers, schedulers, etc.)
  - FAA
  - Air Charter Safety Foundation (ACSF)

- Agreement between Company, ACSF and FAA is through a Memorandum of Understanding (MOU)
Current ACSF ASAP Participants

- FAA Great Lakes, Western-Pacific, and Eastern Regions
- 10 Part 135 Operators
- 2 Part 91 Flight Departments
Partnership: Industry Perspective

An uneasy feeling

True partnership

FAA: Here to help
Reporting Process

- Employee completes electronic ASAP form to report:
  - An observed safety problem
  - Violation or potential violation of CFRs or company SOPs
  - Any incident related to safety of flight

- Report form is accessed on secure web portal
An Event Review Committee meets and is composed of:

- Company Management
- Employee Representative (pilots, mechanics, dispatchers, etc.)
- FAA Inspector assigned as ASAP Representative
- ACSF ASAP Manager acts as facilitator
ERC Process

- ERC consensus is required for all recommended corrective actions and report close-outs

- The focus of the ERC is to determine root-cause and improve safety, NOT to punish individuals
Reports

- Sole Source: The only information about the event comes from the pilot’s report(s). (Majority of ASAP reports.)

- Non-Sole Source: Information obtained from a source, other than the ASAP report, that indicates a violation of the FARs has occurred, i.e., ATC.
Top Five Reported Categories/Events

Pilot:
1. Altitude deviation
2. Course deviation
3. Company procedure deviations
4. Maintenance operations
5. Manuals/logbook paperwork
Top Five Reported Categories/Events

Scheduler & Dispatcher:
1. Company procedure deviation
2. Dispatch operations
3. Load planning/ MX operations
4. Manuals/logbook paperwork
5. Weather
Top Five Reported Categories/Events

Maintenance:
1. Company procedure deviations
2. Manuals/logbook paperwork
3. Maintenance operations
4. FAR deviations
5. Ramp Safety
Top Causes

- Communication: Pilots & ATC
- Communication: Between Pilots
- ATC Complications/Errors
- Policies/Procedures Issues
- Human Factors Issues
Corrective Actions

- Checklist made or changed: 15%
- Educational products developed: 21%
- Recognition of existing or potential program/safety threats: 31%
- Manual created or changed: 33%
ASAP Mitigates Risk

- Identifies hazards & analyzes risks
- Seeks corrective actions
- Educates and increases employee awareness
- Measures overall system performance
- Ensures accountability
ASAP Final Thoughts

- Fixes safety problems
- Protection from FAA action
- Proven history of improving & enhancing safety
- Everybody wins: company, employees, passengers and regulatory authority
“However beautiful the strategy, you should occasionally look at the results.”

-Winston Churchill